

**The Disablement Association of
Barking and Dagenham**

**Report and Financial Statements
for the year ended 31 March 2021**

**Company No: 2800290 (England & Wales)
Charity No: 1023730 (England & Wales)**

**The Disablement Association of
Barking and Dagenham**

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**The Disablement Association of
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Chair's Report

Like many other Charities DABD had a challenging year which we have managed well and, wherever possible, continued to provide ongoing support to many of our clients to live their life to its fullest potential. Our staff and volunteers have, wherever possible, continued to provide care, advice, education, skills, employment and transport. These services have been even more important in addressing the additional challenges posed by the Covid pandemic, yet some have been curtailed by public safety restrictions on our normal activity. This report records how we have built on our long history of meeting challenges and addressing new needs to get through these difficult times and create a strong base for the future.

I have worked with fellow Trustees to support operational management through these challenging times, and we continue to work to create tighter financial management and ensure we remain compliant with Charitable and Company regulations. A challenging year for all businesses, commercial or charitable, either breaks you or it makes you stronger. The Trustees and Operational Leadership Team have worked closely together to make sure DABD is a stronger organisation going forward. We have survived Covid by working with staff to support them through furlough where we were no longer allowed to supply services and support them in changing the services they provided where funders have chosen to redeploy them into new roles of supporting vulnerable clients through lockdown. Throughout these challenges we have worked with the senior leadership team to support staff in maintaining quality and standards. The crisis has created huge challenges for all our staff and managers, and they have responded magnificently to those challenges.

On behalf of the Board, I would like to thank all DABD staff and volunteers for their hard work and flexibility through this difficult period. We will continue to work with them in improving our financial management, searching out new areas of service delivery, making sure the contracts are sustainable and ensuring our governance documents are up to date and appropriate to support our clients.

I hope this report demonstrates we have addressed the challenges in a difficult year and emerged tougher and fitter to move forward and better able to help all eligible clients achieve their potential.

Peter Snell (Chair of Trustees)

**The Disablement Association of
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CEO's Report

This year has been challenging for DABD. In 2020, DABD had to live our vision and values like never turning a year of unprecedented challenges into a year of collaboration, building trust and caring. Our customers trusted that we would be there to deliver much needed support in a consistent and efficient manner, and we did just that. We proved that we were the go-to partner for emergency support and that protecting our staff and supporting people in our community were our only priority. I have chosen to record some personal experiences which have affected the charity.

We watched as families were affected by the pandemic, and our DABD family were no exception. Two of our DABD Lodge Avenue family, Neil Beckett, and Derek Clarke, died during the pandemic. Other personal tragedy included the loss of Pat Gilman after 26 years of service to DABD and the wider community and driver Malcolm Parsons, whose team described him as an exceptional and caring team leader. I am relieved to report that, due to the hard work and exceptional diligence of our staff throughout the organisation, and the preventative action taken, the outbreak has been successfully managed to date.

We were faced with the unprecedented challenge of operating in a perpetually uncertain environment in 2020. The speed at which our staff transitioned to remote working was challenging at first, however DABD's leadership team channelled the spirit of resilience, ensuring that our clients were supported and kept safe.

We suspended some face-to-face services, giving us time to complete a full review of our historical organisational culture and operating model which I referred to in last year's report as the "trojan horse paradox". We reviewed and modified our service offer, clarified some operational roles and continued to improve inter-departmental relationships, whilst also creating a more streamlined governance structure.

Uprooting systemic operating practices is ongoing these changes will not happen overnight. I am encouraged that we have made significant inroads and that the organisation is better positioned to be sustainable in the future.

In the year ahead we must be responsive to customers' needs as they emerge, increase collaborative working, and continue to strengthen our IT infrastructure.

We are eager to welcome back staff from service areas that were suspended, these include our travel trainers, kids patch workers, who were furloughed.

My personal thanks go out to all staff for all their hard work and self-sacrifice. Worthy of special note are the care teams working in the community and at Lodge Avenue; our cleaners; our Health and Safety Officer whose tireless efforts kept us safe.

I'd like to finally offer the thanks to the Board and to all our staff, volunteers, and supporters who enable us to deliver life changing services to all our customers.

With our seventh anniversary on the horizon, DABD is committed to enabling independence and inclusion for all.

Elaine James (Chief Executive Officer)

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**Trustees' Report
for the year ended 31 March 2021**

The Trustees present their report which incorporates the strategic report set out in company law included the audited financial statements for the year ended March 2021. The report provides an organisational summary, highlighting the charities purpose the key challenges and risks which have hindered the achievement of our key objectives as well as the actual performance of the charity over the past year.

DABD is the local Charity that enables inclusion and independence.

The charities principal activities are:

Welfare Benefits & Financial Independence

- Emergency Support Funding for Families in Crisis
- Test and Trace payments
- Form Filling
- Employment and Debt Advice
- Universal Credit support
- Better off calculations
- Income maximization

Personal Care and Support

- Extra Care (floating support)
- Community Care
- Befriending

Mobility (Transport)

- Multi Occupancy Transport
- Eastway Care
- Community Transport
- School Transport
- NHS Transport

Reducing Isolation (Golden Years)

- Life choices for older people
- Community Collaborations

Skills & Education

- NEET Employment
- Functional Skills Training

Children & Young People Services (Kids patch & Travel Training)

- Saturday Clubs (Barking & Dagenham and Havering)
- Befriending
- Creche's
- Independent Travel Training (Barking & Dagenham, Havering, Waltham Forest and Barnet)

The year in review

Our vision at DABD is focused on "enabling independence and inclusion for all".

The services we deliver enhance the lives of disabled and excluded individuals and groups, providing them access to the support they need to live independently.

The charity has faced significant challenges associated with the pandemic. This included the complete closure of our children's activity clubs, the suspension of our customer socials for our social care and isolated older people's groups. Our Benefits and Financial Independence Team also suspended home visiting services, these closures affected our benefits and financial independence team.

This had a significant impact on the families we support and affected the charity's income.

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The Covid 19 – Pandemic

The Covid 19 Pandemic started in March 2020 and immediately impacted the charity.

The Senior Leadership team became the emergency planning group for the charity. The team met daily basis to review the advice issued by the government and to formulate guidance for safe service delivery

Our corporate services lead worked closely with our health and safety officer to ensure that regular Covid updates were sent to all staff and that risk assessments for home working were carried out.

The pandemic accelerated the testing of our business continuity plans and the and agility of the business in responding to a move to home working.

The emergency planning group took the following actions:

- By 22 March we prioritized staff for shielding and furlough in line with public health recommendations
- By 22 March supported living services adopted and implemented new protocols around visiting
- By 30 March Office 365 was fully implemented enabling staff to work from home
- By 24 April business continuity plans were implemented in all service areas
- From May we implemented weekly SLT briefings to review and respond to changes in government guidance
- By June our SLT established a rota system for our drivers to support our care team minimize the spread of the virus
- By July a programme of wellbeing checks was implemented across the organisation for all staff including our colleagues on furlough
- In September the governance review was carried out by Digi – Board
- In December we adapted or services to respond to new customer demands
- In January we welcomed new trustees
- We started welcoming colleagues back to the office
- We moved into audit planning mode

In 2020 our objective was to focus on:

- Trust board expansion
- A governance Audit
- The creation of a five-year strategic plan
- The review of DABD's governing document

During the Covid -19 pandemic safety became our primary focus. We used our resources to:

To keep front line staff safe bulk orders of PPE were placed and access to networks for free supplies were fully utilized.

The corporate services team managed the rostering of staff ensuring that our customers could reach us in their time of need.

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We devoted resources to ensuring that staff received wellbeing support by implementing an employee assistance programme. This gave DABD staff access to a range of support including counselling, financial advice, and tips on maintaining positive mental health.

Since March 2020 thirty front line workers have been furloughed. The impact of the pandemic on the Charity has been moderate. However, we anticipate that other unintended consequences will become apparent in the short to medium term.

Overview of Performance and financial position

The result for the year is a deficit of £91K; the turnover for the year was reduced by 12% because of the closure of several services during the pandemic.

Operating costs increased by 15% due to investment in Business Development and PA/Governance support.

We continue to strive to extend our services to more communities and boroughs in north east London. We are keen to take advantage of opportunities to collaborate with others on a wide inclusion agenda to effectively support London's most vulnerable.

The Charity has close working relationships across NE London and collaborates on initiatives that increase the choices of individuals leading to greater independence.

This year we have been reaccredited by The Fleet Operator Recognition Scheme (FORS), The Advice Quality Standard (AQS), the Disability Confident employer scheme and Matrix.

Risk Management

Principal risks to which the charity is exposed as identified by the trustees have been reviewed and systems have been established to mitigate these risks. A risk register summarises the principal risks facing the charity graded according to their likelihood and impact and identifies actions to manage them. The register is regularly reviewed and updated by risk owners and is reviewed collectively by the leadership team. All areas of significant risk are brought to the attention of the board of trustees.

In response to covid additional risk reviews were carried out, an additional focus was on measures to mitigate the decline in income, due to the suspension of key services. We invested in a business development post to support the charity in applying for covid specific funding and to increase the charities grant income.

The transition to remote working created a need to strengthen the IT security. Cyber Security was included and prioritized in our risk management plan.

During 2020/21 there was one attempt at mandate fraud, where an invoice was replicated, and an attempt made to solicit funds from one of our commissioners.

Technology is in place to minimize information security risks for cyber-attacks; attempted data theft as well as denial-of – service attacks. We have refreshed our data security policies and set up a programme of ongoing penetration testing. We have restricted access to all DABD data sources and mandated that all staff and trustees use DABD email addresses. Access to DABD IT systems requires two factor authentication.

Governance

Overall strategy and policy for the charity are agreed by the Board of trustees advised by the chief executive and other members of the Leadership Team who attend trustee meetings.

Our Trustees and CEO regularly review how we operate so we can best support the inclusion and independence needs of our customers. We are committed to achieving the highest standards of governance, to that end the board initiated a governance review in September 2020 and are continuing to implement the action plan.

The charity governance code was updated in December 2020 to include an emphasis on integrity and equality diversity and inclusion.

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We are working hard to create a fully inclusive culture. The term diversity the nine protected characteristics of the Equality Act 2010 as well as the different backgrounds, life experiences career paths and diversity of thought. We are developing Equality and Diversity Strategy to address the recommendations of the Charity Governance Code. Our ambition is to be recognized as an anti -racist organisation.

Trustees are fully committed to the code of governances' seven principles:

- Organisational Purpose
- Leadership
- Integrity
- Decision making, risk and control
- Board Effectiveness
- Equality, Diversity, and Inclusion
- Openness and accountability

The board of trustees uses the charity code of governance as a reference point for a rolling review of governance, to ensure standards always remain high

The Digi-Board governance review highlighted the need to revise the charities governing document covered in the Chair's introduction.

The themes from the governance review have been captured in our strategy 2021 – 2026.

There is still an urgent need to increase the number of trustees.

Our board of trustees (the board) is currently made up of four members and two shadow members. The board has collective responsibility for everything we do, including the legal responsibility to ensure the charity is properly controlled and managed.

In discharging their collective responsibilities our trustees:

- Exercise their powers in line with good governance principles
- Act in the best interest of the organisation
- Maintain financial probity and ensure proper financial management

The board delegates responsibility for operational management to the chief executive, who leads, Senior Leadership Team (SLT). The SLT develop most of the organisation's plans policies and processes and is responsible for their implementation following the board's advice and approval.

The board have wide- ranging skills and experience. Trustees serve an initial term of three years, with the potential to stand for re-election.

Following the Digiboard review the board agreed to adopt best practice as outlined in the charity governance code: <https://www.charitygovernancecode.org/en/5-board-effectiveness>.

Trustees are appointed for an agreed length of time, subject to any applicable constitutional or statutory provisions relating to election and re-election. If a trustee has served for more than nine years, their reappointment is:

1. subject to a particularly rigorous review and takes into account the need for progressive refreshing of the board
2. explained in the trustees' annual report.

It is our policy to seek to recruit a diverse mix of trustees. Our trustees give their time on a voluntary basis; they receive no remuneration or any other benefits.

All trustees are recruited against skills' needs and are appointed following a comprehensive recruitment and induction process, and on occasion by recommendation, based on skill and experience.

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The board secretary carries out a skills audit and the enhanced disclosure and barring check.

The Chair interviews prospective trustees before they are invited to serve as a shadow trustee to gain a better understanding of their responsibilities. Following a period of shadowing, a review meeting is held; the Trustee appointment is then approved at the next full board meeting.

On appointment, our trustees receive a handbook, governance documentation and formal induction with the Senior Leadership Team. Trustees are offered training and development opportunities throughout their time in office.

We place particular emphasis on ensuring that we have the appropriate balance of skills and experience we need and will use more targeted recruitment searches where necessary to keep under review the gender and diversity balance of trustees.

There are currently two male trustees and two female trustees.

Board Meetings

Our board meets six times a year; we also hold an annual board away day, which enables trustees and the executive to focus on key strategic issues in more depth.

We have a session at trustee meetings to provide trustees with a first-hand detailed understanding of the charities service areas and operating models.

Matters Reserved for Board

There are certain matters which the board reserves to itself through a written schedule. These include approval of the annual plan and budget, and overall strategic direction. During 2020/21 the board reviewed a number of corporate risks these were:

- Covid 19
- Safeguarding
- Financial Controls
- Information security
- Health and Safety
- Staff pensions

In mitigating some of these risks' decisions were taken to end some historical relationship where persistent errors threatened the charities compliance with regulatory bodies.

Matters not reserved for decision by the full board are delegated to committees of the board who report back to the board or to the chief executive on a regular basis.

A framework for levels of decision-making (including financial authority levels) is also in place for all our staff. This is regularly reviewed and updated, as necessary.

Financial Review

In 2021 DABD continues to face challenges with funding opportunities in an uncertain environment. There has been a reduction in the number of funding streams available to organisations with a focus on vulnerability and social inclusion.

Reserves Policy

The charity operates within a reserves policy which is reviewed annually as part of the charity's budget and planning processes. The trustees aim to grow the value of the free reserves to support and fulfil the organisation's objectives. The Trustees are in the process of developing a reserves policy.

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Future Development

We are rebuilding the charity post Covid as restrictions ease, and while there are still high levels of uncertainty, we are excited about the future.

After a year riddled with uncertainty it would be natural to take a step back and slow down. We have a full activity programme planned.

We primarily want to apply the learning for experiences at the height of the pandemic to make significant service improvements.

We are committed to:

- provide flexible working and introduce staff wellbeing support
- Develop our people to be their best self
- Further improve our use of digital technologies
- Improve social care choices
- Enhance leadership capabilities
- Improve board effectiveness
- Supporting the kickstart programme
- Providing opportunities to interns with special educational needs
- Provide placements to students on early years and social care programme

We will continue to review our services to ensure they are future proof. We are conscious however that the full impact of the pandemic is yet to be realised. Future proofing will be based on insights and tested learning in collaboration with our service users.

We are approaching our 70th year and looking at a total rebrand and refresh of the charity with a focus on independence and inclusion. We have built new relationships and connected with new donors, making us confident about the charity's future.

As 2021/22 opens we have achieved our good CQC rating, our quality audit has cited areas of good and excellent work in relation to our care delivery.

In addition, we want to ensure that DABD is a great place to work.

Departmental Reports

Independent Travel Training

Having the confidence and skills to travel independently can make such a positive difference to young people's lives.

DABD's Travel Training programme helps young people with disabilities, special educational needs (SEN) or additional needs develop coping strategies and road and personal safety skills so that they can make the journey to their place of education independently. This could be by walking or using the bus, train or tube or a combination of several transport modes.

Our Travel Training programme is designed to create long-term positive effects which can support young people through their transition into adulthood. This includes improved:

- social interaction skills
- life skills
- self-esteem
- management of fears and anxieties
- responsibility
- road safety awareness
- time management
- coping strategies
- communication skills

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Kids Patch Club

Kids Patch is our Ofsted registered weekend club for children and young people aged 5 + with disabilities or additional needs.

The club offers a friendly, fun, social and inclusive environment for three age groups (5 – 8, 9 – 13 and 14 – 18) with specialist equipment and facilities and trained staff.

Children and young people can enjoy crafts and themed activities promoting confidence, positive relationships and of course, fun!

Personal Care

For our customers who want to live an independent life in your own home but feel they need extra help and support, our care support service can support you to live an independent life.

As an organisation that has care at its heart, DABD always puts the needs of our clients first, and we pride ourselves on offering high-quality service.

Our service is designed to suit your needs. We will ask you what you feel you need regarding support and you will be able to make decisions about your care.

Welfare Benefits Service

Many people are unsure or unaware of which benefits and tax credits they could be claiming.

We are here to make sure that you understand what help you may be entitled to and how to go about it.

Our Benefits advice service to help you understand your entitlements and give you advice and support.

Income maximisation

We will look at your financial situation. We can help you get to a place where you/your family has the best financial opportunities possible and maximise the amount that you are receiving.

Benefits checks

Our dedicated team will assess your situation in all its aspects and find out which benefits you could be claiming. There could be benefits that you haven't thought to look into or simply have not heard about.

Help filling in forms

Filling in forms can be confusing, sometimes forms use complicated terminology and can be difficult to fill out correctly. Rather than risk holding up the process of claiming, if you are unsure about a form you're filling in talk to us. We have a team that will sit and help you fill out the form, or fill them out on your behalf.

'Better-off' calculations

Going back to work can be a scary time for some. The thought of having your financial situation change drastically isn't something that you should fear, however. With our 'Better-off' calculation service, we can explain to you the benefits of moving into work, and how much better off you would be given your situation.

Challenging decisions with regards to your benefits

Sometimes decisions can be made with the benefits that you do not agree with. It can happen to anyone at anytime and the process behind challenging such a decision can be daunting.

We're here to help you. We can give you support and advice on how best to challenge a decision and help get things sorted.

In addition to our core services during the pandemic we supported families in crisis and administered support funds which included:

- Emergency Support
- Winter Fuel Payments
- Test and Trace

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Transport overview

DABD Mobility Services work with partners and commissioners who all want the very best for their communities and see accessible and inclusive transport as part of a solution to a host of challenges faced by those with impaired mobility in our society. We operate a reliable and friendly door-to-door transport service at a fair, yet competitive cost for people of all ages with limited mobility.

Along with the Divisional Lead, the Service Coordinator, two Team Leaders and an administrator/driver, we have 35 paid full-time drivers, 10 paid part-time drivers and one volunteer driver operating 35 fully accessible passenger-lift vehicles, including one vehicle equipped with stretcher and oxygen facilities. All our drivers are MiDAS (Minibus Driver Awareness Scheme) trained and, we can also supply PATS (Passenger Assistant Training Scheme) trained Passenger Assistants.

As well as providing individual journeys to the people of the community, our vehicles are available for contract hire. Current commissions we undertake include transport for the NHS' Retinal Screening Service and the Acute Frailty Service at King George Hospital, several local London Boroughs, Education Departments, day centre transport, independent travel by direct payments and Transport for London door-to-door Dial-a-Ride services.

Our vehicles are also available on loan (with or without a driver) for individual or group community activities.

DABD Equipment and Wheelchair services offers a wide range of daily living equipment for purchase from manual and electric wheelchairs and electric scooters through to walking aids, adapted household items and personal care products such as bathing aids and commodes.

We have been supporting people to choose the correct independent living equipment suitable for their needs for 20 years and are also able to give independent advice and information, product care advice and demonstrations if required.

2020/21

Social Value

During 2020/21, the Mobility Division continued to focus on a collaborative strategy with Community Transport London members around the advantages community transport plays in addressing a range of social issues, not just loneliness and isolation, but also the positive effect it can have in areas such as employment, crime prevention and victim support.

Community transport has also been shown to help build localised social capital and assist the Mayor of London to meet environmental targets.

Contracts and growth

Our trustworthiness and dependability as a transport provider means that we are held in high regard by our commissioners and peers alike. This has led to contract extension opportunities for the Division and is a testament to the dedication of the front-line staff delivering our mobility services. Our commissioned services include:

- Eastway Care Ltd – This is a care provider offering respite and day care services for clients in north east London. DABD Mobility Division provides 22 buses for the transport requirements of these clients.
- There was some growth in our Dial-a-Ride MOAT (Multi Occupancy Accessible Transport) contract commissioned by Transport for London. As a MOAT stakeholder, we are now providing 49 Dial-a-Ride shifts over a seven-day period. This includes four shifts on weekends on an ad-hoc basis.
- Havering Learning Disability Society are a local charity that have commissioned us to provide three vehicles to transport members to activities held at their Monday Club and a bus for their swimming group on Saturdays.
- Barking and Dagenham, Havering & Redbridge Clinical Commissioning Group require us to provide transport for patients to attend retinal screening appointments at Porters avenue Clinic and Homerton Hospital. This is an ad-hoc service driven by demand from the CCG.

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- BHR CCG/NELFT Acute Frailty Service consists of a two-person crew transporting discharged patients' home from either Queens or King George Hospitals. Initially commissioned to speed up the process of discharging patients, this service has changed dramatically since its inception. It is primarily now used to support elderly or frail Covid-19 patients when discharged from hospital after recovery and is a unique transport option for the medical teams to use.

Areas of concern

DABD own three minibuses that were all registered in 2012. These vehicles are Euro VI compliant and are subject from the 25 October 2021 to the daily Ultra Low Emissions Zone (ULEZ) charge. It would be prudent to consider a plan to finance replacement of these vehicles over the next two years, starting with Fiat Ducato LJ62JHO as the first to be taken out of service.

Benefits of Community Transport Services

Voluntary organisations and social enterprises principally exist to provide social improvement. To meet the challenges of substantially reducing local authority budgets and voluntary sector grants, the restructuring of health and social care along with the growth in the ageing population, increases the need for inclusion and added value in all strategic decisions.

We therefore aim to enable individuals to design their own ground-up transport solutions, placing their access and inclusion needs at the forefront of our service delivery. The nature of community transport operators and drivers means that the direct social benefit from using community transport schemes, as opposed to other modes of transport, is far greater.

Some of the benefits to service users are:

- Providing access to social opportunities
- Providing opportunities to leave the house
- Giving a chance to socialise with the driver and other passengers
- Improving access to GPs and healthcare facilities (resulting in early diagnosis and treatment, which in turn leads to reduced mortality rates, improved health outcomes, reduced health inequalities and lower healthcare costs)
- Allowing people to live independently for longer (reducing demand on expensive nursing and residential care)
- Replacing expensive domicile health visits by more frequent visits to the relevant health facility
- Reducing non-attendance for health services by ensuring those with transport difficulties do not miss their scheduled appointments
- Enabling people to be discharged earlier from hospitals by providing a solution to get people home, and ensuring they have access to the services they need while they recover at home
- Reducing demand on expensive Patient Transport Services by offering a suitable alternative
- Drivers and passenger assistants can identify early warning signals of problems, due to their regular contact with an otherwise isolated person, and so attempt to mitigate future problems. (This can directly benefit the individual and reduce the potential indirect costs to society.)

Passengers and trips

During 2020/21, the Mobility Division delivered only 42,886 passenger trips.

Due to Covid lockdowns and travel restrictions, services and passenger numbers were severely reduced. Dial-a-Ride and Eastway Care continued to provide transport for those that were considered vulnerable and we continued to provide trips to hospitals, shops, weddings, funerals, schools, colleges, faith centres, holidays, airports, dentists, clinic appointments, museums and theatres where possible.

To protect clients at The Lodge, Mobility also provided transport for our care staff during both lockdowns so that they did not have to travel on public transport, limiting their possibility of exposure to the virus.

Mobility also helped in the community, managing and delivering food parcels to shielding residents in the borough.

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We also provided transport for our Golden Years coordinators to collect shopping and medication for those shielding at home in our communities.

Overall environmental Impact

Mobility Division vehicles travelled 317,257 miles (510,576 kilometres) using 16,361 imperial gallons (74,379 litres) of fuel. This equates to an average vehicle fuel consumption of 19.40 mpg (6.90 km/l), creating 293.70 tonnes of Co2 and 435.96 kilograms of NOx and PM's.

It is Mobility's intention to investigate the replacement of the current fleet with hybrid or alternative fuel powered vehicles. Crucially, we would need to source a depot that would allow the infrastructure to be put in place to recharge or refuel these vehicles.

Summer/winter excursions

All excursions were unfortunately suspended due to the Covid pandemic. We aim to reinstate these once Government restrictions allow us.

Training

All drivers either completed or renewed their MiDAS certificates as necessary throughout 2020/21. Along with this, a comprehensive programme of e-learning took place and included all drivers. To be Fleet Operator Recognition Scheme (FORS) compliant, every driver had to complete eleven modules of e-learning, based around driving safety and economy, while Dial-a-Ride compliance required all drivers to complete ten e-learning modules based around driving safety, economy and customer service. Furthermore, drivers were offered training in first aid, manual handling and oxygen/stretchers use.

Coronavirus pandemic

The COVID pandemic is having an unprecedented impact across the UK, and there has been a significant drop in demand for traditional community transport services such as Dial-a-Ride transport, school contracts, and community bus services since it began.

Generally, whilst demand has fallen overall for essential services such as hospital and health related transport, these services have been least affected, thereby demonstrating the vital role DABD Mobility plays in providing essential journeys.

The usual funding streams for community transport have heavily reduced since lock-down began. DABD Mobility are confident that we will retain income from existing contracts and local authority funding, but fare and excursion income along with donations have been the hardest hit.

As with other Divisions, Mobility services have had staff and volunteers who have been unable to work due to self-isolation or shielding. However, we have not used the Coronavirus Job Retention Scheme, as commissioners continued to pay us for services throughout the pandemic. Therefore, only three staff have been furloughed, and three have chosen to self-isolate.

Mobility was also affected by the national PPE shortage at the beginning of the lockdown, and we struggled to obtain the most essential items such as face masks, hand sanitiser, disposable gloves etc, however we never once could not provide these to staff.

Despite these challenges, the Mobility Division has been stepping up and adapting its services, undertaking new activities such as home delivery of food and medicines, partnering with local foodbanks, providing transport for care staff at The Lodge as well as increasing phone contact and support for the most vulnerable, socially isolated passengers and our shielding/self-isolating staff.

More recently though, the positive impact of providing transport for passengers that wish to receive their Coronavirus vaccinations has been noted and fed back anecdotally through our staff, giving us all something to aim for collectively in the future.

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I believe that this pandemic has already given rise to the spirit of charity and community that brings people together. Mobility staff are at the forefront of this, and they have confronted head-on any challenge they have faced. I cannot put into words how proud I am of their resilience and perseverance during some of the most uncertain times they have probably experienced, and they are a testament to our charity and their commitment to the communities that they serve.

Business Development & Commercial

Overview

The role of Business Development & Commercial (BD&C) Lead has been established this year (March 2020) to support the charity with income generation to enable the delivery of successful outcomes around our financial, strategic growth and development objectives. Leading to new business development opportunities (principally via new or extended contracts or bid/grant funding) and working with the other divisional leads to support the charity to fulfil its strategic plan and meets its budgetary objectives.

On a day-to-day level, this manifests itself into four main areas of activity:

- Research, prepare and submit funding applications to support organisational stability & future growth
- Working with the divisional leads to extend or secure new business contracts for the charity.
- Creating, developing, and actively participating in partnerships and collaborations with organisations that mirror the vision & values of the charity
- Identify and deliver cost savings or enhancements to the charity's supplier chain and service network

The Business Development Lead role is a new appointment for the charity and coincided with the start of the global Covid-19 pandemic.

March heralded the first of three national lockdowns which affected the impact of the role in 2020/21.

Since April 2021 the results can be evidenced in the following key areas:

Funding

In April 2021, new funding totalling £55,000 has been secured from several organisations including, The Edward Gostling Foundation, Tesco, Waitrose, Smart Energy BG/National Energy Action (NEA) and the Kickstart Scheme.

We have also created a healthy pipeline of submitted & pending applications totalling c.£263,000. By the nature of the application method and the fierce competition from other worthy charities seeking financial support, against the backdrop of the pandemic, we know that not all of these bids will be successful. However, the pipeline and process are now well established and will continue to grow into the new financial year.

Contracts

Across the past twelve months, we have focussed heavily on retaining and developing new contractual income streams with local authorities, commissioners and organisations that are more aligned with the strategic aims of our charity.

Our working relationships with all the local boroughs have strengthened significantly across the last twelve months, as we have secured new contracts with LB of Barking & Dagenham (LBBD), LB of Havering and most recently with the LB of Barnet.

A new mobility contract with Oomph Wellness has also been secured, in addition to an exciting collaboration with a long-term partner to DABD, the Barking Enterprise Centre (BEC).

Partnerships & Collaborations

As with contracts, a lot of hard work has been put into identifying, developing & maintaining new and existing partnerships & collaborations that mirror the vision and values of the charity.


**The Disablement Association of
Barking and Dagenham**

**Trustees' Report
for the year ended 31 March 2021**

Auditors

The auditors, Moore Kingston Smith LLP, are deemed to be reappointed under section 487(2) of the Companies Act 2006.

Approved by order of the board of trustees on 25/11/21 and signed on its behalf by:


.....

Peter Snell, Chair of trustees

**The Disablement Association of
Barking and Dagenham**

**Trustees' Report
for the year ended 31 March 2021**

Clearly, the impact of the three national lockdowns in the past year, have curtailed the f2f element of this work. However, this has just accelerated the development of our remote communication skills and encouraged us to become more proficient with digital means such as the Teams & Zoom meeting platforms. In fact, this has not been a barrier at all and has really helped the charity enhance our existing & new partnerships with the below organisations.

We have also committed to directly support our local boroughs and neighbouring authorities on a more personal, proactive, and participatory basis. This has led to members of the DABD Senior Leadership Team taking active roles on project boards and steering groups, such as the LBBD Community Banking Project and the LBBD Funding Panel.

This level of commitment and personal investment demonstrates that DABD really want to take a responsible and active role in the successful future of the borough and other local authorities who work with us.

Suppliers

Finally, onto the last workstream that has been the focus of BD&C activity over the past year.

The key driver here is to identify and deliver cost savings or enhancements to the charity's supplier chain and service network. The principal objective remains to reduce expenditure without compromising the service levels we receive and where possible, enhance the functionality or product offering from the supplier.

We have seen some significant successes here, such as our recent move to a new telecommunications provider, changing from static phones to a digital, cloud-based offering.

The new system not only provides much greater functionality and accessibility for our customers and staff (including the ability to access the charities phone network whilst working from home or away from the office, as is more & more frequent in lockdown) but in addition, delivering a significant cost saving of c.£15k in year one with subsequent savings of c.£10k pa thereafter.

New supplier contracts have also been negotiated within the mobility division on fleet hire and insurance, creating a cost savings of c.18k (insurance) and c.£9k (fleet hire) without any loss of cover or specification on both deals.

Agreements were also negotiated with a new HR Advice partner delivering cost savings.

Successful funding since April 21, in the backdrop of the pandemic and the resultant negative impact on income streams, is evidence of sound judgement in introducing the role at this time.

Our Partners

Age UK, Ab Phab, Advice Plus Barking & Dagenham, Advice UK, BD College, BD Collective, Barking & Dagenham CVS, BEC, Breezie, Carers of Barking & Dagenham, Christians Against Poverty, Citizens Advice Bureau (B&D), Community Transport Association, Community Fridge, Community Mental Health Team, CQC, Dagenham & Redbridge FC, Dial A Ride, Department of Work & Pensions, Eastway Care, Edward Gostling Foundation, Family Mosaic, First Stop Healthcare, Ford Britain Trust, Good Things Foundation, Foundations, Halls of Ivy, Havering Learning & Disability Society (HLDS), HEET, Home Improvement Trust, HUBB, Inclusion London, ILA, Independence Age, Job Centre Plus, Kickstart, Kingsley Church Hall & CC, London Boroughs of Barnet, Barking & Dagenham, Havering, Newham, Redbridge and Waltham Forest, London Rebuilding Society, Morrison Foundation, National Lottery, NHS, Ofsted, Oomph Wellness, Outlook Care, MenCap, Mind in Havering & B&D, Participatory City, Progress Project, RAMFEL, Refuge UK, Reconnections, Redbridge CVS, Scope, Smart Energy GB, Sparko, Stay Safe East, Sycamore Trust (formerly PACT), Tesco, TfL, Treetops (Romford) Ltd, UK Youth, Voice ability, Volunteer Barking & Dagenham, Waitrose.

**The Disablement Association of
Barking and Dagenham**

**Statement of Trustee Responsibilities
for the year ended 31 March 2021**

The trustees (who are also the directors of The Disablement Association of Barking and Dagenham for the purposes of company law) are responsible for preparing the Report of the Trustees 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 period. In preparing those financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

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

**Auditors Report to the Trustees of
The Disablement Association of Barking and Dagenham**

Opinion

We have audited the financial statements of The Disablement Association of Barking and Dagenham for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash flows and 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and 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 2021 and of its deficit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis of 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 financial statements section of our report. We are independent of the 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 unqualified opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

**Auditors Report to the Trustees of
The Disablement Association of Barking and Dagenham (continued)**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

-
- adequate accounting records have not been kept by the charitable company, 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 required for our audit.

Responsibilities of directors

As explained more fully in the trustees' responsibilities statement set out on page 17, the trustees 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.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

**Auditors Report to the Trustees of
The Disablement Association of Barking and Dagenham (continued)**

As part of an audit in accordance with ISAs (UK) we exercise professional judgement 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 purposes of expressing an opinion on the effectiveness of the 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 for no purpose other than to draw to the attention of the charitable company's members those matters which we are required to include in an Auditor's report addressed to them. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the charitable company and charitable company's members as a body, for our work, for this report, or for the opinions we have formed.

Orbital House
20 Eastern Road
Romford
Essex
RM1 3PJ



**Karen Wardell (Senior Statutory Auditor)
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants**

Dated: 3 December 2021

**The Disablement Association of
Barking and Dagenham**

**Statement of Financial Activities
for the year ended 31 March 2021**

Income	Notes	Unrestricted fund £'s	Restricted fund £'s	2021 £'s	2020 £'s
Donations, Legacies & Similar Income	3	1,629	-	1,629	2,378
Charitable Activities - Objects	4	2,558,273	6,254	2,589,527	2,918,089
Other income		113,061	-	113,061	58,982
Investment Income	5	3	-	3	-
Total Income		2,697,966	6,254	2,704,220	2,979,449
Expenditure					
Charitable Activities - Objects	6	2,158,858	11,422	2,170,280	2,464,552
- Administration	7	624,856	-	624,856	501,504
Total Expenditure		2,783,714	11,422	2,795,136	2,966,056
Net (Expenditure)/Income		(85,748)	(5,168)	(90,916)	13,393
Transfer between funds		-	-	-	-
Total Funds Brought Forward		223,954	11,422	235,376	221,983
Total Funds Carried Forward	15	138,206	6,254	144,460	235,376

The statement of financial activities includes all gains and losses in the year. All income and expenditure derives from continuing activities.

The notes on pages 24-33 form part of these accounts.

**The Disablement Association of
Barking and Dagenham**

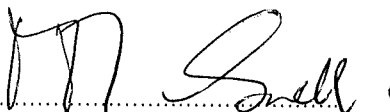
**Balance Sheet
for the year ended 31 March 2021**

	Notes	2021	2020
		£'s	£'s
Fixed Assets			
Tangible Fixed Assets	10	1,304	1,226
Current Assets			
Debtors	11	341,980	519,228
Cash at bank and in hand		135,516	654
		477,496	519,882
Creditors: amounts falling due within one year	12	(334,340)	(285,732)
Net current assets		143,156	234,150
Net Assets		144,460	235,376
Represented by:			
Restricted funds		6,254	11,422
Unrestricted funds		138,206	223,954
Funds of the Charity	15	144,460	235,376

These accounts are prepared in accordance with the Charity SORP (FRS102) and the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees acknowledge their responsibilities for complying with the requirement of the Companies Act with respect to accounting records and the preparation of financial statements.

Approved by the board of trustees on 25/11/21 and signed on behalf.



 Peter Snell (Chair of trustees)

Company no.: 2800290

The notes on pages 24-33 form part of these accounts.

**The Disablement Association of
Barking and Dagenham**

**Statement of Cash flows
for the year ended 31 March 2021**

	2021	2020
	£	£
Cashflow from operating activities:		
Net cash from/(used in) operating activities	165,547	(44,311)
Cashflow from investing activities		
Investment income	3	-
Acquisition of tangible fixed asset	(649)	(1,634)
	<hr/>	<hr/>
Cash provided from investment activities	(646)	(1,634)
	<hr/>	<hr/>
Change in cash or cash equivalents	164,901	(45,945)
Cash at 01/04/2020	(29,385)	16,560
	<hr/>	<hr/>
Cash and cash equivalents at 31/03/2021	135,516	(29,385)
	<hr/>	<hr/>
Reconciliation of net cash from operating activities		
Net (expenditure)/income	(90,916)	13,393
Interest received	(3)	-
Increase/(decrease) in debtors	177,248	(126,675)
Increase in creditors	78,647	51,754
Depreciation	571	17,217
	<hr/>	<hr/>
Net cash from/(used in) operating activities	165,547	(44,311)
	<hr/>	<hr/>

The notes on pages 24-33 form part of these accounts.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

1. ACCOUNTING POLICIES

The Disablement Association of Barking and Dagenham is a private company limited by guarantee domiciled and incorporated in England and Wales. The registered office is Pembroke Gardens, Dagenham, Essex RM10 7YP.

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the 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 effective 1 January 2015 (The FRS 102 Charities SORP), the Companies Act 2006 and Charities Act 2011.

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

The Trustees confirm that the Charity meets the definition of a public benefit entity under FRS 102.

Income

Voluntary income, grants and donations are included in income when they are receivable, except when the donors' conditions have not been fulfilled, and then the income is deferred.

The income from fundraising ventures is shown gross, with the associated costs included in fundraising costs.

The charity receives the benefit of work carried out by volunteers and receives the use of facilities and equipment without charge. No value is placed on these gifts in kind within the accounts.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Individual assets costing £500 or more are capitalised at cost.

Depreciation is provided on all tangible fixed assets at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% straight line
Motor vehicles	- 25% straight line
Equipment	- 25% straight line

Taxation

The charity is exempt from corporation tax on its charitable activities.

Volunteer help

The Trust receives support from a wide variety of volunteers. It is not practical to place a value on the time volunteered by all these persons, due to the variety of duties performed, the differences in time spent, and the sheer number of volunteers who gave of their time.

Pension costs

The Trust operates a defined contribution scheme for the benefit of some of its employees. The costs of the defined contributions are written off against incoming resources in the year they are payable. The assets of the scheme are held separately from the Trust in independently administered funds. The majority of the employees are members of a money purchase policy, which was set up to meet the government's requirements regarding pension provisions for all staff. Contributions to the policy made on behalf of employees are also charged against incoming resources in the year they are paid.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

1. ACCOUNTING POLICIES (CONTINUED)

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Going concern

The charity made a net deficit of £90,916 (2020: £13,393 surplus) during the year ended 31 March 2021 and, at that date, the charity's unrestricted reserves had decreased to £138,206 (2020: £223,954). These results for the year to 31 March 2021 are a direct result of the effects of Covid-19 on the charity's operations. Forecast and budgeted results and cash flows for the next 12 month period are positive, at the time of approving these financial statements the trustees have a reasonable expectation the charity can continue in operational existence for a period of 12 months from the date of signing these financial statements.

In April 2021, new funding totalling £55,000 has been secured from several organisations including, The Edward Gostling Foundation, Tesco, Waitrose, Smart Energy BG/National Energy Action (NEA) and the Kickstart Scheme.

The charity therefore continues to adopt the going concern basis in preparing its financial statements.

Financial assets and liabilities

The charitable company only has basic financial instruments.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the charitable company's accounting policies, the trustees are required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Key sources of estimation uncertainty

Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets and note 1 for the useful economic lives for each class of asset.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

3. DONATIONS, LEGACIES AND SIMILAR INCOME

	2021	2020
	£'s	£'s
Donations	1,629	2,378
	1,629	2,378

4. INCOME FROM CHARITABLE ACTIVITIES - OBJECTS

	2021	2020
	£'s	£'s
Golden Years	6,527	20,636
Transport Services	1,693,539	1,538,362
Welfare Benefits	207,627	210,080
Employment Training	-	92,648
Havering ESS	48,655	40,332
Personalisation & Personal Care Services	574,195	897,862
Travel Training	14,330	111,216
Core and Other Income	44,654	6,953
	2,589,527	2,918,089

The above income includes £6,254 (2020: £40,000) which relates to restricted funds.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

5. INVESTMENT INCOME

	2021	2020
	£'s	£'s
Interest received	3	-
	3	-
	3	-

6. EXPENDITURE ON CHARITABLE ACTIVITIES - OBJECTS

	2021	2020
	£'s	£'s
Golden Years	-	57,399
Transport Services	1,478,236	1,397,369
Welfare Benefits	180,156	152,547
Employment Training	-	122,677
Havering ESS	2,003	18,318
Personalisation & Personal Care Services	509,885	627,274
Travel Training	-	88,968
	2,170,280	2,464,552
	2,170,280	2,464,552

The above expenditure includes £11,422 (2020: £69,907) which relates to restricted funds.

All of the above expenditure relates to direct costs of the charity and staff costs have been allocated to the individual charitable activities.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

7. CHARITABLE ACTIVITIES - ADMINISTRATION

	2021	2020
	£'s	£'s
Sales and office costs	614,356	491,004
Audit Fee	10,500	10,500
	624,856	501,504

All of the above expenditure relates to support costs for the charity.

8. NET INCOME/(EXPENDITURE)

	2021	2020
	£'s	£'s
Net income/(expenditure) for the year is stated after charging:		
Depreciation	571	17,217
Audit fees	10,500	10,500
Non audit fees paid to the company's auditor	1,740	1,680
Operating lease charges	83,853	177,530
	106,664	307,937

9. STAFF COSTS

No remuneration was paid to trustees in the year. During the year one employee (2019: one) earned between £60,000 and £70,000 per annum.

Remuneration of the Charity's key management personnel in the year was £152,952 (2020: £189,331).

	2021	2020
	£'s	£'s
Wages and salaries	1,707,702	1,755,506
Social Security	119,029	116,578
Pension	38,401	43,524
	1,865,132	1,915,608

	2021	2020
No of employees by functions:		
Welfare Benefits	5	6
Personal Care Services & Travel Training	64	62
Education, Skills and Employment	7	9
Corporate Services	9	11
Mobility Services	35	35
	120	123

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

10. TANGIBLE FIXED ASSETS

Cost	Equipment £'s	Vehicles £'s	Total £'s
At 01/04/2020	76,801	243,146	319,947
Additions	649	-	649
	<u>77,450</u>	<u>243,146</u>	<u>320,596</u>
Depreciation			
At 01/04/2020	75,575	243,146	318,721
Charge in year	571	-	571
	<u>76,146</u>	<u>243,146</u>	<u>319,292</u>
As at 31/03/2021	1,304	-	1,304
As at 31/03/2020	1,226	-	1,226

11. DEBTORS

	2021 £'s	2020 £'s
Trade Debtors	194,025	304,916
Prepayments and accrued income	125,580	214,312
Other debtors	22,375	-
	<u>341,980</u>	<u>519,228</u>

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2021**

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£'s	£'s
Trade Creditors	146,208	179,819
Accruals	37,078	21,770
Deferred Grants	25,520	6,369
Other taxes and social security costs	40,598	35,363
Bank loans and overdrafts	-	30,039
Conduit funds (note 14)	66,429	4,673
Other creditors	18,507	7,699
	334,340	285,732
	334,340	285,732

13. OPERATING LEASE COMMITMENTS

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

	2021	2020
	£'s	£'s
Due within 1 year	158,459	177,084
Due between 2 and 5 years	200,853	359,360
Due after 5 years	37,050	48,750
	396,362	585,194
	396,362	585,194

14. CONDUIT FUNDS

DABD administrates funds on behalf of The London Borough of Havering and this activity is recognised in the accounts as conduit funds. The beneficiaries of the funds are determined by The London Borough of Havering. The movement in conduit funds during the year are as follows:

	Track & Trace - Grant £'s	The London Borough of Havering £'s	2021 £'s	2020 £'s
Balance brought forward	-	4,673	4,673	-
Funds received	217,500	480,000	697,500	50,000
Funds disbursed	(201,381)	(434,363)	(635,744)	(45,327)
Balance carried forward	16,119	50,310	66,429	4,673
	16,119	50,310	66,429	4,673

**The Disablement Association of
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**Notes to the Financial Statements
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15. MOVEMENT IN FUNDS

2021	At 1st April 2020 £'s	Income £'s	Expenditure £'s	At 31st March 2021 £'s
Unrestricted Funds	223,954	2,697,966	(2,783,714)	138,206
Restricted Funds - City Bridge	11,422	-	(11,422)	-
Restricted Funds- Golden Years	-	6,254	-	6,254
	<u>235,376</u>	<u>2,704,220</u>	<u>2,795,136</u>	<u>144,460</u>
2020	At 1st April 2019 £'s	Income £'s	Expenditure £'s	At 31st March 2020 £'s
Unrestricted Funds	180,654	2,939,449	(2,896,149)	223,954
Restricted Funds - Big Lottery	17,529	-	(17,529)	-
Restricted Funds - City Bridge	23,800	40,000	(52,378)	11,422
	<u>221,983</u>	<u>2,979,449</u>	<u>(2,966,056)</u>	<u>235,376</u>

City Bridge

Financial Health Initiative – Enabling independence by helping people in poverty to address financial issues.

Golden Years

The Pat Gillam ‘Golden Years’ Legacy. Enabling independence by reducing isolation.

16. FINANCIAL INSTRUMENTS

	2021 £'s	2020 £'s
Carrying amount of financial assets measured at amortised cost	261,068	480,222
Carrying amount of financial liabilities measured at amortised cost	268,224	244,000

**The Disablement Association of
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**Notes to the Financial Statements
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17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	-	1,304	1,304
Debtors	-	341,980	341,980
Cash at bank and in hand	6,254	129,262	135,516
Creditors due in one year	-	(334,430)	(334,430)
	<u>6,254</u>	<u>138,116</u>	<u>144,370</u>
	<u><u>6,254</u></u>	<u><u>138,116</u></u>	<u><u>144,370</u></u>
	Restricted funds £	Unrestricted funds £	Total £
Fund balances at 31 March 2020 are represented by:			
Tangible fixed assets	-	1,226	1,226
Debtors	-	519,228	519,228
Cash at bank and in hand	11,422	(10,768)	654
Creditors due in one year	-	(285,732)	(285,732)
	<u>11,422</u>	<u>223,954</u>	<u>235,376</u>
	<u><u>11,422</u></u>	<u><u>223,954</u></u>	<u><u>235,376</u></u>

**The Disablement Association of
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**Notes to the Financial Statements
for the year ended 31 March 2021**

18. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

Income	Unrestricted fund £'s	Restricted fund £'s	2020 £'s
Donations, Legacies & Similar Income	2,378	-	2,378
Charitable Activities - Objects	2,878,089	40,000	2,918,089
Other Income	58,982	-	58,982
Total Income	2,939,449	40,000	2,979,449
Expenditure			
Charitable Activities - Objects	2,394,645	69,907	2,464,552
- Administration	501,504	-	501,504
Total Expenditure	2,896,149	69,907	2,966,056
Net Income/(Expenditure)	43,300	(29,907)	13,393
Transfer between funds	-	-	-
Total Funds Brought Forward	180,654	41,329	221,983
Total Funds Carried Forward	223,954	11,422	235,376

