

**The Disablement Association of
Barking and Dagenham**

**Report and Financial Statements
for the year ended 31 March 2024**

**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
Barking and Dagenham**

Legal and Administrative Information

Registered Name The Disablement Association of Barking and Dagenham
(Working name DABD)

Registered Charity Number 1023730

Governing Documentation

The Association is established as a company limited by guarantee and is registered as a charity with the Charity Commission. The affairs of the Association are governed by its memorandum and articles of association, dated 16 March 1993 (amended 15 March 1996).

Charity Trustees and Office Bearers

Anderson Rollock (chair)

Graham Edwards

Sangeeta Pindoria *Appointed 25/05/23*

Leonce Nina *Appointed 25/05/23*

Chief Officers/Company Secretary Elaine James

Company number 2800290

Registered Office Central Office – DABD
Pembroke Gardens
Dagenham
Essex, RM10 7YP

Bankers NatWest
27 High Road
Dagenham
Romford, RM6 6QD

Auditors Moore Kingston Smith LLP
Orbital House
20 Eastern Road
Romford
Essex, RM1 3PJ

Senior Management Team

Chief Executive Officer Elaine James

Head of Finance Dawn James

Finance Officer Lorraine Elvins

Head of Fundraising Emma Middleton

Mobility Lead Brian Hunter

Welfare Benefits & Financial Independence Lead Deborah Jacks

Corporate Services Lead Maureen Clancy

Business Development Lead John Fagan

Personal Support Services Lead Theo Nwosa

**The Disablement Association of
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Chair's Report for the period April 2023 to March 2024

The 2023/24 year was incredible, marked by both endings and new beginnings. I have continued to oversee the remarkable work of a dedicated team that remains unwavering in prioritising residents' needs. As I have learned more about our organisation and how they address every layer of support needed by residents in the community, I am struck by the real need for services to support disabled people and their families across a broad spectrum of complex issues.

Thousands of people look to us each year for the information and support we offer to people living with life-limiting conditions.

I want to express my heartfelt gratitude to the staff and clients at the independent living facility for being part of an Independent Living Fund legacy project. The project was transferred to a new provider this year in April 2024, almost a decade after the closure of the Independent Living Fund in June 2015.

The Board would like to thank Paula Cutler, who led the hard work of the HR team; Paula handled the transfer with professionalism and care while ensuring that the dignity of staff and clients was preserved.

The DABD care team diligently cared for the needs of residents in their homes for many years. In December, I had the privilege of spending time with the team and residents at the London Stadium. I was deeply moved as I observed client interactions that radiated reciprocal care, connection, trust, belonging, and empowerment.

We operate in the London boroughs of Barking, Dagenham, Havering, Redbridge, Newham, and Waltham Forest and collaborate with other authorities across London.

I want to thank my fellow trustees and the senior leadership team for their hard work in setting the charity's future direction.

**Anderson Rollock
Chair of DABD**

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CEO's Report

This year, I want to spotlight the great people who have joined us and the organisations who have worked with us to make us better for the people we serve. We have made great strides towards meeting the aims of our strategy and our overarching goal of providing a menu of care and support options to every family that needs it.

Key developments included an increase in the number of virtual advice surgeries and appointments through the support of our We Are group contract, leading to a significant expansion of the reach of our Welfare Services from relatively local to national.

Virtual Advice Surgeries offer the best possible advice and support to the increasing number of families facing barriers in accessing disability services and support in the UK – many of whom struggle to know where to turn and are left feeling exhausted, overwhelmed and alone.

We have delivered on our aim to support staff well-being, and we successfully appointed a staff well-being officer and introduced the death-in-service benefits to staff

I find myself revisiting the principles of the Independent Living Fund (ILF) as June 2025 marks ten years since its closure. As we rebrand our organisation, we will embed ILF principles into the refreshed organisation.

In 2024/25, we will use the 27 learning points from the ILF review as part of our rebrand consultation and embed the adopt agreed principles into the rebranded organisation, thereby creating a further ILF legacy project.

The sector and our organisation continue to experience challenges, and we are proud to have the support of great staff who have worked hard to deliver on our vision to enable independence and inclusion for all.

We can only do what we do. By working together, we can make this vision a reality, and we are truly grateful to our supporters, donors, partners, volunteers, and, of course, our fantastic staff team for everything they do to make this happen. Together, we can ensure no one has to face disability-related challenges alone.

Thank you team DABD

Elaine James
CEO

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**Trustees' Report
for the year ended 31 March 2024**

The Trustees present their report incorporating the strategic report set out in company law included in the audited financial statements for the year ended March 2023. The report provides an organisational summary highlighting the charity's key challenges and the obstacles which may have hindered the achievement of our key objectives as well as the actual performance of the charity over the past year.

The trustees, who are also directors under company law, present their report and financial statements for the year ended 31 March 2024.

The trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts with FRS 102.

Objectives and activities

DABD is a local charity that exists to enable inclusion and promote the independence of disabled and elderly people.

Our vision at DABD is centres on: “enabling independence and inclusion for all.”

In 2023/24 we continue to deliver on objectives which were

1. To focus our resources on our mission to help people overcome social, economic, physical, and emotional barriers to enjoying full and independent lives
2. To sustain our organisation by ensuring our services are based on a full cost recovery model.
3. Work with partners to improve and remove the barriers to independent and inclusive living
4. Continue to transform DABD's Pembroke Gardens location into a help hub for Children with Special Educational Needs and Disabilities
5. Rebrand to better reflect the communities we support

Meeting our 2023/24 objectives

In 23/24 the charity worked across four distinct pillars to achieve its objectives

1. Mobility
2. Personal Support Services (Children's and Adults Care)
3. Welfare support Services
4. Community Development

Income Generation activity is supported by:

The Business Development and Commercial Function Head of Fundraising and Community Engagement
Priorities for income generation and service objectives are reviewed weekly and monthly by senior leadership teams throughout the year. Our Quality Standards were reviewed and rerated in 23/24 as indicated below

Quality Standards reviewed in 2023/24

Advice Quality Standard was retained

Matrix – was reviewed, and all standards Met.

Ofsted – anticipated Quarter 1 2024

FORS - Bronze

CQC – Rating Inadequate

Throughout the year, DABD has continued to focus on resources to improve staff wellbeing through the appointment of a staff wellbeing officer, regular features in Aspire DABD's monthly staff newsletter, CEO virtual coffee, and catch-up sessions. All staff are invited to attend recognition. Staff recognition for teams and individuals occurs throughout the year and at the AGM.

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**Trustees' Report
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Overview of Performance and financial position

The result for the year is a surplus of £3.6K; turnover for the year increased by 11%.

Operating costs increased by 15%.

DABD continues to strive to extend services to communities and boroughs in east and northeast London and remains keen to collaborate with likeminded organisations and individuals on a wide inclusion agenda to support London's most vulnerable effectively. The Charity maintains close working relationships with local authorities and collaborates on initiatives that increase the choices of individuals leading to greater independence.

Risk Management

A risk register summarises the principal risks facing the charity graded according to their likelihood and impact and identifies actions to mitigate them.

Risk management is a standing agenda item at all formal board meetings held once every two months. Principal risks to which the charity is exposed as identified by the trustees have been reviewed and systems established to mitigate the risks.

Key areas of risk are linked to staff wellbeing, cybersecurity and data protection, recruitment and reputation and the financial impact of any losses linked to reputation or existing contracts.

To address these DABD has the following in place.

The organisation makes it a priority to manage staff wellbeing and considers the impact on staff of working remotely together with the risks of isolation and lone working. DABD has an employee assistance programme to ensure that all staff have access to personalised support depending on their individual situation in addition to any support from their team lead/ manager.

In 23/24 there are plans to introduce a new wellbeing committee to work alongside our established Health and Safety Committee to enhance staff wellbeing.

Post pandemic there is an even greater need to ensure robust recruitment processes are embedded across the organisation to guarantee that vulnerable service users receive the right level of support and that teams work together to create a positive work culture.

Cyber security remains a top priority for the organisation. Managing our own and our clients' data is key for DABD. Senior staff meet our IT provider bi-monthly to continuously review data management and protection and our CEO regularly reviews any emerging data risk matters with our external Data Protection Officer

As is the case for almost all small charity organisations, there are several potential risks that could have an impact on the charity's budget. These include the risk of an unforeseen drop in income or unbudgeted increases in expenditure.

In 2022/23 this risk was managed closely. However, it did cause some organisational challenges as mentioned earlier in this report.

Governance

Policy and strategy for the charity are agreed by the Board of trustees who are advised by the Chief Executive Officer and the Head of Finance. The board has collective responsibility for everything we do, including the legal responsibility to ensure the charity is controlled and managed correctly.

In discharging their collective responsibilities DABD 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.

Board Meetings

In 23/24 the board held met monthly. Usually, the board would meet six times a year; however, due to the CQC result, trustees have held additional meetings to ensure that safety quality and compliance standards are attained.

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Matters Reserved for Board

There are certain matters that the board reserves to itself through a written schedule. These include approval of the annual plan, budget, and overall strategic direction.

During 2023/24 the board continued to maintain a close watch on a few corporate risks, including:

1. Safeguarding
2. Financial Controls
3. Information security
4. Health and Safety
5. Staff pensions

Covid 19 was removed as a corporate risk in 2022/23. It remained an operational risk within certain departments of the organisation.

Safeguarding

Trustees receive human resource reports at their meetings and continue to require all DABD staff to be DBS checked. Trustees undergo an enhanced level DBS check.

In response to the need for greater care quality and compliance controls, a safeguarding panel has been convened to review concerns raised by customers and staff. The panel liaise with external agencies for advice and to ensure that best practice is embedded

Trustees participate in recruiting senior-level staff with direct safeguarding responsibilities for clients (adults and children), and the CEO has the delegated responsibility for all operational aspects of safeguarding. The CEO supports the PSS Lead and the PSS team on all client safeguarding, and staff are trained in safeguarding to levels in compliance with expectations of CQC, and Ofsted.

Financial Controls

The Head of Finance has continued to improve financial controls. The finance team ensures that systems and processes are fully embedded, and that financial management is on a cycle of continuous improvement.

Information security

The information security service is outsourced to GCRI Law; the service provides DPO support to DABD on all areas of information security

Health and Safety

DABD has a health and Safety committee. The health and safety officer, supported by the corporate services lead, is responsible for a process of rolling internal audits and inspections to ensure compliance and RIDDOR reporting. This staff member works with and reports to a small committee representing all areas of the organisation.

Staff Well-being

In recognition of the challenges faced by our staff, DABD has introduced an Employee Assistance Programme.

Health Assured, in partnership with DABD, provides all employees with complimentary access to an enhanced Employee Assistance Programme (EAP) to assist you in achieving this balance.

Services Available

Health Assured offers cover for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year:

- Life support: Unlimited access to counselling for emotional problems and a pathway to structured telephone counselling or face-to-face counselling sessions (employees only) at your convenience.
- Legal information: For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property or neighbour legalities (employees only).
- Bereavement support: Health Assured offers qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues.
- Medical information: Qualified nurses are on hand to offer advice on a range of medical or health related issues. They can't diagnose but can offer a sympathetic ear and practical information and advice.

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- CBT online: We recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative factsheets and invaluable advice videos from leading qualified counsellors.

Staff Pensions

DABD staff are automatically enrolled into our pension scheme, Smart Pension, after three months in post. All staff are actively encouraged to join the scheme, and they can do so from day one if they inform the organisation of their wishes in writing.

Reserves Policy

The Charity Commission's CC19 guidance states: "There is no single level or even a range of reserves that is right for all charities. Any target set by trustees for the level of reserves to be held should reflect the particular circumstances of the individual charity. To do this, trustees need to know why the charity should hold reserves and, having identified those needs, the trustees should consider how much should be held to meet them."

The charity reviews its reserves policy annually. Our objective is to be able to hold free reserves equal to six months' operating costs.

Free reserves are unrestricted funds excluding fixed assets and defined benefit pensions. They include short-term investment balances, cash, and other working capital balances.

Future Development

Our rebrand is a key focus of our future development. In quarter 2 of 2024, we will discuss our new strategy with collaborative partners. We also aim to grow our advocacy and travel training provision across London.

In the coming months, we will continue to manage the impact of the cost-of-living crisis on our customers, their families, and our staff. Inflation is a pressing reality for our customers and staff. We know that our customers want value for money, and our staff need better pay and conditions to support themselves and their families. We will work hard to ensure that we balance economically advantageous costs with pay and conditions.

Our focus in 2024/25 is as follows:

Governance

- Invest in fundraising to raise increased unrestricted capital funds.
- Board diversification (75% disabled people)
- Staff diversification (services designed and delivered by disabled people)
- Succession Planning
- Leadership Development

Our Programmes

- To increase our work with families and children with disabilities through the Empowering Parents Empowering Communities Programme
- Expand the number of children benefitting from our regular Holiday Activities and Food programme.
- Expand short breaks programme in other boroughs
- Continue the refurbishment of Pembroke Gardens to become a dedicated resource tailored to the needs of SEND children.
- Train Travel Trainers for likeminded partner organisations
- Pilot NHS transport services
- Explore new ways of collaborating with community organisations in the borough to reach people seriously affected by the cost-of-living crisis and health inequality.
- Expand existing programmes and projects that support residents tackle the cost-of-living crisis by accessing welfare benefits and energy support and to get back to or into work.
- Improve social care choices
- Continue our internal audit processes to maintain our external service accreditations and quality assurance e.g., Disability Confident, FORS, AQS and Matrix.
- Provide opportunities to interns
- Provide placements to students

As ever, we want to ensure that DABD is a great place to work.

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Departmental Reports:

**Corporate Services
Overview**

The division provides support in the following areas

- Administrative support to all Divisions
- Health & Safety
- IT Equipment
- Estates Maintenance
- Auditing of Division Services
- Ordering of stationary/cleaning products
- Quality Assurance

The Corporate Services Lead performs various functions, including administrative support but is primarily responsible and focuses on consistency, risk, quality and compliance functions.

Corporate Services collaborate with all Divisional Leads to ensure that compliance standards are upheld, and is also responsible for ensuring that employees conform to DABD's policies and procedures from an operations and service perspective.

The Corporate Services Lead acts as a contact point between various departments and the general public as necessary to manage the day-to-day resolution of inquiries and concerns.

DABD Health & Safety

Overview

- Reinforce the Health and Safety message to all staff
- Complete annual review of Health and Safety
- Carry out weekly/monthly Health and Safety inspections of all branches
- Complete Health and Safety Induction training for new staff
- Carry out Annual Review of Fire Risk Assessments
- Carry out Annual Review of service Risk Assessments
- Review and update branch Health and Safety signage
- Complete Display Screen Equipment (DSE) checklists for new, relocated and staff working from home
- Maintain databases for Accident/Incident Reports
- Organise Health and Safety Training for staff where required
- Hold bi monthly Health and Safety sub committee meetings with representatives from each branch
- Compliance with regular servicing/maintenance of building equipment such as fire extinguishers, gas boilers, electrical installations

The primary goal of the health and safety team is to create and maintain a safe and healthy environment for people to work in. The Team have actively worked to achieve this by implementing measures to prevent accidents and injuries and by promoting awareness of potential hazards and best practices.

During the last year the Health and Safety Team have worked hard to complete the recommendations raised by the external Health and Safety Consultant.

The Health and Safety Team are also in the process of updating the BrightSafe software with H&S tasks that will enable the team to track upcoming safety tasks in a timely manner.

Business Development & Commercial

Overview

OVERVIEW

The role of Business Development & Commercial (BD&C) Lead has been established since March 2020 to support the charity in delivering successful outcomes around our financial, strategic growth and development objectives. Leading to new business development opportunities (principally via new/extended contracts and grant funding) and working with the other divisional leads, Head of Finance & CEO to support the charity to fulfil its strategic plan and meets its budgetary objectives.

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On a day-to-day level, this manifests itself into three principal areas of activity:

- Research, prepare and submit grant funding applications to support organisational stability & future growth of the charity.
- 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.

Across the period of this report, the BD&C function has focussed on the following key areas:

GRANT FUNDING

Between April 2023 and March 2024, DABD secured new contract & grant funding of c.£2,234,879 from several trusts, foundations, funding bodies, organisations and local authorities including B&Q Community Fund, Cadent, Clarion Futures Digital, Felix project, Groundwork, Maximus UK, Mayors Fund for London, National Lottery Community Fund, Neighbourly, Royal Sun Alliance, Sainsburys, Screw Fix Foundation, Tesco, TfL, Ufi – VocTech and the Variety Children's Charity (Sunshine Coach).

During this period, we have also built a healthy pipeline of pending applications totalling c. £330,769. By the nature of the grant funding and local authority procurement process, we know that not all these applications will be successful.

However, our application pipeline is extremely healthy, steadily building week on week and will continue to grow into the new fiscal year and beyond.

CONTRACTS

Across the past twelve months, we have once again 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 as we have secured several new contracts with the London Boroughs of Barking & Dagenham, Havering, Redbridge, and Waltham Forest.

PARTNERSHIPS AND COLLABORATIONS

As in previous years, much of our effort has been focussed on identifying, developing & maintaining new & existing partnerships and collaborations, that mirror with the vision and values of our charity.

Despite the communication challenges that the pandemic brought to our door. We have continued to lead, support, facilitate and participate within several borough wide and other local authority steering groups, projects, and new initiatives.

Personal Support Services (PSS)

1. Independent Travel Training

DABD's Independent Travel Training programme helps young people with disabilities, special educational needs (SEN) or additional needs, to develop coping strategies, 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.

In 2023/2024 programmes continued in the London Boroughs of Havering and Waltham Forest.

DABD supported a total of eighteen children from these boroughs.

For example, a student who was supposed to train with us was repeatedly suspended from school which meant he could not get going with DABD's travel training. However, once he got onto the programme and began working with his travel trainer, he started to enjoy making the journey to and from school and to feel calmer and more confident about going to and being in school. Not only did he complete the training programme, but the school suspensions also stopped too. Our team concluded that the Travel Training helped the student to control his fears and anxieties and learn coping strategies which in turn enabled him to overcome some of challenges he faced which contributed to the school suspensions.

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The 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

2. Kids Patch Club

Kids Patch is our Ofsted registered weekend club for children and young people aged 5 + with disabilities or additional needs. In 2023/24 DABD's programme was funded by the London Borough of Havering. Kids Patch 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.

The entire programme had to be rebuilt following on from the Covid-19 pandemic. This was down to the vulnerable situation of the children and their families. New staff also had to be recruited but in 2022/23, DABD supported thirty-one children throughout the year.

Activities include role play, painting, dancing, messy and sensory play allowing parents and carers 6 hours respite allowing them to deal with other responsibilities. Children are cared for in a safe environment and are encouraged to engage in themed activities promoting confidence, positive relationships and of course, fun!

During the year 12 children, new to the programme, joined as did five additional staff members. DABD had meetings with Barking and Dagenham borough about running a similar programme for them too and is hopeful of securing the borough's support in 2023/24.

3. Holiday, Activities and Food Programme (HAF)

The Holiday, Activities and Food Programme is an out of term programme supported by central government and run by London boroughs. This holiday provision is for school aged children from 5 to 18, who receive benefits-related free school meals and for kids with special educational needs and disabilities.

The HAF programme aims to have a positive impact on children and young people by:

- Providing consistent and easily accessible enrichment activities such as yoga sessions designed for neurodiverse children
- Involve children (and parents) in healthy food preparation
- Use local partnerships and connections, particularly the voluntary and community organisation sector

In 2023/2024, DABD successfully ran three HAF programmes, during the Easter, Summer, and Winter half term holidays. We worked to encourage and promote a healthy lifestyle through activities and food, exercise (a professional yoga teacher came once a week), and outside play activities (football, dance, hide and seek, and playing in the local park). We also encouraged and supported the young children to express their individuality and emotions in a safe environment.

This year, we ran a special workshop with two photographers. They joined us and assisted the children in snapping images of different settings around them that made them feel joyful and unique.

4. Personal Care (Community)

For many years DABD has been supporting four clients to live independently with the support they require to fully enjoy life possible. Community based clients receive support according to their assessed needs which can include personal care and daily living activities.

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5. Independent Living

The organisation supports eight clients living independently in the community. Each client lives in their own flat, with their own front door and private space in a building called The Lodge in the borough of Barking and Dagenham.

The Lodge clients receive round the clock support consisting of personal care (eating, dressing, washing, taking medication), daily living activities (shopping, housework, attending hospital and GP appointments) and social activities including getting out and about in the community to meet friends, go for meals and to go on holiday with a strong focus on people doing what they want to do, when they want to do it.

DABD staff help with:

- personal care (bathing, grooming, washing, and dressing)
- getting in and out of bed
- making meals and eating
- preparing light meals and snacks
- cleaning, shopping, and laundry
- support to attend social activities or appointments – trips out, going for a walk, visiting family or friends, or attending doctor's or hospital appointments
- specialised care for people with high levels of need

We were thrilled to hold a Christmas party for 80 members at the London Stadium, courtesy of a corporate partner, Bericote Properties.

6. Empowering Parents, Empowering Communities (EPEC)

EPEC is a parenting programme that combines the latest developmental science and theory with well-evidenced parenting strategies and methods. It is for mothers, fathers and other family carers focused on the different developmental periods from birth to adolescence, with specialist groups for parents and children with additional needs, such as ADHD, autism, parental mental health, and co-parent conflict.

EPEC groups aim to improve child development, parenting, family resilience and coping strategies. The programme is also designed to improve access to effective parenting support particularly for socially excluded families and communities.

The programme, although a success, was not funded in 23/24 due to funding constraint.

Welfare Services

Accreditation

DABD is accredited with the Advice Quality Standard (AQS) at the general help level for casework in welfare benefits. Our AQS agreement was extended by two years in March 2022 following an AQS review. We are members of Advice UK, the national body for organisations providing advice. Following an intense assessment, we successfully met the standards, and Matrix awarded accreditation for a further three years.

Key contracts delivered by the Welfare Services team were:

Contracts

1. Citizen Advice Barking and Dagenham (CABD) Enhanced Welfare Rights (EWR)

CAB EWR is a longstanding project where DABD supports vulnerable client groups through enhanced welfare rights advocacy, income maximisation support and with advice and form completion.

With clients in the borough being turned down at application stage for various benefits, we assist clients through both the Mandatory Reconsideration and Appeals processes. This can be a highly stressful and emotional time for clients and the Team must manage this.

we delivered xxx advice sessions with clients aged 16 to 90. We supported them to claim a range of benefits including Disability Living Allowance (DLA), Personal Independence Payment (PIP), Attendance Allowance (AA), Pension Credit (PC) Housing Benefit (HB), Council Tax Benefit, Employment Support Allowance (ESA), Job Seekers Allowance (JSA) and Universal Credit (UC) as well as mandatory reconsiderations and appeals.

As a result, the service generated over £1,688,163 in additional benefits for clients in 2023/24.

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While referrals are received from the EWR/CABD triage team, our solid presence in the community means DABD receives referrals by word of mouth through former clients we have successfully assisted. We continue to receive referrals from a broad local network, including LBBB social workers, the housing department, Jobcentre Plus, Job Shops, Homes and Money and other local voluntary organisations, including Carers and the Independent Living Agency. And because DABD takes a comprehensive approach, internal referrals are key. The team receives internal referrals from our Personal Support Services, Mobility, Travel Training services and from the Golden Years 60s plus social and volunteer group.

Again, taking a comprehensive approach, we support our clients by referring or signposting them to local organisations in whom we have confidence on issues where our support can only take clients so far. This relates to complex issues linked to housing, homelessness, and debt. We refer to: Home Hub, Citizens Advice, Step Change among many.

DABDs also offers home visits to the most vulnerable and complex to reach clients.

The EWR programme has been invaluable to clients in the face of ongoing severe welfare reforms and the roll out of Universal Credit.

2. London Borough of Barking and Dagenham (LBBB) Pension Credit

On Pension Credit, the priority was to support clients aged over sixty-five to claim this benefit as many who are entitled to it do not do so. This involved working with vulnerable “hard to reach” residents in the LBBB and inform them of their potential entitlement. This involved phone calls, emails, house calls to assist with a benefit check and support and online claim. We supported over 120 residents and generated additional income for them of over £129,000 per annum.

3. London Borough of Barking and Dagenham (LBBB) Benefit caps

DABD worked with the LBBB to support residents affected by the Benefit Cap, including long term claimants. The main purpose of the project was to advise clients and make sure they receive the right support by providing information and signposting to better off calculations, other benefit applications including Child Disability Living Allowance (CDLA) and Personal Independence Payments (PIP).

We supported seventy-eight clients with information, advice and guidance enabling a difference to their benefits of £296,448 per year, an average of £3,800 per client and their family.

DABD Projects

1. Golden Years

Golden Years is a longstanding DABD project where we support residents who may otherwise be subject to isolation and loneliness. The project has brought together four hundred isolated residents of Barking, Dagenham and Havering aged over sixty.

Through their volunteer steering group and one staff member's time the Golden Years groups have organised events and trips throughout the year. They went on days out to Clacton, Southend, Margate, Hastings, and a Christmas time trip to the Isle of Wight. The organised parties for the Queen's Platinum Jubilee and for New Year, held an event at a local pub to raise money for residents who lost their homes in the July wildfires.

Volunteers from Golden Years staffed DABD's own “Warm Space” project from January to March 2023 when DABD opened its doors to residents struggling to stay warm at home.

2. London Borough of Barking and Dagenham (LBBB) Energy Efficiency Officer (EEO) /Warmer Homes

The LBBB EEO project ran from 1 April to 31st March during which time energy bills soared. Government support for vulnerable clients changed rapidly and many consumers were not able to keep up with the pace of change or the latest advice.

Our aim was to ensure that everyone who raised an energy related question received relevant information, advice, or guidance. Maintaining up to date information and translating that into practical advice was key to the success of this project.

We worked with forty-seven families; provided advice and guidance, supplied energy efficient white goods and other energy saving devices, making a saving of £33,302 per year, a £709 difference per home.

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3. London Borough of Redbridge (LBR) Energy Efficiency Officer/Warmer Homes

The LBR EEO project duplicated the LBBB project and began in the winter.

We worked with 11 families; provided advice and guidance, making savings of £6,623.00 per year, a £602 per home.

4. Clarion Futures Digital

Clarion FD gave DABD a grant to promote digital inclusion and to help Clarion's social housing clients to get online and stay connected. DABD's role was to support residents develop their digital skills and build their confidence to use these skills.

We held thirteen sessions at various locations with residents of Clarion Housing and the local community, including some of our Golden Years members. These groups were successful, and residents completed assessments to show how they had learned new digital skills.

Mobility Services

Overview

Transport overview:

DABD's Mobility Services works with partners and local authority commissioners to provide accessible and inclusive transport to overcome some of the challenges faced by people with impaired mobility in our communities. DABD take great pride in operating this service as a friendly, reliable door-to-door service enhancing disabled client's independence and quality of life.

Along with the Divisional Lead, the Team Leader, two administrators and two supervisors, we have 36 full time drivers and 9 part time drivers operating 36 fully accessible passenger-lift vehicles, including one vehicle that is equipped with stretcher and oxygen facilities.

As well as providing individual journeys to people from our community, our vehicles are available for contract hire. Current commissions we undertake include the NHS, London Boroughs, school and college transport, independent travel by direct payments, contracted services to local day centres, and Transport for London door-to-door Dial-a-Ride services. These services equate to multi-year, multi-million-pound contracts for the charity.

DABD Mobility Services also offers a wide range of nearly new 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 helping people to choose the correct independent living equipment for their needs for 23 years, and are therefore able to give independent advice and information, along with product care advice and demonstrations if required.

Social Value:

During 2023/24, the Mobility Services continued to focus on a collaborative strategy with Community Transport providers and our own internal divisions in DABD. Our team helped support, and in some cases deliver various community focused projects for DABD. Along with this, we continued to assist local authorities, the NHS and other third sector groups to provide their essential services. We also collected food donated from local supermarkets to create parcels for those suffering food poverty. Our primary aim was to reach out and help as many clients as possible by focusing on the daily challenges faced by them. These were not just isolation and loneliness issues, but also as a number of other social issues that included economic inequality, food poverty, healthcare needs, and ageism.

Contracts extensions:

- In October 2023, Mobility Services entered into a contract extension with Eastway Care Ltd. This three-year contract sees us deliver 22 minibuses for five days per week to their 3-day centres for adults with disabilities, located at branches in Romford, Beckton and Leytonstone.

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- During September 2023, Mobility Services entered a contract extension for Transport for London's door-to-door Dial-a-Ride service to continue to deliver their Multi Occupancy Accessible Transport (MOAT) contract. By continuing to be a MOAT stakeholder, we are now providing 58 Dial-a-Ride shifts over a seven-day period, which is a 29% increase on our previous contract. Mobility secured the original MOAT contract in 2017, and this contract extension will provide job security for our drivers for at least five years, with a possibility of it being extended for a further two years after that.

Pipeline contracts:

There are additional contracts that Mobility Services are tendering for in the coming year. These will primarily be with the NHS, and include a passenger transport service for a clinic at King George Hospital and a blood donor delivery service for the NHS North East London ICB.

Terminated contracts:

- In February 2024, we ceased providing transport for the local retinal screening service, as we have unpaid invoices outstanding. So far, we have not received a remittance from them, so we have ceased transport provision.

Areas of concern:

- Our operating base for Mobility Services is not really fit for purpose, so we will have to source a new base at some point in the future.
- We have aging vehicles that will need to be replaced with more modern minibuses. We currently have a ULEZ exemption for these vehicles, but there will come a point where this will no longer be offered by City Hall.
- Our mechanic is set to retire after 25 years of providing repairs, servicing, and maintenance for our owned vehicles.
- D1 drivers are slowly becoming more difficult to recruit. A solution to this problem needs to be sought.
- The use of paper based vehicle records is becoming obsolete within the transport industry, so a review of software systems that provide more accurate data capture for compliance is needed.
- The deadline for purchasing traditionally fueled vehicles has been set for 2035. We will need to be proactive in seeking advice from trusted industry partners such as the CTA, Stanford Coachworks, leasing agents etc. as to what alternative fuel source becomes the most popular for our vehicle type, so that we do not purchase vehicles that will become obsolete or difficult and expensive to refuel.

New vehicles:

DABD received a new Fiat Ducato minibus donated to us by The Variety Golf Club, with the primary donation coming from Keel Toys. We also purchased a used Fiat Ducato from Trinity School in Dagenham. This allowed us to off-hire a minibus from our leasing agents, Enterprise Flex-e-rent.

Benefits to clients:

- Access to social opportunities
- Providing opportunities to leave the house
- Opportunities to socialise other passengers and to converse with DABD staff
- Improved access to GPs and healthcare facilities (resulting in improved health outcomes, reduced health inequalities and lower healthcare costs)
- Enabling people to live independently for longer (reducing demand on expensive nursing and residential care)
- Replacing expensive home health visits with more frequent visits to relevant health facilities
- Reduced missed health appointments, rescheduling difficulties and delays for the client, GP surgery and NHS
- Enabling people to be discharged from hospital and also ensuring access to services while in recovery at home
- Reducing demand on more expensive Patient Transport Services by providing a suitable local alternative
- Drivers and passenger assistants identify early warning signals of problems, due to regular contact with an otherwise isolated person, and attempt to mitigate problems. (This directly benefits the individual and reduces potential costs to society)

Passengers and trips:

During 2023/24, the Mobility Division delivered 136,194 trips for individuals who accessed the service.

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Along with Dial-a-Ride and Eastway Care, trips were made to hospitals, shops, weddings, schools, colleges, faith centres, holidays, airports, dentists, clinic appointments, museums, theatres. Mobility also provided transport for leisure activities such as swimming, boating and outward bounds centres in places such as Blackpool, Norfolk, Surrey, East Sussex, Hertfordshire, Birmingham, Hampshire, Kent, Essex and London.

Overall environmental Impact:

Mobility Division vehicles travelled 449,108 miles (722,769 kms) using 20,131 gallons (91,518 litres) of fuel. This equates to an average vehicle fuel consumption of 22 mpg, (7.89 km/l) creating an estimated 363.6 tonnes of Co2 and 539.7 kilograms of NOx and PM's.

Summer/winter excursions:

Mobility excursions included summer season visits to Clacton-on-Sea and Southend-on-Sea, with Christmas season visits to Chelmsford and Polhill Garden Centre in Kent, along with winter season trips to various Christmas markets and events.

Training:

All drivers either completed or renewed their MiDAS certificates during the first six months of 2023/24. After this, The CTA changed how the MiDAS training was delivered, making it quite costly to certify drivers. We are now looking for an alternative to MiDAS that is a more cost-effective option. Drivers will still receive the previous version of MiDAS training, but will be assessed for competency, rather than issued a certificate. Comprehensive e-learning also took place for all drivers. To be Fleet Operators Recognition Scheme (FORS) compliant, every driver must have completed eleven modules of e-learning, based around driving safety, anti-terrorism, and economy.

Positive impact of Mobility Services:

Our Dial-a-Ride and community transport services play a crucial role in enhancing and improving the lives of the elderly and people with disabilities, and it serves as a gateway to mobility and independence. It provides enormous social and economic benefits to communities within our three local boroughs. Its role in preventing loneliness and social isolation, helping people remain independent, and accessing their communities cannot be overstated. For many vulnerable and isolated individuals, community transport represents the only means of transportation.

Here are some positive impacts:

- **Accessibility:** Dial-a-Ride offers door-to-door service, making it easier for disabled and elderly individuals to reach their destinations. Unlike fixed-route public transportation, this personalised service caters to specific mobility needs.
- **Independence:** By providing reliable transportation, our services empower disabled and elderly individuals to maintain their independence. They can access essential services, attend medical appointments, and participate in community activities.
- **Affordability:** Although Dial-a-Ride services within London are free, Community Transport services are charged at an affordable rate for all, making them an affordable option for individuals on a low-income. This affordability ensures that transportation barriers do not hinder disabled and elderly individuals from participating in daily life.
- **Quality-Oriented Service:** we adhere to the core values of DABD, thereby keeping our Mobility Services focused on delivering value, quality, and efficiency to our clients, with an emphasis on their well-being and comfort.

Quantifying the financial value and positive impact of Mobility Services Continued:

- **Environmental Sustainability:** By promoting shared transportation, Mobility Services contributes to reducing the overall environmental impact. It helps decrease the number of individual car trips, leading to lower emissions and less traffic congestion.

**The Disablement Association of
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**Trustees' Report
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- **Cost-Effectiveness:** Community transport services are often more cost-effective than maintaining an extensive public transportation system. It efficiently serves specific needs without the high infrastructure costs associated with large-scale transit networks.
- **Flexibility and Convenience:** Our Mobility Services can adapt to local needs, offering flexible routes and schedules. This personalised approach ensures convenience for passengers, especially those with mobility challenges.

In summary, DABD Mobility Services positively impacts both individuals and communities by enhancing accessibility, promoting social well-being, and supporting sustainable transportation options.

Community Development

The newly formed Community Development division consists of our Golden Years project, Localities work, Community Kitchen and anything related to community engagement and development including work with other local charities.

The LBBD Localities funding came to an end in July but had seen us engage with four other local charities (Thames Life, Al Madina Mosque, Harmony House and Kingsley Hall) in a project for the London Borough of Barking & Dagenham to understand where the gaps are in the borough to support residents to build connection, trust and belonging. This project will go forward in 2025 but as yet the future direction and funding remains undecided, but we hope to be able to bid for a portion of this work. We are investigating other Localities type projects in conjunction with London Borough of Redbridge (sports-based) and Disability Rights UK (arts-based) as we recognise the success we have achieved to date. As part of this, we co-produced three GP pop-up sessions locally which were well-attended.

Additional funding for these pop-ups is being discussed this autumn and we continue to be part of the conversation around this as our strengths with certain communities is recognised by our Health Inequality GP partners and the local borough.

Golden Years was the successful recipient of a National Lottery Reaching Communities bid for £503k over 3 years. This will see us receive a new electric bus in November/December 2024 as well as paying for 2.5 members of staff to continue existing groups and open many more new groups and a driver for the bus to collect people to take them to groups as well as supporting the wide range of trips that are available to our members.

We were thrilled to hold a Christmas party for 80 members at the London Stadium, courtesy of a corporate partner, Bericote Properties. Our new group at Marks Gate Community Centre continues to grow and we hope to have at least three more new groups established by the end of 2024.

The Community Kitchen is becoming busier each month and we are regularly receiving new families to support. We have established a good working relationship with FareShare and continue to grow the collections via our Neighbourly contacts at local supermarkets.

A partnership with Redbridge MS Society is developing strongly with potential for us to make use of their facilities at the Marjorie Collins Centre. This is a purpose-built centre that has excellent access as well as a purpose-built disability training kitchen that could see us really develop our offer.

Corporate Services

Overview

- Administrative support to all Divisions
- Compliance with Legislation
- Health & Safety
- Staff Intranet
- IT Equipment
- Building Maintenance
- Auditing of Division Services
- Ordering of stationary/cleaning products
- Quality Assurance

**The Disablement Association of
Barking and Dagenham**

**Trustees' Report
for the year ended 31 March 2024**

The Corporate Services Lead performs various functions, including administrative support but is primarily responsible and focuses on consistency, risk, quality and compliance functions.

Corporate Services collaborate with all Divisional Leads to ensure that compliance standards are upheld and is also responsible for ensuring that employees conform to DABD's policies and procedures from an operations and service perspective.

The Corporate Services Lead acts as a contact point between various departments and the general public as necessary to manage the day-to-day resolution of inquiries and concerns.

DABD Health & Safety

Overview

- Reinforce the Health and Safety message to all staff
- Complete annual review of Health and Safety
- Carryout weekly/monthly Health and Safety inspections of all branches
- Complete Health and Safety Induction training for new staff
- Carry out Annual Review of Fire Risk Assessments
- Carry out Annual Review of service Risk Assessments
- Review and update branch Health and Safety signage
- Complete Display Screen Equipment (DSE) checklists for new, relocated and staff working from home
- Maintain databases for Accident/Incident Reports
- Organise Health and Safety Training for staff where required
- Hold bimonthly Health and Safety subcommittee meetings with representatives from each branch
- Compliance with regular servicing/maintenance of building equipment such as fire extinguishers, gas boilers, electrical installations

The primary goal of the health and safety team is to create and maintain a safe and healthy environment for people to work in. The Team have actively worked to achieve this by implementing measures to prevent accidents and injuries and by promoting awareness of potential hazards and best practices.

During the last year the Health and Safety Team have worked hard to complete the recommendations raised by the external Health and Safety Consultant.

The Health and Safety Team are also in the process of updating the BrightSafe software with H&S tasks that will enable the team to track upcoming safety tasks in a timely manner.

Contracts

Across the past twelve months, we have once again focused 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 as we have secured several new contracts with the London Boroughs of Barking & Dagenham, Redbridge, Havering, and Waltham Forest.

Partnerships and Collaborations

As in previous years, much of our effort has been focused on identifying, developing, and maintaining new and existing partnerships and collaborations, that mirror with the vision and values of our charity.

We have continued to lead, support, facilitate and participate within several borough wide and other local authority steering groups, projects, and new initiatives.

This level of commitment and personal investment demonstrates that DABD really want to take on a responsive and continually active role in the successful future of the borough and the neighbouring local authorities and organisations we collaborate with, and which work with us.

Our list of new and existing partnerships continues to build and includes the following like-minded organisations:

**The Disablement Association of
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**Trustees' Report
for the year ended 31 March 2024**

Ab Phab Youth Club, Al Madina, Advice Plus Barking & Dagenham, Advice UK, Argos, BD College, BD Collective, BD Giving, B&Q, Barking & Dagenham CVS, BEC, Breezie, Carers of Barking & Dagenham, Citizens Advice Bureau (B&D), City Bridge Trust, Community Re-Paint, Community Transport Association, Community Fridge, Community Mental Health Team, Co-op Local Community Fund, Care Quality Commission (CQC), Dagenham & Redbridge FC, Dial A Ride, DtL, Department of Work & Pensions (DWP), Eastway Care, Edward Gostling Foundation, First Stop Healthcare, Ford Britain Trust, Good Things Foundation, City Bridge Trust, Harmony House, Havering Learning & Disability Society (HLDS), Havering SENDIASS, HSBC, Job Centre Plus, Kickstart, Kingsley Church Hall & CC, Lankelly Chase Foundation, Locality Leads, London Community Foundation, Money Advice & Pension Service (MAPS), Skanska UK, M&G Community Fund, Marks Gate Community Centre, Mind in Havering & B&D, Morrisons Foundation, National Lottery, Neighbourly, NHS, Ofsted, Oomph Wellness, Participatory City, Progress Project, Sainsburys, Skills Funding Agency, Refuge UK, Reconnections, Scope, Skanska UK, Smart Energy GB (NEA), Stay Safe East, Sycamore Trust, Tesco, Thames Ward Community Project, Tfl, TreeTops (Romford) Ltd, Trust for London, UK Youth, Variety Charity, Voiceability, Volunteer Barking & Dagenham, Waitrose, and the London Boroughs of Barking & Dagenham, Barnet, Havering, Newham, Redbridge and Waltham Forest

Suppliers

Finally, onto the last workstream that has been the focus of Business Development and Commercial 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.

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 ...~~23.09.24~~^{23.09.24}... and signed on its behalf by:



Anderson Rollock, Chair of trustees

**The Disablement Association of
Barking and Dagenham**

**Statement of Trustee Responsibilities
for the year ended 31 March 2024**

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 2024 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 2024 and of its surplus 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:

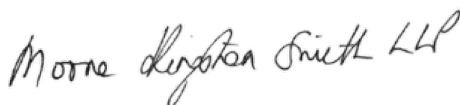
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting 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: 23 September 2024

**The Disablement Association of
Barking and Dagenham**

**Statement of Financial Activities
for the year ended 31 March 2024**

	Notes	Unrestricted fund £'s	Restricted fund £'s	2024 £'s	2023 £'s
Income					
Donations, Legacies & Similar Income	3	17,815	-	17,815	8,452
Charitable Activities - Objects	4	3,644,341	47,250	3,691,591	3,337,473
Investment Income	5	3,712	-	3,712	76
Total Income		3,665,868	47,250	3,713,118	3,346,001
Expenditure					
Charitable Activities - Objects	6	2,535,773	56,192	2,591,965	2,525,271
- Administration	7	1,117,543	-	1,117,543	659,883
Total Expenditure		3,653,316	56,192	3,709,508	3,185,154
Net Income/(Expenditure)		12,552	(8,942)	3,610	160,847
Transfer between funds		-	-	-	-
Total Funds Brought Forward		182,099	47,226	229,325	68,478
Total Funds Carried Forward	15	194,651	38,284	232,935	229,325

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 26-35 form part of these accounts.

**The Disablement Association of
Barking and Dagenham**

**Balance Sheet
for the year ended 31 March 2024**

	Notes	2024	2023
		£'s	£'s
Fixed Assets			
Tangible Fixed Assets	10	125,767	50,820
Current Assets			
Debtors	11	339,757	560,536
Cash at bank and in hand		501,550	115,680
		841,307	676,216
Creditors: amounts falling due within one year	12	(552,172)	(497,711)
Net current assets		289,135	178,505
Creditors: amounts falling due after more than one year	13	(181,967)	-
Net Assets		232,935	229,325
Represented by:			
Restricted funds		38,284	47,226
Unrestricted funds		194,651	182,099
Funds of the Charity	16	232,935	229,325

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 on23.09.24..... and signed on behalf.



Anderson Rollock (Chair of trustees)

Company no.: 2800290

**The Disablement Association of
Barking and Dagenham**

The notes on pages 26-35 form part of these accounts.

**The Disablement Association of
Barking and Dagenham**

**Statement of Cash flows
for the year ended 31 March 2024**

	2024	2023	
	£	£	
Cashflow from operating activities:			
Net cash (used in)/from operating activities	269,126	89,487	
Cashflow from investing activities			
Investment income	3,712	76	
Acquisition of tangible fixed asset	(92,968)	(6,835)	
Cash provided from investment activities	(89,256)	(6,759)	
Cashflow from financing activities			
Proceeds from bank loan	206,000	-	
Change in cash or cash equivalents	385,870	82,728	
Cash at 01/04/2023	115,680	32,952	
Cash and cash equivalents at 31/03/2024	501,550	115,680	
Analysis of changes in net debt			
	1 April 2023	Cash flows	31 March
	£	£	2024
			£
Cash at bank	115,680	385,870	501,550
Bank loans (note 12 and 13)	-	(206,000)	(206,000)
Cash and cash equivalents	115,680	179,870	295,550
Reconciliation of net cash from operating activities		2024	2023
Net income/(expenditure)		3,610	160,847
Interest received		(3,712)	(76)
(Decrease)/increase in debtors		220,779	(151,154)
Increase in creditors		30,428	66,261
Depreciation		18,021	13,609
Net (used in)/cash from operating activities		269,126	89,487

The notes on pages 26-35 form part of these accounts.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

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	- 10% reducing balance
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 2024**

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 had net income of £33,539 (2023: net income of £160,847) during the year ended 31 March 2024 and, at that date, the charity's unrestricted reserves had increased to £224,580 (2023: increase to £182,099). These results for the year to 31 March 2024 are a direct result of the effects of the lift of all restrictions previously hindering the charity's operations. Forecast and budgeted results and cash flows for the next 12 month period are positive and 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 at least 12 months from the date of signing these financial statements.

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 2024**

3. DONATIONS, LEGACIES AND SIMILAR INCOME

	2024	2023
	£'s	£'s
Donations	17,815	8,452
	17,815	8,452
	17,815	8,452

4. INCOME FROM CHARITABLE ACTIVITIES - OBJECTS

	2024	2023
	£'s	£'s
Golden Years	5,000	-
Transport Services	2,185,402	1,906,490
Welfare Benefits	338,812	243,860
Havering ESS	60,664	90,997
Personalisation & Personal Care Services	868,298	957,510
Travel Training	17,316	25,244
Core and Other Income	168,849	84,084
Kickstarters	-	8,288
Pembroke Gardens	47,250	21,000
	3,691,591	3,337,473
	3,691,591	3,337,473

The above income includes £47,250 (2023: £29,288) which relates to restricted funds for Pembroke Gardens.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

5. INVESTMENT INCOME

	2024	2023
	£'s	£'s
Interest received	3,712	76
	3,712	76

6. EXPENDITURE ON CHARITABLE ACTIVITIES - OBJECTS

	2024	2023
	£'s	£'s
Transport Services	1,818,190	1,701,582
Welfare Benefits	174,674	186,439
Kickstarters	-	10,350
Pembroke Gardens	56,192	16,435
Personalisation & Personal Care Services	530,270	586,910
Travel Training	12,639	23,555
	2,591,965	2,525,271

The above expenditure includes £56,192 (2023: £26,785) which relates to restricted funds for Pembroke Gardens.

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

7. CHARITABLE ACTIVITIES - ADMINISTRATION

	2024	2023
	£'s	£'s
Sales and office costs	1,103,743	646,083
Audit Fee	13,800	13,800
	1,117,543	659,883

The above expenditure includes £nil (2023: £nil) which relates to restricted funds.

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

8. NET INCOME/(EXPENDITURE)

	2024	2023
	£'s	£'s
Net income/(expenditure) for the year is stated after charging:		
Depreciation	18,021	15,208
Audit fees	12,500	11,500
Non audit fees paid to the company's auditor	2,580	1,182
Operating lease charges	458,010	437,541
	_____	_____

9. STAFF COSTS

No remuneration was paid to trustees in the year. During the year one employee (2023: none) earned between £60,000 and £70,000 per annum.

Remuneration of the Charity's key management personnel in the year was £328,011 (2023: £159,581).

	2024	2023
	£'s	£'s
Wages and salaries	2,066,218	1,820,529
Social Security	160,183	131,848
Pension	50,309	31,554
	2,276,710	1,983,931
	_____	_____

	2024	2023
No of employees by functions:		
Welfare Benefits	8	9
Personal Care Services & Travel Training	52	49
Corporate Services	14	8
Mobility Services	54	49
	128	115
	_____	_____

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

10. TANGIBLE FIXED ASSETS

Cost	Equipment £'s	Vehicles £'s	Total £'s
At 01/04/2023	86,848	243,146	329,994
Additions	2,400	90,568	92,968
	<hr/>	<hr/>	<hr/>
	89,248	333,714	422,962
Depreciation			
At 01/04/2023	79,628	199,546	279,174
Charge in year	3,112	14,909	18,021
	<hr/>	<hr/>	<hr/>
	82,740	214,455	297,195
As at 31/03/2024	6,508	119,259	125,767
	<hr/>	<hr/>	<hr/>
As at 31/03/2023	7,220	43,600	50,820
	<hr/>	<hr/>	<hr/>

11. DEBTORS

	2024 £'s	2023 £'s
Trade debtors	180,439	130,299
Prepayments and accrued income	159,181	429,946
Other debtors	137	291
	<hr/>	<hr/>
	339,757	560,536
	<hr/>	<hr/>

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£'s	£'s
Bank loans and overdrafts	24,033	-
Trade creditors	150,382	196,672
Accruals	100,718	88,990
Deferred grants	133,895	97,597
Other taxes and social security costs	56,437	65,352
Conduit funds (note 15)	22,070	35,754
Other creditors	62,300	13,346
	552,172	497,711

Deferred Grants	At 1st April 2023 £'s	Released in the year £'s	Deferred in the year £'s	At 31st March 2024 £'s
HAF income	13,733	(13,733)	8,603	8,603
LBBD Young Carers Income	-	-	62,933	62,933
LBBD Benefits Cap	1,655	(1,655)	6,909	6,909
LBBD Cosy Homes/EEO Income	43,000	(43,000)	-	-
LBBD Localities Lead	26,250	(26,250)	9,336	9,336
LBBD NCIL	8,333	(8,333)	-	-
LB Redbridge EEO Income	4,626	(4,626)	-	-
LBBD PIP Officer Support Income	-	-	10,614	10,614
LBBD Eligibility Project	-	-	5,500	5,500
Cadent Income	-	-	30,000	30,000
Total	97,597	(97,597)	133,895	133,895

Income has been deferred due to:

HAF income - *relates to the HAF easter program run in April 2024.*

LBBD Young Carers Income – *this is for the young carers project run in Feb to Jul-24.*

LBBD Benefits Cap - *this is for Benefits Cap Project ran post year-end.*

LBBD Localities Lead – *relates to the Community Resources for Change run in Feb to Jul-24.*

LBBD PIP Officer Support Income – *relates to PIP officer support income from Jul-23 to Jun-24.*

LBBD Eligibility Project – *relates to pension credit from Jan to Apr-24.*

Cadent Income – *relates to home efficiency support income for Jan to Jun-24.*

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£'s	£'s
Bank loans and overdrafts	181,967	-
	181,967	-

14. 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:

	2024	2023
	£'s	£'s
Due within 1 year	82,200	76,660
Due between 2 and 5 years	104,196	126,196
Due after 5 years	1,950	13,650
	188,346	216,506

15. 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	2024 £'s	2023 £'s
Balance brought forward	8,051	27,702	35,753	37,096
Funds received	-	870,000	870,000	1,400,000
Funds disbursed	(8,051)	(875,632)	(883,683)	(1,401,343)
Balance carried forward	-	22,070	22,070	35,753

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

16. MOVEMENT IN FUNDS

2024	At 1st April 2023 £'s	Income £'s	Expenditure £'s	At 31st March 2024 £'s
Unrestricted Funds	182,099	3,665,868	(3,653,316)	194,651
Restricted Funds - Golden Years	6,254	-	-	6,254
Restricted Funds- Kickstarters	20,507	-	-	20,507
Restricted Funds - Pembroke Gardens	20,465	47,250	(56,192)	11,523
	<u>229,325</u>	<u>3,713,118</u>	<u>(3,709,508)</u>	<u>232,935</u>
2023	At 1st April 2022 £'s	Income £'s	Expenditure £'s	At 31st March 2023 £'s
Unrestricted Funds	23,755	3,316,713	(3,158,369)	182,099
Restricted Funds - Golden Years	6,254	-	-	6,254
Restricted Funds - Kickstarters	22,569	8,288	(10,350)	20,507
Restricted Funds - Pembroke Gardens	15,900	21,000	(16,435)	20,465
	<u>68,478</u>	<u>3,346,001</u>	<u>(3,185,154)</u>	<u>229,325</u>

Golden Years

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

Kickstarters

Funding provided to create new jobs for 16 to 24 year olds on universal credit.

Pembroke Gardens

This is for costs towards the refurbishment of the weekend/evening club for children and young people with disabilities.

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	-	125,767	125,767
Debtors	-	339,757	339,757
Cash at bank and in hand	38,284	463,266	501,550
Creditors due in one year	-	(552,172)	(552,172)
Creditors due after one year	-	(181,967)	(181,967)
	<u>38,284</u>	<u>194,651</u>	<u>232,935</u>

**The Disablement Association of
Barking and Dagenham**

**Notes to the Financial Statements
for the year ended 31 March 2024**

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)

	Restricted funds	Unrestricted funds	Total
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	-	50,820	50,820
Debtors	-	560,536	560,536
Cash at bank and in hand	47,226	68,454	115,680
Creditors due in one year	-	(497,711)	(497,711)
	47,226	182,099	229,325
	47,226	182,099	229,325

18. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year.

19. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund	Restricted fund	2023
	£'s	£'s	£'s
Income			
Donations, Legacies & Similar Income	8,452	-	8,452
Charitable Activities - Objects	3,308,185	29,288	3,337,473
Other Income	-	-	-
Investment Income	76	-	76
Total Income	3,316,713	29,288	3,346,001
Expenditure			
Charitable Activities - Objects	2,498,486	26,785	2,525,271
- Administration	659,883	-	659,883
Total Expenditure	3,158,369	26,785	3,185,154
Net Income/(Expenditure)	158,344	2,503	160,847
Transfer between funds	-	-	-
Total Funds Brought Forward	23,755	44,723	68,478
Total Funds Carried Forward	182,099	47,226	229,325