

**The Disablement Association of  
Barking and Dagenham**

**Report and Financial Statements  
for the year ended 31 March 2020**

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

**The Disablement Association of  
Barking and Dagenham**

CONTENTS

Page

1	Legal & Administrative Information
2	Chair's Report
3	CEO's Report
4-24	Trustees' Report
25	Statement of Trustees Responsibilities
26-28	Auditor's Report
29	Statement of Financial Activities
30	Balance Sheet
31	Statement of Cash flows
32-41	Notes to the Financial Statements

**The Disablement Association of  
Barking and Dagenham**

**Legal and Administrative Information**

**Registered Name** 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**

Peter Snell (Chair)  
Emma Adams  
Keith Mottram (resigned 1 August 2020)  
Adekunle Akande (resigned 1 September 2019)  
Raksha Patel (Treasurer)  
Nolan Braterman (appointed 28 November 2019)

**Chief Officers/Company Secretary** Elaine James

**Method of appointment / election**

Trustees are appointed at the Annual General Meeting

**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
Finance Officer	Lorraine Elvins
HR Lead	Patricia Whitely
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	Holly Exall

**The Disablement Association of  
Barking and Dagenham**

**Chair's Report**

Our Charity celebrates sixty-eight years of supporting people to live meaningful lives, to have choices, and to overcome barriers to living independently.

The trustee team and I have worked harder to support our CEO with the implementation of organisational improvements, while maintaining robust checks, to ensure that the Charity remained compliant with all its obligations.

I wish to thank all my fellow trustees for their time, insight, and expertise in directing the fantastic work carried out by our Charity.

Under the leadership of our CEO Elaine James, our Charity has reviewed systems and processes, to better equip the Charity to deal with the uncertainty faced by our sector.

The reviews spanned five years and have identified improvements that enhanced our ability to demonstrate how the DABD's work directly benefits. They have positioned us favourably for the enormous challenge we have been facing as the 19/20 financial year ended.

Our Staff and volunteers have tackled the Covid 19 challenge head-on. We have reviewed and tailored our staff support, with due consideration for the devastation that this pandemic has had on the lives of individuals and families.

Our Charity and others like us have been inundated by the demand caused by essential community services being suspended, thereby increasing the vulnerability of people who were already excluded and isolated. Prioritising need was challenging and involved us in making some difficult decisions.

What we achieved this year, was life changing. Our work continues to make it possible for hundreds of disabled and vulnerable people to enjoy an improved quality of life.

We have further improved our performance in 2019/20 with performance across all areas of the organisation being strong.

Collaboration continues to be a core value for our organisation and has been embraced more widely by the social care sector and local communities in support of frontline workers.

It is a challenging road ahead; we will continue to work together and rise to the challenge of developing the right recovery strategies, to enable inclusion and independence for all.

In these uncertain times my hope is that you are successful in shielding and protecting your loved ones. Stay safe and well.

Thank you team DABD you make all this possible, so thank you for everything you do.

**Peter Snell (Chair of Trustees)**

**The Disablement Association of  
Barking and Dagenham**

**CEO's Report**

In this my fifth annual report, I reflect with optimism at our current direction.

Following five years of challenge and some "sparkly moments" our Staff worked tirelessly to provide our services across seven London boroughs. I am proud of our achievements given the ever-changing landscape with Brexit, followed by the global Covid -19 pandemic.

The pandemic has helped to crystallise our priorities; this has helped us continue focusing on rooting out the barriers to our building a resilient organisation.

It has also highlighted the time-critical nature of our services, just how essential they are to enabling inclusion and independence, I am proud that we have established ourselves as an organisation committed to continuous improvement, as evidenced by our reaccreditation for the FORS and Matrix standards.

This year more than most, we have taken some tough decisions. We have focused our attention on achieving greater transparency in our operation. We have ended all historical relationships with the Charity, which were not open and transparent, at the same time, making room for new healthy collaborations.

These included some payment by results and internal consultant relationships, what is best described as the "trojan horse paradox", we have chosen to share these experiences and lessons learned with the sector.

Despite the challenges we have lots to be thankful for, our many partners who stuck with us during the outbreak of this pandemic, without your support, our Staff would not have achieved such amazing results.

Staff and volunteers are passionate about removing barriers to inclusion and independence. They go above and beyond with every interaction. This year saying thank you is just not enough, everyone has worked hard in delivering our services. 19/20 was tough, but we made a difference worth celebrating.

DABD exists to enable inclusion and independence for all. We know that the Pandemic has negatively affected vulnerable and disabled people, we want to continue to help but, first, we need to be here. The Pandemic has threatened the stability and sustainability of UK business. For our survival, we need to increase strategic collaborations in the areas of:

- Welfare Rights
- Access to creative projects for disabled and vulnerable people
- Advocacy
- Social inclusion
- Mobility
- Digital inclusion

We will continue to listen and involve our clients in the development of new services. We need you all to support us in making 20/21 another great year.

**Elaine James (Chief Executive Officer)**

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report  
for the year ended 31 March 2020**

The Trustees present their report and financial statements for the year ended 31 March 2020. The financial statements have been prepared in accordance with the Charities Act 2011, accounting policies set out in note 1 to the accounts and comply with the Charity's Trust Deed, and Accounting and Reporting by Charities: Statement of Recommended Practice, FRS 102.

DABD is the local Charity that enables inclusion and independence.

**Our Purpose**

For the past 68 years, DABD has supported disabled and vulnerable people to live independently and with dignity. It's why we exist.

We work with individuals and other support partners to put together the solution which will lead to the best outcome, with a focus on quality and sustainability. We are here to explore options, share knowledge, and ultimately give individuals the choice and control over their lives and the way they live it.

We recognise that some barriers will only be removed by us working with and through others, which is why collaboration is one of our core values at DABD.

We want to build and work with an interconnected network of partners all committed to making our communities great places to live for disabled and vulnerable people.

Each year we see increasing levels of vulnerability and disability; this means we cannot do it alone, we hope to continue building our legacy with your support.

The work we have undertaken in 19/20 is detailed in this report. The report highlights the demonstrable impact that the work of the Charity continues to have on the lives of vulnerable and excluded individuals and their families we provide face to face support to individuals and families who face exclusion for a variety of reasons.

Our integrated delivery model ensures that we can tailor and maximise support when addressing individual needs.

Compliance with regulatory frameworks to the highest standard provides us with external validation of the positive impact we have on people's lives.

We also offer free, high-quality information and advice to those with all forms inclusion barriers. This information supports people to manage existing conditions, provides practical guidance about how to overcome these and helps to ensure that professionals fully understand inclusion and independence options. We believe that these supplement and adds value to other information available and provides a clear public benefit.

**Vision**

Enabling independence and inclusion for all.

**Mission**

Our mission is to help people overcome social, economic, physical and emotional barriers to enjoying a full and independent life.

**Our Values**

**Respectful:**

The contribution of every individual is valued.

**Caring:**

We treat everyone as an equal.

**Fairness:**

We are even-handed and treat each other honestly and without favour at all times.



**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

Working together:

We are united in our belief: one voice, one vision, and support each other personally and professionally.

Accountable:

We take responsibility for decisions and actions and consequences.

**Who we are**

We take our jobs seriously; we have a sense of humour and enjoy having fun.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

We were initially founded as Dagenham Physically Handicapped Association, in 1952 it became a registered Charity. Barking Handicapped Association and Dagenham Handicapped Association merged to form the Disablement Association of Barking and Dagenham in 1993.

Working in Barking and Dagenham and the surrounding areas we deliver inclusion and independence support and advice to children and adults.

Our board of trustees (the board) has collective responsibility for everything that we do, including the legal responsibility to ensure the charity is controlled and properly 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 SLT, Senior Leadership Team. The SLT develop most of the organisation's plans policies and processes and are responsible for their implementation following the Trust board's advice and approval.

The board currently comprises four trustees who have wide- ranging skills and experience. Trustees serve an initial term of three years, with the potential to extend for one further term.

Our trustees give their time on a voluntary basis; they receive no remuneration or any other benefits. All trustees are recruited against skills need and are appointed following a comprehensive process, and on occasion by recommendation, based on skill and experience.

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

The Chair interviews prospective Trustees, 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 with Trustees; the Trustee appointment is then approved at the next full Trustee meeting.

On appointment, our Trustees receive a handbook, governance documentation and formal induction with the Senior Management 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 that we need so will use more targeted recruitment searches where necessary and keep under review the balance of trustees with regard to gender and diversity.

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 board to focus on key strategic issues in more depth.

We have a session at trustee meetings to highlight a particular service area. This gives trustees the opportunity to hear about the business first-hand.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**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.

Those matters that are 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**

DABD continues to face challenges with funding opportunities in a very uncertain environment. A strategic decision was made last year to terminate certain contracts, related to the Employment training service, that were not financially viable.

Whilst income for most services has increased in comparison to prior year, there was a reduction in income for Employment Training by £524K. The Golden Years Project funding from Big Lottery ended in May 2019, 56K of the charity's resources were invested in the service continuation. On the other hand, income for Transport services increased by £589K and Welfare Benefits service by £35K. Overall, total income increased by £97K.

Total direct costs for the year were £211K higher than the prior year. In line with the increase in income for Transport services, direct costs in delivering that service increased by £446K. On the other hand, costs related to Employment training fell by £266K.

Administration costs were £65K lower than prior year and result partly from management efforts to review and control overheads.

The management has focussed on income generation and gross margin analysis and improvement, the benefits of which will be reaped over the next few years.

We recognise that regular monitoring and reporting of potential risks to the Charity is critical to ensuring that these risks are adequately managed and mitigated. We have reviewed our procedures and have developed an emerging risk log to enable the Charity to respond in the event of significant risks occurring.

The framework will include a risk register which will be reviewed monthly at divisional level, then quarterly by SLT and bi-annually by Trustees.

**Reserves Policy**

As at 31 March 2020 the Charity had total reserves of £235,376 (2019 £221,983) of which £223,954 was unrestricted (2019 £180,654). The Trustees aim to grow the value of the free reserves to support and fulfil its objects. The Trustees are in the process of developing a reserves policy.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**Future Development**

In March 2020 the Covid 19 outbreak was declared a pandemic and Stay at home measures were passed into law.

Since March 2020 DABD has experienced a greater demand on our services. One of unintended consequences have been that our organisation has come together and will emerge even stronger in 2021.

We have retained our zero hours contract workers, and staff on sessional contracts by availing ourselves of government support through the Job Retention Scheme.

Over the coming year we will work with our staff to develop and deliver services in the post covid world. We envisage greater utilisation of technology in our new service offer.

A number of areas of focus in 20/21 are:

1. Trust board expansion we plan to invite four new trustees to join us this year.
2. The embedding of best practise in governance and a governance audit
3. The launch our new five year strategic plan
4. The review of our governing document

In addition to the areas mention above we want to ensure that DABD is a great place to work

**What we do**



**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.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

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

**Kids Patch Club**

Kids Patch Club 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 and The Lodge**

For our clients who want to live an independent life in their own home but feel they need extra help and support, our care support service can support them 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 a high-quality service.

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

**Welfare Benefits Service**

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

We are here to make sure that clients understand what help they may be entitled to and how to get it.

**Mobility Services**

Mobility Services work with partners and commissioners, who 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.

**Door-to-door transport**

A trip to the shops, clinics or doctor's appointment, journey to school, work or social visits can be made easier with our friendly door-to-door transport service.

Our fully accessible vehicles transport people of all ages with limited mobility including wheelchair users, scooter users and people needing a stretcher or oxygen facilities.

As well as providing individual journeys our vehicles are available for contract hire. Current commissions include the NHS, London Boroughs, education departments and Dial-A-Ride door-to-door services.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**DIVISIONAL REPORTS**

**DABD: MOBILITY SERVICES DIVISION**

**Transport overview:**

Mobility Services work with partners and commissioners, who 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.

Along with the Divisional Lead, the Service Coordinator, two Team Leaders and an administrator/driver, we have 34 paid full time drivers, 14 paid part time drivers and one volunteer driver operating 35 fully accessible passenger-lift vehicles, including one vehicle that is 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 if required for an additional cost.

As well as providing individual journeys to the people of the community, our vehicles are available for contract hire. Current commissions we undertake include the NHS, 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 to loan (with or without driver) for individual or group community activities (if hiring, the driver must hold a current MiDAS training certificate).

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 19 years and are also able to give independent advice and information, product care advice and demonstrations if required.

**2019/2020: Social Value**

During 2019/20, the Mobility Division continued to focus on a collaborative strategy with Community Transport London members around the growing evidence base of the advantages community transport could play in addressing a range of social issues, not just loneliness and isolation, but a wider population cohort (such as youth and the working-age population) and the positive outcomes in areas such as employment, crime prevention and victim support.

Community transport has also been shown to help build social capital and help meet environmental targets.

**Current 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 that delivers our Mobility services.

**Areas of concern:**

DABD own three minibuses that were all registered in 2012. These vehicles are Euro VI compliant and are subject 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 three years, starting with Fiat Ducato LJ62JHO as the first to be taken out of service.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**2019/2020: Benefits**

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, restructuring of health and social care and growth in the ageing population increases the need for inclusion of added value in service decisions.

We work for a better world where individuals can design their own ground-up transport solutions, placing accessibility and inclusivity centre stage. 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.

- 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 also 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 2019/20, the Mobility Division delivered 119,349 trips for individuals who accessed the service.

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, and funerals. Mobility also provided transport for leisure activities such as swimming, boating and outward bounds centres in places such as Blackpool, Southport, Norfolk, Suffolk, Surrey, East Sussex, Hertfordshire, Birmingham, Hampshire, Kent, Essex, and London.

**Overall environmental Impact:**

Mobility Division vehicles travelled 385,882 miles (621,017 kilometres) using 18,483 imperial gallons (84,025 litres) of fuel. This equates to an average vehicle fuel consumption of 20.83 mpg (7.39 km/l), creating 331.80 tonnes of Co<sub>2</sub> and 492.50 kilograms of NO<sub>x</sub> and PM's. Looking at this another way - we drove to the moon and back. To keep our emissions as low as possible, all our vehicles are diesel and ULEZ compliant.

**Summer/winter excursions:**

Mobility Division transported 254 passengers on excursions to Clacton-on-Sea, Southend-on-Sea, Walton-on-the-Naze, Crews Hill Garden Centre, Bethnal Green Museum of Childhood and Alton Garden Centre during the summer, with winter season visits to Rochester, Maldon, The Galleria Hatfield, Crews Hill Garden Centre, Thurrock Garden Centre, Freeport Braintree and Summer Hill Garden Centre for the Christmas markets.

We plan to have more varied venues for 2020/2021, our goal being to access more passengers by providing more choice. Pricing was reviewed, and we now provide this service to our users at a reduced cost.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**Equipment Services:**

Equipment Services carried out 25 repairs and services to individual's wheelchairs and scooters and 30 equipment sales in 2019/2020.

The department also provided the DABD post run, carried out branch PATS testing and moved office items of furniture etc. for the different departments at a minimal rate to cover vehicle and salary costs.

**Training:**

All drivers either completed or renewed their MiDAS certificates as necessary throughout 2019/20. Along with this, a comprehensive program of e-learning took place and included all drivers. To be Fleet Operators 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.

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

It is an undeniable fact that loneliness and isolation are growing challenges within our society, and these will place an increasing pressure on the public purse in years to come.

If left uncurbed, these will add significant costs to our public services, and may divert much needed resources from other non-preventable health conditions, especially when local authorities are under growing pressure to make significant savings to their budgets.

Mobility Services and its partner Organisations have enabled service users to continue to live independent lives while continuing to engage within society, thereby removing barriers that would otherwise exist. As a result of this, service users are more able to continue with their regular lives by maintaining social links, addressing their personal needs, and accessing relevant services. An important factor of this is that DABD operations provide unique services which are not filled by traditional operators in the First or Second Sectors.

Elders often require additional support to facilitate them leaving their home and accessing the services they need. It is by engaging with these hard-to-reach people (who often eventually cost the state the greatest amount) where we can play the largest role in meeting their tangible needs. We can deliver this in a cost effective and timely manner, thereby combating social exclusion and enabling a wider range of people the freedom to get out and about within their communities.

To meet these recognised demands, prevention and early intervention should be our primary considerations. Community transport schemes such as ours at Mobility have built a proven track record of addressing both the causes and consequences of loneliness and isolation.

**DABD: BENEFITS & FINANCIAL INDEPENDENCE**

**Overview**

The Welfare Benefits and Financial Independence service has been successfully running within the organisation for many years. The service is there to advise residents of what benefits and financial support they are entitled to and how to make a claim to help maximise their income. We also support clients to complete benefit forms and correspondence such as Mandatory Reconsiderations and Appeals.

Our team of expert advisors are kept up to date constantly with the changes to the benefit systems and support available. Enabling us to give up to date, impartial advice to residents to help them be more independent and financially stable to sustain a healthier life.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

We also support residents with a range of financial concerns to ensure they can live within their means. This involves comprehensive meetings with residents to go through budgeting statements, reviewing outgoings and incomings. Benefits form filling, income maximisations, debt advice and referrals.

We are proud to be working with the Advice Quality Standard (AQS) at general help level for casework in welfare benefits. We are also members of Advice UK, the national body for organisations providing advice. We continue to work to the recognition that AQS awarded us with in January 2018.

All members of staff have attended Universal Credit training.

**Income maximisation**

We will look at an individual's financial situation. We can help them get to a place where they/their family have the best financial opportunities possible and maximise the amount that they are receiving.

**Benefits checks**

Our dedicated team will assess a client's situation and explore which benefits they could be claiming. There could be benefits that they 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 a client is unsure about a form they're filling in, talking to us can simplify the process. We have a team that support and help complete the forms.

**'Better-off' calculations**

Going back to work can be a scary time for some. The thought of having one's financial situation change drastically isn't something that people should fear. However, with our 'Better-off' calculation service, we can explain to clients the benefits of moving into work, and how much better off they would be given their situation.

**Challenging decisions with regards to a client's benefits**

Sometimes decisions can be made with the benefits that a client does 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. We can give support and advice on how best to challenge a decision and help get things sorted.

**LBBD EWR**

LBBD EWR has been our core project now for over 18 years. We continue to support vulnerable client groups with enhanced welfare rights advocacy, income maximisation support and face to face form completion and advice.

We received many referrals from CAB as part of the collaboration, while still servicing our own self referrals (mostly word of mouth or existing returning clients). We continue to refer/signpost clients to CAB who have housing and debt issues.

Along with DABDs many good practices, we can offer home visits to the most vulnerable and difficult to reach clients.

The service has been invaluable in the face of ongoing severe welfare reform changes, which show no sign of slowing over the coming years with the roll out of Universal Credit.

Although most of our referrals are self-referrals from existing clients or word of mouth. We continue to receive them from a network of channels, including LBBD social worker referral, housing department, Jobcentre plus, Job shops and several voluntary organisations such as Carers and the Independent Living Agency. Just recently added in to the LBBD system, we now also receive referrals from the Homes and Money Hubb. An important part of our referral network is our internal referrals, these are made from several divisions and departments including ESE, Golden Years, Travel Training and personal Support Services and Mobility.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

We have delivered 980 (target 1000) advice sessions with clients ranging from 16-90 years of age via home visits, office-based visits and telephone appointments. We have supported them to claim a range of benefits inclusive of DLA, PIP, AA, Housing benefit, Council tax benefit, Employment Support Allowance and Job Seekers Allowance and Universal credit. The service has generated over £2 million in extra benefits for clients within the current financial year.

**Financial Capability Coaching**

Financial Capability Coaches (FCC's) continued to provide an independent service to residents in Barnet, Havering and Hackney. This has allowed clients to make a more informed decision about their finances.

Some issues we can provide support with include: Disabled Facilities Grant accepted but there is a shortfall, Discretionary Top up funding support for DFG's, works not covered by DFG, Major works bills, General repair works required not covered by a grant, Ineligible for a grant due to means test, property no longer suitable, support client to understand their financial options to pay for service charge arrears, Income maximisation.

Some of the options we discuss with residents include: Charity Funding, Own funding/funding from family members, Downsizing/selling property/ using the most of current space, Loan options including equity release and mortgages, DWP assistance: Interest payments for qualifying works, DWP assistance: Funding for major works bills, Income maximisation, Budgeting and using the most of their money, suitable repayment option available through local Landlord/Council/ALMO.

**Havering Emergency Assistance Scheme**

**Calls and Applications**

This year the Havering Emergency Assistance Scheme has taken over 1300 calls and received over 260 applications.

All applications are received via email referral from other organisations, self-referrals and mainly Family Mosaic and social workers. We do have several online applications completed by clients themselves for our consideration.

**Referrals**

When a client is unable to receive assistance from the scheme, we refer them to our advisors to give advice on what benefits are available to them and make sure they are receiving the correct ones. We also refer them to debt services such as Citizen Advice or Step change for more information and support. We will investigate their situation and signpost where possible.

We have found that many of the online applications we receive are clients who have been advised by their local Job Centre to contact us for financial assistance. A high percentage of these applications are returned to apply for/request either a Short-Term Budgeting Advance or a Hardship Payment.

**Awards**

This year we have helped 122 clients, supplying them with items including furniture, white goods, and a few grants payments. Our total expenditure for the year ending March 2020 was just slightly under £46,000.

**Redbridge Children Centres**

We have continued to provide a service to Redbridge, which was commissioned to DABD to provide a benefits advice and budgeting support service to various Children Centres throughout Redbridge. This service offers benefit advice to help maximise residence income, form completion for benefit applications and personal budgeting support for Universal Credit claimants.

Within this service we have completed 195 appointments supporting clients with receiving additional income and savings through benefit advice and support with applying for correct/extra benefits (such as DLA, PIP, AA, CTC, HB, CTS) totalling £984,755.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**Newham Workplace**

We have continued to work within Newham at the one location in Stratford, providing advice and support to Workplace/Money Works service users to overcome any barriers they may have which are preventing them from obtaining employment. This includes welfare benefits advice and support, form filling, letter writing, housing advice, employment and debt advice and any other concern that may impact on a client's ability to work.

Clients are booked in directly via Newham Workplace/Money works staff members.

This year (2019/20) we have completed the following:

- We continued to work at the Grove office up until 31/7/19. At the Grove, we had 116 appointments and 127 enquiries with an income maximisation of £62,392.
- We also continued to work at the Westfield office up until 31/7/19. At the Westfield, we had 11 appointments and 8 enquiries and income maximisation of £572.
- At the Money-works office we had 64 appointments and 71 enquiries and an income maximisation £28,557.
- With the biggest part of the contract delivered at the Workplace office we had 729 appointments and 800 enquiries and an income maximisation of £2,156,801.

These results are far above the initial expected targets provided in the contract.

**City Bridge – New Solutions**

We continued to work on The New Solutions project for another year, giving ongoing support to residents who are experiencing poverty or financial difficulties. Giving them the support, they require to resolve the issues they are facing. The service is targeted at excluded people which may include, mobility issues, BAMER, NEET, gender constraints and those who are disconnected. We are also working with those who are not excluded. Some of the issues that have been supported in 2019/2020 include:

**Budgeting**

- How to deal with change to income such as a benefit stopping, or earnings reduced.
- Making them aware of current outgoings and how they are not living within their means.
- Paying too much for services such as utility deals
- Receiving the correct income
- Understanding how to calculate income and expenditure including the change from weekly to monthly.

**Debts**

- Unable to organise paperwork.
- Awareness (or lack of) of what debts they have.
- Unable to meet commitments and taking no action leading to further issues.
- Lack of knowledge who to get other advice from.
- Unable to act due to anxiety causes by being in debt/financial difficulties.

**Digital support**

- Online applications – unable to understand.
- Dealing with issues that can only be accessed online (such as reporting change of circumstances to local authority).
- Spotting and being aware of financial scams.
- Social care issues such as being in need of care but unable to afford to pay themselves
- Housing/homeless such as eviction action has been started due to rent arrears
- Employment such as seeking employment to increase income
- Welfare reform including current and future changes having a financial impact

This year we have supported 179 excluded residents (Target 120) with 145 separate issues. This has resulted in residents gaining and additional £403,000 in additional income as a direct result of the support we have provided.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**LBBB JobShops**

The LBBB Job Shop service provides service users with better off calculations along with comprehensive advice and information about the in-work benefits and tax credits they are eligible to claim upon moving into work.

Sessions are provided via appointments slots which are booked via Job Shop staff and the location alternates between the Barking Job Shop & Dagenham Job Shop each week.

Providing better off calculations enables residents to be able to make informed decisions about the number of hours they can afford to work taking in to account all incoming and outgoing they have currently. Service users are better prepared financially before moving into employment. It also acts as a motivational tool as residents are often surprised and encouraged by the results.

Within 2019/2020 we have supported 218 residents to understand how finding work will affect them financially.

**DABD: EDUCATION, SKILLS AND EMPLOYMENT**

**Overview:**

Education, Skills and Employment have proven to be adaptable, committed and continue to achieve excellent results for our clients and funders. This year we have continued to deliver our services into the heart of the community which has enabled us to positively impact the lives of our service users.

**Education and Skills:**

DABD has been providing accredited training since 1999 delivering a range of courses including, Level 1 to Level 3 NVQs, one day online courses and functional skills levels 1-2.

This year we have delivered employability traineeships with candidates gaining level 1 employability qualifications and 100 hour work placements.

**Employment:**

DABD have offered support to people looking for work for over 13 years. Our employment services have grown this year which has allowed the ESE team to open new premises in Havering. This is the first ever DABD branch located outside of Barking and Dagenham.

We have strengthened our relationships with both LBBB and LBH this year, utilising outreach space at various Children's Centers across both boroughs.

**Apprenticeships:**

DABD have delivered Apprenticeships in Business Admin, Customer Service, Management and Health & Social Care working with 2 local FE colleges with high success rates.

Education, Skills and Employment are on the Register for Apprenticeship Training Organisations.

**Volunteering:**

DABD successfully completed its Big Lottery Funded Inclusive Opportunities Volunteering project this year after 5 years of delivery.

Since 2012, DABD supported over 500 disabled and excluded local residents into volunteer placements within the community.

**Serco - DWP Inspiring Families**

DABD are a supply chain partner for Serco delivering Inspiring Families, this is a targeted programme supporting families in Havering, Barking & Dagenham and Waltham Forest into sustained employment.

Since January 2017 we have engaged with 547 residents to enrol onto the project and have secured 67 job outcomes. We are working closely with LBBB, LBWF and LBH's Early Help Teams to identify families that would benefit from this support.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**BIG Lottery - Golden Years**

Although the lottery funding has ended we have kept the club going.

The project has supported over 400+ isolated residents of Barking, Dagenham and Havering aged 60+ to engage in community activities, improve their wellbeing, finances and support their peers through community volunteering placements.

The project continues to provide much needed social support, currently facilitating 6 weekly groups, various social events and trips as well as training and volunteering opportunities.

**Looking Forward to 2020/2021**

Education, Skills and Employment are looking forward 2020/2021. We hope to secure additional funding for the division to ensure that we continue to deliver our vital services within the community.

We look forward to strengthening our relationship with DABD's other departments as well as building new relationships with external partners and service users.

We would like to thank all Education, Skills and Employment staff for their hard work this year. We continue to deliver services and projects that we are proud of and hope that this year brings success across all of our projects.

**DABD: PERSONALISATION DEPARTMENT**

**Overview:**

**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 their own home but feel they need extra help and support, our care support service can support 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 the individual needs of all our service users. We ask our clients what they feel they need regarding support and our clients will be able to make decisions about your care.

The services also focus on meeting the requirements of high- quality care as regulated by the Care Quality Commission (CQC) the standard requires regulated care providers to be:

- Safe
- Effective
- Caring
- Well Led
- Responsive to people's needs

In 19/20 DABD needed improvements in a number of areas of regulated care, our aim is to prioritise our work to raise our status and develop to outstanding features.

For the year 19/20 we provided 38,807 hours, 15 minutes of care. Which is an increase of 12,681 hours from the year before.

**The year ahead**

In 20/21 following two internal audits that have flagged areas of needed attention, work is underway to raise our CQC status to good with the outlook to raise to an outstanding status going forward.

We aim to maintain and develop positive relationships with commissioners from Barking and Dagenham, through to Havering to expand our range.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

Relationships are developing with our CQC representative who has been a vital source of information and support during the pandemic.

We are looking for additional services and projects to expand our reach and provide communities with the support they require to live independently.

Due to the Coronavirus pandemic that hit us in March 2020 our Kid's Patch service was temporarily paused which has given us an opportunity to look to grow the service, look into re-branding, the change of service premises and developing the service that we provide to families and the children we support.

Projects such as a community fridge will be set up this year to provide food to those in times of hardship. Our adult care services have continued to run with adaptations made due to the pandemic, this has enabled us to continue to reach those in need of our services.

With the use of technology we have managed to support our service users to still communicate with friends and loved ones. This has created an area of up-skilling for our staff which has benefited them personally and for the development of the organisation. The year ahead we hope to receive a good CQC rating and will look to increase our capacity and expand our reach across Barking and Dagenham and reaching into Havering.

#### **DABD: INDEPENDENT TRAVEL TRAINING**

##### **Overview**

DABD Independent Travel Training service supports young people with special educational needs (SEN) and additional needs travel to and from their place of education.

With the assistance of fully-trained Travel Trainers, the aim is to help young people gain the confidence and skills that they need to make their journeys safely and independently.

The aim of the service is to teach young people, currently accessing borough transport, to travel safely to school or college on public transport. The service enables young people to gain independence, by building up their confidence, social and life skills. These skills will give them better opportunities for further education and employment opportunities in the long term. The service also supports the parent/carers, giving them the confidence to let their children become more independent individuals.

Each young person receives a personalised step-by-step travel plan which takes their needs into account and covers the journey and route information as well as covering areas such as personal safety, road safety, communication, dealing with changes to their journey, alternative routes, money and time skills.

The service provides Independent Travel Training under the East London Partnership Framework Contract. The contract covers the Boroughs of Redbridge, Waltham Forest, Havering, Barking and Dagenham and Newham, although Newham have not currently referred a student for Travel Training.

##### **Service update: 2019/20**

Across the 2019-20

framework (agreed extension 1 year) we continued to work with 3 boroughs- Redbridge, Havering and Waltham Forest under new agreements which I redeveloped on a minimum referral request and revised costings. We have undertaken work with 50 students and successfully Travel Trained 32 students. The service provision continues to support the London Borough of Barnet where we have successfully trained 2 students. We have also been in discussion with the London Borough of Hammersmith & Fulham as well as Islington and Surrey Choices who have shown an interest in the service.

I share an office with PSS and are now fully integrated into the department. We held onto all 10 of our Travel Trainers in the last year and I have taken on an additional 5 trainers, all of whom completed the ITT induction which I also run now as a 1 day training day rather than 2.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

I continue to attend TFL Travel Training Forums, held at Palestra House, Southwark. At these forums we are able to voice our concerns about the lack of accessibility for commuters with any type of disability, lack of understanding of SEN. I have attended various events and attended local authority Disability Forums to share our concerns with access for young people on public transport.

The service enables young people to gain independence, by building up their confidence, social and life skills. These skills will give them better opportunities for further education and employment opportunities in the long term. The service also supports the parent/carers, giving them the confidence to let their children become more independent individuals.

Travel Training has made a big difference to the students and families that we provide the service to, giving them the confidence to not only travel independently to school/college, but also to helped some of our student's to travel independently to other venues and community services of their choosing.

I have achieved a Travel Training Centre of Excellence accreditation with the ability to train all of our Travel Trainers to a qualified level 2 of expertise by the Open Awards. The plan is to also offer this to local authorities, other service providers and even students that are able to complete the course online. This can go ahead when I receive my L3 accreditation which I have completed and am waiting to receive.

I have also created numerous consultancy packages to provide local authorities and organisations with options for running the services in house, saving them thousands whilst also providing a tailor made and excellent level of service across their organisation. We plan on offering this London wide. This would allow me to quality assure the service is running to a standard suitable to offer young people the ability to access their local areas and save local authorities thousands enabling more students to access the service. I have been working closely with the finance department to discuss various options and tailoring the packages to suit each organisation. This role out will completely depend on our training package success with the Open Awards.

**The year ahead:**

We continue to maintain good working relationships with all the London Boroughs we provide services to and we have built up good working relationships with the schools and colleges.

The Framework Contract Lead has stated that there is the possibility of a year extension on the current contract; however we need to review whether it is financially viable to continue. This is currently not looking promising, however, in the meantime we will continue to look for other service opportunities, by way of Direct Payment Students and ways to diversify in order to retain, both office staff and, Travel Trainers and potentially save the Training Department in this difficult financial climate.

I would like to sincerely thank and congratulate all our Staff within the service for their hard work, dedication and tenacity. As Ambassadors it is they who have created the important links between families and schools and last but not least, helped to make a difference to a young persons' confidence and life choices. I would also like to thank the Senior Management Team for the continuing support during these difficult times.

**DABD: HEALTH & SAFETY**

As the Health & Safety Officer the main focus within DABD for this year has been to:

- Reinforce the Health & Safety message to all staff and volunteers through the work of the H&S Representatives and the H&S Sub-Committee.
- Complete annual review of DABD's Health & Safety Policy (Internal review completed. The external Review with Janjer Ltd with Paul Danks CMIOSH, MinstLM, OSHC at the end of this period did not take place due to COVID-19 restrictions.
- Carry out monthly Health and Safety Inspections in house and annual branch inspections by Paul Danks CMIOSH, MinstLM, OSHC
- Carry out the annual review of Risk Assessments and Fire Risk Assessments
- Review & action where necessary action points from Fire Safety Risk Assessment Reports for each branch, including maintenance & service of all fire-fighting equipment.
- Complete Health & Safety Induction training and Display Screen Equipment (DSE) checklists for new and relocated staff.
- Maintain databases for Accident/ Incident Reports.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

The Health & Safety Employee's handbook is issued to all staff during their Health & Safety induction on their first day. The handbook outlines the key points of DABD's policies and procedures and provides employees with general Health & Safety information. Each staff member/volunteer also receives and completes an induction checklist with their Manager at the branch they will be working in and if appropriate a DSE assessment. Induction checklists are also carried out when staff relocate/transfer to another branch.

**Consultation with employees**

The Health & Safety Sub-committee (established in 2004) consists of representatives from each branch. The committee meets quarterly and use an action plan (updated regularly from branch inspections) to ensure that hazards are addressed within a reasonable time. The minutes and monthly Health & Safety reports are distributed to the Senior Leadership Team (SLT) and Board of Trustees as part of Corporate Governance.

In order to fully comply with the Health and Safety (Consultation with Employees) Regulations 1996, DABD formally discuss H&S at various levels of the organisation from management meetings to branch and team meetings. H&S is an agenda item in all of these settings and feedback is passed to the H&S Officer and the H&S Committee.

**Monitoring Investigations**

To ensure that we monitor all accident/incident investigations, the H&S Committee discuss all significant accident and incident investigations. This process is overseen by the Health, Safety Officer who chairs the meetings and ensures that important lessons from those investigations are communicated to employed and the SLT.

**Monthly Inspections**

All sites are inspected on a monthly basis by the resident H&S Representative. This may, on occasion, be conducted in coordination with the H&S Officer to share knowledge and experience. The aim of workplace health and safety inspections is to prevent work related accidents and ill health by identifying hazards. The process also checks that preventative and protective control measures are working as intended.

**Risk Assessments**

In order to manage health and safety across the organisation, we must control the risks in our workplace. To do this we need to think about what might cause harm to people and decide whether we are taking reasonable steps to prevent that harm. We are required by law to carry out such risk assessments.

Risk Assessments are reviewed annually and during the course of the year all of DABD's Assessments were updated. Some Risk assessments were amended to take into account new services or changes to existing procedures. In addition, risk assessments are automatically reviewed as part of accident investigations to incorporate any lessons learned.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

Division	Department	Next Date for Review
Corporate Services	Office Administration	31st October 2020
Education, Skills & Employment	Classroom Risk Assessment	31st October 2020
	External Workplace Assessment	31st October 2020
	Placement at External Organisation	31st October 2020
	Workplace Risk Assessment	31st October 2020
	Community Events	31st October 2020
Golden Years	Social Group at Fanshawe	1st December 2020
	Social Group at Thames View	1st December 2020
	Mens Group Fanshawe	1st December 2020
	Social Group at Dawson Hall	1st December 2020
	Sewing/Craft Group at Dawson Hall	1st December 2020
	Home Visits	1st December 2020
	Social Group at Rush Green [NEW]	1st December 2020
Personalisation	Personal care Risk Assessment (Lodge)	20th June 2020
Mobility Services	Driving for Work	29th August 2020
	In Vehicle Technology	29th August 2020
	Eastway Care Passenger Transfers	29th August 2020
Benefits & Financial Independence	Home Visit Risk Assessment	11th April 2020
	Office Visit Risk Assessment	11th April 2020

**Branch Fire Risk Assessments**

The Regulatory Reform (Fire Safety) Order 2005 applies in England, Wales and Scotland. It covers general fire precautions and other fire safety duties, which are needed to protect 'relevant persons' in case of fire in and around most 'premises'. The Order requires fire precautions to be put in place 'where necessary' and to the extent that it is reasonable and practicable in the circumstances of the case. The Fire Risk Assessments we have in place for each site comply with the requirements of this Order and are reviewed annually to ensure they remain up to date.

Actions identified by the Fire Risk Assessment are added to the H&S Action plan and a record of their completion is recorded locally (In the FRA Book) and on the Action Plan.

Branch	Event	Review Date
Parsloes		Dec 2020
Pembroke	Site not currently in use	August 2019
Valence		Nov 2020
Havering		Nov 2020

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**Specific actions undertaken in 2019-20**

The monthly Health & Safety reports are distributed to the CEO and to the Board and Management included the following items during the period 2019-20:

A new 'silent alarm' system was fitted in the downstairs meeting room at Parsloes in April 2019 to provide additional security for advisers conducting public consultations. Advisers are now able to request additional support without escalating potentially tense situations, enabling DABD to complete consultations in a safe manner.

The H&S Sub-Committee discussed and accepted the benefits of wider involvement of DABD employees by inviting different members of staff to join committee meetings as guests. Guests would be chosen from a different division each meeting with the aim to widen understanding of the companies H&S system and the working of the committee. Over the course of the year three guests joined committee meetings and their cooperation and feedback was greatly appreciated.

The H&S Officer conducted an audit of the fire extinguishers at all sites during May 2019. Earlier servicing had identified a number of units that were reaching the end of their service life and a decision had to be made on whether to have these refurbished or replaced. It was found that servicing and recertification of these old units was more expensive than purchasing new units and having them commissioned for use. Fire Extinguisher regulations in the UK form part of The Regulatory Reform (Fire Safety) Order 2005.

Non-compliant extinguishers could result in legal action and refusal of insurance pay-outs. 29 units were subsequently ordered, and their commissioning and installation was completed by the end of July 2019.

In July 2019 some concerns were raised with regard the safety for night shift care workers at Lodge. LH visited the site and met with members of the care team as well as the Homegroup Manager of the site. H&S concerns and current risk assessments were discussed at length, and a tour of the facility undertaken. LH observed good fire safety and equipment in place within the building although some signage needed updating (the responsibility of Homegroup not DABD). Recommendations for changes to night-time procedures were discussed and incorporated in an update of the existing Risk Assessment for Domiciliary care at Lodge.

Also, in July 2019 the need to roll out some general training on Risk Assessments was identified. This would be initially aimed at staff that need to refer to and understand the implementation of the control measures they contain. An in-house training package was put together by LH, and key members of staff were identified for initial training. A subsequent PowerPoint training presentation was then shared with a wider selection of staff and new starters on an ongoing basis.

In addition to new extinguishers some fire safety signage was also updated. British Standard BS5499-2:1986 specifies requirements for safety signs which are self-energized in respect of luminosity, and which require no external source of power, and are rigidly fixed in position. LH therefore recommended the replacement of some existing signage (escape route and extinguishers signs) with hard plastic luminescent versions. This work was completed by the end of August 2019.

LH undertook recertification in the IOSH Managing Safely qualification in August 2019 and completed this course in September 2019, becoming an affiliate member of the Institute of Occupational Safety and Health (IOSH) at the same time. Some of the benefits of becoming an IOSH member include access to free and low-cost seminars and technical information; access to a support network (forum) with thousands of other members in industry-specific groups and networks. The Monthly IOSH magazine is also a valuable resource containing detailed case studies and news.

LH identified the need for more detailed monitoring of accident/ incidents within DABD. Near Miss reporting is an important tool in identifying potential hazards before an accident happens and is also a way to engage staff in the company's safety culture in a very practical way. A new simpler near miss reporting form was created which makes the process easier for staff to use.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

Review of DABD's compliance with COSHH (Control of Substances Hazardous to Health' and under the Control of Substances Hazardous to Health Regulations 2002) was reviewed and completed by the end of November 2019.

During the beginning of February 2020 LH started receiving updates from HSE and IOSH about the emerging threat of a novel Coronavirus which at that stage had yet to be named. On the 11th February this was officially designated COVID-19. As February unfolded more information became available regarding advice for care workers and other health professionals. This information, along with recommendations regarding the supply of PPE, were shared with the SLT at the end of February along with early advice from the WHO regarding the rights and responsibilities of employers and employees in relation to this unfolding situation. The World Health Organization declared the outbreak of COVID-19 a pandemic on the 11 March 2020.

Paul Danks, Health & Safety Consultant was due to visit all branches in early March (overdue from January because of scheduling issues) but due to the emerging threat of COVID-19 this had to be called off. However, site inspections have continued to take place under the supervision of the H&S Officer.

**Accidents, Incidents and Near Misses**

40 accident & incidents reports were received in the period 19/20. This is a significant increase on previous years. However, this reflects several factors discussed below.

During 2019-20 the H&S committee made a collective effort to encourage and increase near miss reporting. Many of these incidents were not being reported. LH was concerned that this gap in reporting could mask problems that, under slightly different circumstances, could lead to an accident. Reporting a near miss can ensure that future incidents and injuries are avoided. This can help organizations reduce the costs associated with workplace incidents, such as medical expenses, workers' compensation payments, time lost due to injury, accident investigation costs, and equipment replacement costs. Near miss reporting also demonstrates that an organisation is being pro-active about risk and actively trying to reduce accidents in the workplace.

There was also an increase in RTA's reported for this period. This increase stems, in part, from an increase in the overall size of DABD's vehicle fleet. It is also a reflection of the way vehicle damage is being reported. Historically minor incidents had not been counted in accident reporting and the H&S Committee decided that this was incorrect. Some back dating of records is now reflected in the accident figures shown below. A review of these RTA reports revealed that they were almost exclusively minor, non-injury, incidents incurred during the parking of vehicles in the Transport Yard. This has reinforced the need for supervision/banksmen to coordinate parking to reduce these incidents.

Companies are legally responsible for the Reporting of Injuries under the Reporting of Incidents, Death and Dangerous Occurrences Regulations (RIDDOR). No accidents were required to be reported under RIDDOR for this period.

**Accidents, Incidents and Near Misses 2019/20**

All accidents and emerging trends are discussed at every quarterly H&S Sub-Committee Meeting. In addition, serious accidents (these resulting in injury or lost time) are routinely investigated resulting in a clearer understanding of the root cause of the accident and making recommendations such as identifying additional training needs or adjusting risk assessments and procedures. As already indicated, near miss reporting enables the H&S Committee to identify potential accidents before they happen and should be seen as part of DABD's overall strategy to ensure the safety of its employees.

Analysis of other accidents shows that slips, trips and falls remain the most common category of accident (after RTA's and Near Misses). This is reflected in national accident statistics and illustrates the continued need to keep employees actively involved in good housekeeping (to remove trip hazards) and training (to moderate unsafe behaviours). The H&S Committee regularly discuss these issues and will continue to communicate concerns and advice to DABD management and company employees.

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

**Accidents 2019/20 by Category**

The next most significant category are accidents involving handling, lifting and carrying of objects. This is another regular discussion point for the H&S Committee when reviewing accident investigations. A common recommendation of these reports is refresher training for staff and the committee is continually reviewing ways to communicate good practice to DABD employees.

**Summary**

Several changes in the composition of the H&S Committee have made this a challenging year. However, the committee has continued to focus on improving the quality of accident reporting and pro-active actions to reduce accidents. The emerging situation with COVID-19 will no doubt make 2020-21 an even more challenging year but the committee will continue to work hard to improve communication, identifying emerging risks and drive down accidents.

**WHAT OUR CLIENTS SAY**

“DABD have really helped me build my skills, especially in IT. Before I started here I didn't get to study IT in school so basically didn't know how to use a computer other than Word and PowerPoint. They taught me so many skills and now I use IT every day.”

“DABD have helped me to gain the skills and confidence that I need to overcome my mental health issues and finally find an apprenticeship.”

“My son had really been struggling at school and then college, with his learning difficulties and social skills. However, after a short time with your wonderful staff support he is up and running and smiling and laughing too! Thank you so much for helping my son.”

“The staff have been so helpful and supportive. Everybody has been lovely.”

“Above all Golden Years has given me hope and perspective for the future.”

“My son loves going to his club, he always comes out with a smile and the people are so nice and friendly. I'd be lost without him coming to these clubs and would recommend to other parents.”

“We had a very good experience with travel training. My son is autistic and responded so well to the structure of the training that he is able to travel to and from school.”

“You made my life and my wife's liveable again.”

“I don't know what I would have done without DABD loaning me a wheelchair so that my daughter could go to school with her broken leg. Thank you very much for your service.”

“You are all perfect, Thank you for being there.”

“DABD was a great help to me and I would recommend to anyone needing this support.”

“I found the organisation brilliant, just what I needed - can't thank them enough. We were very happy with the training and support our son received. He now travels to college independently which is great for his confidence and self-esteem.”

“Very happy. I did not believe I would get help and very grateful to receive it. Great work.”

“Thanks to you all for your support and care.”

“I was able to ask questions and express views all the time. The trainer took note of all concerns – and dealt with them in a professional manner.”

**The Disablement Association of  
Barking and Dagenham**

**Trustees' Report (continued)  
for the year ended 31 March 2020**

“DABD have guided and helped me greatly in the past re: form filling and sound advice. I was always assured they were there to help in any way I needed which I could not have managed on my own.”

“This is without doubt an excellent service, with fantastic staff running it.”

“The travel trainer was very responsible and friendly. Student B really liked him.”

“An excellent service. This service must never be stopped as I feel it is a vital part of gaining independence for vulnerable young adults like my daughter.”

“I really appreciate this service it was really good for my daughter, it gave Student C the confidence she needed and let me relax knowing she was safe during this time.”

“The travel trainer was brilliant with Student A and Student A liked her a lot. The training plan was excellent and far more detailed than expected.”

“I think you are providing a great and helpful service, I know other people that feel the same.”

**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 Thursday 28<sup>th</sup> January 2021 and signed on its behalf by:



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**Peter Snell, Chair of trustees**

**The Disablement Association of  
Barking and Dagenham**

**Statement of Trustee Responsibilities  
for the year ended 31 March 2020**

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 2020 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 2020 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.

**Material uncertainty in relation to going concern**

In forming our opinion on the statutory financial statements we have considered the adequacy of the disclosure made in note 1 to the financial statements concerning the charity's ability to continue as a going concern. The charity made a net surplus of £13,393 during the year ended 31 March 2020 and, at that date, the charity's unrestricted reserves had increased to £223,954. These conditions, along with the other matters explained in note 1 to the financial statements, indicate the existence of a material uncertainty which may cast significant doubt about the charity's ability to continue as a going concern. The financial statements do not include the adjustments that would result if the charity was unable to continue as a going concern. Our opinion is not modified in respect of this matter.

**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 22, 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.

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.

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

**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

A handwritten signature in black ink that reads "Moore Kingston Smith LLP". The signature is written in a cursive, flowing style.

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

Dated: 29 January 2021

**The Disablement Association of  
Barking and Dagenham**

**Statement of Financial Activities  
for the year ended 31 March 2020**

	Notes	Unrestricted fund £'s	Restricted fund £'s	2020 £'s	As restated 2019 £'s
<b>Income</b>					
Donations, Legacies & Similar Income	3	2,378	-	2,378	20,803
Charitable Activities - Objects	4	2,878,089	40,000	2,918,089	2,821,451
Other income		58,982	-	58,982	-
Investment Income	5	-	-	-	78
<b>Total Income</b>		<b>2,939,449</b>	<b>40,000</b>	<b>2,979,449</b>	<b>2,842,332</b>
<b>Expenditure</b>					
Charitable Activities - Objects	6	2,394,645	69,907	2,464,552	2,253,313
- Administration	7	501,504	-	501,504	566,125
<b>Total Expenditure</b>		<b>2,896,149</b>	<b>69,907</b>	<b>2,966,056</b>	<b>2,819,438</b>
Net (Expenditure)/Income		43,300	(29,907)	13,393	22,894
Transfer between funds		-	-	-	-
<b>Total Funds Brought Forward</b>		<b>180,654</b>	<b>41,329</b>	<b>221,983</b>	<b>199,089</b>
<b>Total Funds Carried Forward</b>	15	<b>223,954</b>	<b>11,422</b>	<b>235,376</b>	<b>221,983</b>

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 32-41 form part of these accounts.

**The Disablement Association of  
Barking and Dagenham**

**Balance Sheet  
for the year ended 31 March 2020**

	Notes	2020	As restated 2019
		£'s	£'s
<b>Fixed Assets</b>			
Tangible Fixed Assets	10	1,226	16,809
<b>Current Assets</b>			
Debtors	11	519,228	392,553
Cash at bank and in hand		654	16,560
		<b>519,882</b>	<b>409,113</b>
<b>Creditors: amounts falling due within one year</b>	12	(285,732)	(203,939)
<b>Net current assets</b>		<b>234,150</b>	<b>205,174</b>
<b>Net Assets</b>		<b>235,376</b>	<b>221,983</b>
Represented by:			
Restricted funds		11,422	41,329
Unrestricted funds		223,954	180,654
<b>Funds of the Charity</b>	15	<b>235,376</b>	<b>221,983</b>

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 Thursday 28<sup>th</sup> January 2021 and signed on behalf.



**Peter Snell (Chair of trustees)**

**Company no.: 2800290**

The notes on pages 32-41 form part of these accounts.

**The Disablement Association of  
Barking and Dagenham**

**Statement of Cash flows  
for the year ended 31 March 2020**

	<b>As restated</b>	
	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
<b>Cashflow from operating activities:</b>		
Net cash used in operating activities	(44,311)	(3,303)
 <b>Cashflow from investing activities</b>		
Investment income	-	78
Acquisition of tangible fixed asset	(1,634)	-
 <b>Cash provided from investment activities</b>	(1,634)	78
 Change in cash or cash equivalents	(45,945)	(3,225)
Cash at 01/04/2019	16,560	19,785
 <b>Cash and cash equivalents at 31/03/2020</b>	(29,385)	16,560
 <b>Reconciliation of net cash from operating activities</b>		
Net income	13,393	22,894
Interest received	-	(78)
Increase in debtors	(126,675)	(75,813)
Increase in creditors	51,754	19,690
Depreciation	17,217	30,004
 <b>Net cash used in operating activities</b>	(44,311)	(3,303)

The notes on pages 32-41 form part of these accounts.

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**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% straightline
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 2020**

**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 surplus of £13,393 during the year ended 31 March 2020 and, at that date, the charity's unrestricted reserves had increased to £223,954. This follows a net surplus of £22,894 in the comparative year ended 31 March 2019. Although forecast and budgeted results and cash flows for the next 12 month period are positive, at the time of approving these financial statements there is uncertainty over the level of income that will be achieved in 2021. This uncertainty is in part caused by the global Coronavirus pandemic which has had an impact since the balance sheet date across many of the services operated by the charity. These conditions indicate the existence of a material uncertainty which may cast significant doubt about the charity's ability to continue as a going concern. The financial statements do not include the adjustments that would result if the charity was unable to continue as a going concern.

**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.

**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 2020**

**3. DONATIONS, LEGACIES AND SIMILAR INCOME**

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Donations	2,378	20,803
	<b>2,378</b>	<b>20,803</b>
	<b>2,378</b>	<b>20,803</b>

**4. INCOME FROM CHARITABLE ACTIVITIES - OBJECTS**

	<b>2020</b>	<b>As restated 2019</b>
	<b>£'s</b>	<b>£'s</b>
Golden Years	20,636	76,610
Transport Services	1,538,362	959,295
Welfare Benefits	210,080	175,081
Employment Training	92,648	616,469
Havering ESS	40,332	40,332
Personalisation & Personal Care Services	897,862	862,106
Travel Training	111,216	80,948
Core and Other Income	6,953	10,610
	<b>2,918,089</b>	<b>2,821,451</b>
	<b>2,918,089</b>	<b>2,821,451</b>

The above income includes £40,000 (2019: £115,610) which relates to restricted funds.

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**5. INVESTMENT INCOME**

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Interest received	-	78
	-	78
	-	78

**6. EXPENDITURE ON CHARITABLE ACTIVITIES - OBJECTS**

	<b>2020</b>	<b>As restated 2019</b>
	<b>£'s</b>	<b>£'s</b>
Golden Years	57,399	59,423
Transport Services	1,397,369	951,034
Welfare Benefits	152,547	150,704
Employment Training	122,677	388,265
Havering ESS	18,318	26,644
Personalisation & Personal Care Services	627,274	612,788
Travel Training	88,968	64,965
	2,464,552	2,253,313
	2,464,552	2,253,313

The above expenditure includes £69,907 (2019: £96,625) 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 2020**

**7. CHARITABLE ACTIVITIES - ADMINISTRATION**

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Sales and office costs	491,004	550,795
Audit Fee	10,500	15,330
	501,504	566,125

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

**8. NET INCOME/(EXPENDITURE)**

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Net income/(expenditure) for the year is stated after charging:		
Depreciation	17,217	30,004
Audit fees	10,500	15,330
Non audit fees paid to the company's auditor	1,680	1,440
Operating lease charges	177,530	199,791
	196,927	246,565

**9. STAFF COSTS**

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

Remuneration of the Charity's key management personnel in the year was £189,331 (2019: £104,331).

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Wages and salaries	1,755,506	1,783,095
Social Security	116,578	129,047
Pension	43,524	29,394
	1,915,608	1,968,790

	<b>2020</b>	<b>2019</b>
No of employees by functions:		
Welfare Benefits	6	8
Personal Care Services & Travel Training	82	68
Education, Skills and Employment	9	13
Corporate Services	11	8
Mobility Services	45	26
	153	123

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**10. TANGIBLE FIXED ASSETS**

<b>Cost</b>	<b>Equipment £'s</b>	<b>Vehicles £'s</b>	<b>Total £'s</b>
At 01/04/2019	75,167	243,146	318,313
Additions	1,634	-	1,634
	<hr/>	<hr/>	<hr/>
	76,801	243,146	319,947
<b>Depreciation</b>			
At 01/04/2019	75,167	226,337	301,504
Charge in year	408	16,809	17,217
	<hr/>	<hr/>	<hr/>
	75,575	243,146	318,721
<b>As at 31/03/2020</b>	<b>1,226</b>	<b>-</b>	<b>1,226</b>
<b>As at 31/03/2019</b>	<hr/> <b>-</b> <hr/>	<hr/> <b>16,809</b> <hr/>	<hr/> <b>16,809</b> <hr/>

**11. DEBTORS**

	<b>2020 £'s</b>	<b>2019 £'s</b>
Trade Debtors	304,916	293,681
Prepayments and accrued income	214,312	98,872
	<hr/>	<hr/>
	519,228	392,553
	<hr/>	<hr/>

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Trade Creditors	179,819	95,119
Accruals	21,770	21,341
Deferred Grants	6,369	6,396
Other taxes and social security costs	35,363	38,199
Bank loans and overdrafts	30,039	-
Conduit funds (note 14)	4,673	-
Other creditors	7,699	42,884
	<b>285,732</b>	<b>203,939</b>

**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:

	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>
Due within 1 year	177,084	177,530
Due between 2 and 5 years	359,360	378,581
Due after 5 years	48,750	60,450
	<b>585,194</b>	<b>616,561</b>

**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:

	<b>The London Borough of Havering £'s</b>	<b>2020</b>	<b>2019</b>
	<b>£'s</b>	<b>£'s</b>	<b>£'s</b>
Balance brought forward	-	-	13,759
Funds received	50,000	50,000	10,000
Funds disbursed	(45,327)	(45,327)	(23,759)
	<b>4,673</b>	<b>4,673</b>	<b>-</b>

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**15. MOVEMENT IN FUNDS**

<b>2020</b>	<b>At 1<sup>st</sup> April 2019 £'s</b>	<b>Income £'s</b>	<b>Expenditure £'s</b>	<b>At 31<sup>st</sup> March 2020 £'s</b>
Unrestricted Funds	180,654	2,939,449	(2,896,149)	223,954
Restricted Funds – Big Lottery	17,529	-	(17,529)	-
- 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>
<b>2019 - as restated</b>	<b>At 1<sup>st</sup> April 2018 £'s</b>	<b>Income £'s</b>	<b>Expenditure £'s</b>	<b>At 31<sup>st</sup> March 2019 £'s</b>
Unrestricted Funds	176,745	2,726,722	(2,722,813)	180,654
Restricted Funds – Big Lottery	8,444	76,610	(67,525)	17,529
- City Bridge	13,900	39,000	(29,100)	23,800
	<u>199,089</u>	<u>2,842,332</u>	<u>(2,819,438)</u>	<u>221,983</u>

**Big Lottery**

Golden Years – Enabling independence by reducing isolation.

**City Bridge**

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

**16. FINANCIAL INSTRUMENTS**

	<b>2020 £'s</b>	<b>2019 £'s</b>
Carrying amount of financial assets measured at amortised cost	480,222	366,524
	<u>480,222</u>	<u>366,524</u>
Carrying amount of financial liabilities measured at amortised cost	244,000	159,347
	<u>244,000</u>	<u>159,347</u>

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**17. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Restricted funds £</b>	<b>Unrestricted funds £</b>	<b>Total £</b>
<b>Fund balances at 31 March 2020 are represented by:</b>			
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)
	11,422	223,954	235,376
<hr/>			
	<b>Restricted funds £</b>	<b>Unrestricted funds £</b>	<b>As restated Total £</b>
<b>Fund balances at 31 March 2019 are represented by:</b>			
Tangible fixed assets	-	16,809	16,809
Debtors	-	392,553	392,553
Cash at bank and in hand	41,329	(24,769)	16,560
Creditors due in one year	-	(203,524)	(203,524)
	41,239	180,654	221,983
<hr/>			

**18. RESTATEMENT OF COMPARATIVE FIGURES**

In order to correctly account for conduit funds administered on behalf of The London Borough of Havering as set out in note 14, the comparative figures have been restated by reducing income by £10,000, reducing expenditure by £23,759 and reducing the opening unrestricted fund balances at 1 April 2018 by £13,759.

**The Disablement Association of  
Barking and Dagenham**

**Notes to the Financial Statements  
for the year ended 31 March 2020**

**19. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES - AS RESTATED**

<b>Income</b>	<b>Unrestricted fund £'s</b>	<b>Restricted fund £'s</b>	<b>2019 £'s</b>
Donations, Legacies & Similar Income	20,803	-	20,803
Charitable Activities - Objects	2,705,481	115,610	2,821,451
Investment Income	78	-	78
<b>Total Income</b>	<b>2,726,722</b>	<b>115,610</b>	<b>2,842,332</b>
<b>Expenditure</b>			
Charitable Activities - Objects	2,156,688	96,625	2,253,313
- Administration	566,125	-	566,125
<b>Total Expenditure</b>	<b>2,722,813</b>	<b>96,625</b>	<b>2,819,438</b>
Net Income/(Expenditure)	3,909	18,985	22,894
Transfer between funds	-	-	-
<b>Total Funds Brought Forward</b>	<b>176,745</b>	<b>22,344</b>	<b>199,089</b>
<b>Total Funds Carried Forward</b>	<b>180,654</b>	<b>41,329</b>	<b>221,983</b>