

REGISTERED COMPANY NUMBER: 02898000 (England and Wales)
REGISTERED CHARITY NUMBER: 1041712

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR
THE DISABILITY RESOURCE CENTRE**

Landers Accountants Ltd
Church View Chambers
38 Market Square
Toddington
Bedfordshire
LU5 6BS

THE DISABILITY RESOURCE CENTRE

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FOR THE YEAR ENDED 31 MARCH 2021**

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THE DISABILITY RESOURCE CENTRE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2021

TRUSTEES	N S Deadman Trustee B K E Dennis Trustee J Pick Chair K Taylor Trustee A G H Buckley Trustee F G J Beck Vice chair (resigned 27/8/20) S Brown Trustee B S Pedersen Trustee G Ormston Vice chair L A Handley Trustee (appointed 20/1/21)
EXECUTIVE MANAGEMENT TEAM	M Hawman - Company secretary and chief executive
REGISTERED OFFICE	Room 1 The Rufus Centre Steppingley Road Flitwick Bedfordshire MK45 1AH
REGISTERED COMPANY NUMBER	02898000 (England and Wales)
REGISTERED CHARITY NUMBER	1041712
AUDITORS	Landers Accountants Ltd Church View Chambers 38 Market Square Toddington Bedfordshire LU5 6BS
SOLICITORS	Woodfines 16 Cuthbert's Street Bedford MK40 3JG
BANKERS	CAF Bank Ltd West Malling Kent ME19 4JQ

THE DISABILITY RESOURCE CENTRE

CHAIR'S REPORT FOR THE YEAR ENDED 31 MARCH 2021

Pandemic

This has been a year of huge challenges for us all as we lived through a full year of the Covid pandemic. As an organisation we moved quickly to equip staff to work from home and adapted our services to be delivered remotely. Our resourceful staff have proved themselves to be adaptable and resilient and we are immensely grateful for all that they have achieved.

Poynters House

The decision to leave Poynters House was taken in June 2020, as we were unable to agree terms for a new lease with the landlord, and we moved out in December 2020.

Poynters House had been the home of The Disability Resource Centre for 26 years and the decision to move on is one which will have a big impact on how we do things in the future. The building had served us well, enabled us to grow the service provision and work with our partners to provide a focal point for disability services. It was however unsustainable and was taking too much of our time and money to keep it going. Leaving has provided us with new opportunities to re-evaluate what we do and how we do it.

Achievements

Despite the pandemic and the move our services continue to be delivered and we will continue to work with disabled people and their families to meet their needs. Enquiries have been dealt with by phone and email or webchat rather than face to face. Carers and disabled people and their families faced additional day to day barriers and stress in the lockdowns, due to their vulnerability and it was important that our staff were continuing to work with them to find solutions. Courses have been delivered on line and have focused on wellbeing.

Financially we have finished the year with a small surplus, which is an achievement in a year of so many changes and uncertainty.

Board changes

Lyn Handley was co-opted to the Board in April 2020 and appointed at the AGM in January 2021. Lyn who used to work for the Disability Resource Centre some years ago brings her experience of financial management and an interest in strategy.

Nadia Deadman, one of the original steering group of disabled people to set up the organisation and a founding trustee has decided that she will retire at the AGM in November 2021. Nadia ably served as Chair for many years and has always been passionate about what we can do as an organisation. We offer our grateful thanks for all that she has helped us to achieve and wish her well.

The Future

As a Board we will be working in 2021/22 to re-evaluate what we do and work on a new Strategic Plan. As an organisation The Disability Resource Centre is at a crossroads. We have come a long way and our move from Poynters House has opened up new possibilities as we plan our direction of travel over the next few years.

The Disability Resource Centre makes a real difference to peoples lives. We are able to do so with the support of funders, staff and volunteers who share our values and vision. Thank you to them all. We look forward to working with all of them as we shape the Disability Resource Centre for the future.

Jill Pick
Chair of Board of Trustees

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objects of the Charity

Our charity's purpose as set out in the objects of the Memorandum and Articles of Association is:

To promote the relief of people with a disability by promoting their care, education, accommodation, training, development, occupation, self-determination, and leisure activities.

There have been no changes in the objects since the last trustees report.

In furtherance of the objects the charity undertakes the following activities.

- The relief of disabled people by services which enable them, their families and carers to live independently.
- The promotion of training, development, occupation and leisure facilities.

To achieve our aims, we will:

1. Increase the number of individuals benefitting from the DRC services by using hybrid delivery models.
2. Develop Care and Support Services, Advice Services and Health, Learning and Work through innovation and partnership.
3. Promote additional services in response to need into areas in which we currently work.
4. Invest in continuous improvement needed to compete in a competitive environment.
5. Continue to upgrade accessible infrastructure to deliver quality services.
6. Pursue further funding opportunities to promote the welfare and support of our service users.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding which activities the charity should undertake. As an integral part of delivering the Objects of the Charity the Trustees and management are committed to the Vision and Mission for the Charity. Empowering People of all ages who are affected by disability and health conditions to fulfil their potential and aspirations.

Our core objectives remain the same and recently we have delivered these services face to face, by telephone and digitally. Once again there has been significant growth in the number of people accessing our services via the website.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at achievements and outcomes of our work in the previous year and the benefit it has brought to the groups of people that we are serving. We have referred to the Charity Commissions Guidance on public benefit when reviewing and planning our future.

How we deliver our aims

The DRC is a user led organisation for disabled people, their families, carers and health and social care professionals who work with them.

Core services are funded by local authorities and clinical commissioning groups, income is reviewed every year and as the amount of funding decreases in real terms we aim to fill any shortfall through social enterprise and fundraising. In times of continuing austerity this becomes more difficult as both statutory bodies and individual donors are less able to fund every need.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

OBJECTIVES AND ACTIVITIES

Public benefit

The Trustees have reviewed the activities of the charity and consider that in line with the charity's objects, the charity provides public benefit in a variety of ways including strength-based solutions. This is achieved through providing accessible information and advice regarding independent living, living with a health condition, managing self-care and any other factor that is impacting on the person, no matter how insignificant it may initially appear. Often this can include a situational assessment, which may include a financial check to ensure that the person is receiving any welfare or social benefits that they are entitled to.

The cornerstones to our services are professional, emotional and practical support and a shared understanding of the individual and family need, followed up by a support plan relevant to the nature of the situation. Where necessary a referral is made to other services and followed up with the individual as to the impact this made. Independence is a stated aim of all services.

The Charity is open to self-referral and services are delivered irrespective of age, race gender, religion, sexual orientation or disability. Most of the charity's services are provided without charge to the individual beneficiary.

Volunteers

In addition to a dedicated staff team of 33, volunteers are a crucial part of DRC structure, as without them it would not be possible to effectively provide the services and support necessary for the charity to achieve its aims. There are currently 12 volunteers in the team.

Volunteering helps people who donate their time feel more socially connected, most of our volunteers are older or disabled people and work in the team that fits their skills and aspirations. One of our long-standing volunteers, Mushtaq delivers a weekly workshop and/or 121 support on welfare benefits and is responsible for providing expert advice to vulnerable people. Where necessary this is followed by an appointment with a staff member, thereby cutting the waiting list for people in distressing times.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Achievement and performance

Charitable activities

The DRC has 27 years of experience working with disabled people, providing a range of services, free at the point of use, empowering people of all ages who are affected by disability or health conditions to fulfil their potential and aspirations. We do this by providing Advice, guidance, assisted support and case management, referring to specialists when necessary.

In 2020/21 the DRC has been funded from contracts with statutory bodies, grant funders (including the BIG Lottery, Skills for Care, The Community Learning Fund and European Social Infrastructure Fund) enabling us to deliver our core services. Other services were subcontracted by prime contractors in Public Services - for example Maximus and Shaw Trust. We were very grateful to receive support from grants to work through the challenges presented by the Covid 19 Pandemic.

In 2020/21 the pandemic negatively two thirds of our social enterprise particularly, room hire and retailing equipment. Some tenancies ended due to the pandemic and home working; all ended when we left Poynters House in December 2020. These enterprises were crucial in our ability to continue to pay the charities overheads and deliver the full range of services.

We were very grateful to receive support from grants to work through the challenges presented by the Covid 19 Pandemic.

Our core services remain:

- Personal budgets and Personal health budgets - Brokerage
- Information and advice including Welfare Benefits
- A Community Advice Service
- Employment Training
- Equipment Advice
- Equipment Hire
- Carers support service

Our social enterprise consisted of retailing disability equipment, room hire and tenancies in Poynters House.

Rufus Centre

We established our new Head Office in the Rufus Centre Flitwick and there was no gap in provision. This is an interim situation whilst we find customer facing premises once the impact of the continuing pandemic on our staff and customers is addressed. We have identified another premise in Dunstable which will form an interim accessible centre which will focus on Advice and equipment by appointment initially.

Services in 2020/21

Wellbeing and confidence	Choice and control	Social Enterprise
Peer support groups	Equipment adjustments	Retailing Disability living aids
Training Peer leads	Information, Advice, Guidance	Rental income
Links to other services	Direct Payments Service	Room hires
Links to volunteering	Education and Training	
Social Activities	Employment support	
Wellbeing classes	Equipment - rehabilitation	
Carers support	Co-creation opportunities	
Specialist Fitness sessions	Care Academy	

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Overall, in the year 2020 -21 we serviced 12,854 local enquiries which came from telephone, web mail, drop in and face to face. Enquiries were across a wide range of disability and health related issues and often were made by the Carer or family member of the person. This was particularly relevant to the web enquiries. We handled a further 7,172 calls on equipment related enquiries on the Disability Living Foundation National help line, which is double the amount on the previous year, making a total of 19,756 customers receiving advice.

DISABILITY ADVICE SERVICES

5,018 Advice Service issues were dealt with by phone or face to face, this hasn't risen significantly since the previous year and this is due to more self- help information, and videos available on the website. This is an area which we focussed on and continue to improve in line with government digital inclusion strategies. There were 52,220 unique visits to our combined websites www.drcbeds.org.uk; www.carerscentral.org.uk and www.advicecentral.org.uk. The centre also has undergone significant closure during the COVID-19 lockdown with service-users unable to visit our centres for 8 months of the year.

April and May saw a significant decrease in enquiries with an increase over the summer and all local services established and communicated their COVID -19 arrangements. These are not included in the other figures.

Equipment and independent living aids features heavily as the reason for visiting the centre and are fulfilled by staff who are trained as trusted assessors. The CHAT and COLLECT service introduced during the pandemic allowed a service to continue through lockdown but at a much-reduced capacity.

This service is part funded by the NHS (Clinical Commissioning Groups) in Bedfordshire and is recognised as being fundamental in prevention of use of acute care services and assisting discharge from acute services

Bedfordshire Outreach Service: The DRC take services out into the community to provide accessibility and engage with the harder to reach clients. The service is promoted and delivered across Bedfordshire. 219 events/activities were made this year and 1196 people made disability or health enquiries when they were seen by our team in the different localities (when allowed) and through virtual stakeholder and service-user events and meetings, Virtual working has allowed us to significantly increase to activity undertaken by all teams with mixed attendance as residents adjust to digital interventions.

WELFARE BENEFITS ADVICE

This service offers information and advice about disability benefits, including benefits checks, assistance with form filling, support with appeals and preparation for tribunal.

During the year 916 people received one to one assistance from the service and they were able to claim £331,847 in welfare benefits that they may not have been able to claim without our intervention. The amount reclaimed is higher per capita than the previous year. This service always has a long waiting list and this year we relied on self-generated funds to continue the delivery. We deal with this by offering a group form filling service and then a one-to-one appointment if required. This has been impacted by lockdown as group sessions and face to face appointments were unable to be carried out. We have however continued to provide online appointments, telephone and email support.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

PERSONALISATION (SELF DIRECTED SUPPORT) SERVICES

In 2020/2021 we provided direct payment support services on behalf of 2,182 individual employers in Luton, Central Bedfordshire and Bedford Borough who manage their own care and processed payrolls for on average 2,095 employees per month. We managed an average of 818 accounts on behalf of our service users who need this level of support. In Luton we provided a complete employment support service, and this included recruiting Personal Assistants to provide care, cover and accessing training. Skills for Care funded our Personal Assistant Academy. We delivered 55 workshops, 5 employer webinars which included sessions for Personal Assistants and Individual Employers plus Employ-er and PA inductions each week. The project has enabled us to engage with 259 PAs of whom 194 accessed training at the DRC. A further 65 PA's received e-inductions and 42 individual employers attended induction sessions.

In addition to the personal health budgets that we manage on behalf of Bedfordshire, Nene Valley and Luton CCG.

EQUIPMENT SERVICE

1,292 issues have been resolved relating to equipment enquiries which is a significant decrease from the previous year and showing the impact of the lockdown. This year 86% of people purchased either small or large pieces of equipment to aid their daily living. Visitors can access our Kitchen, Living and Bathroom areas including a wet room. They often come for other services and take advantage of our fantastic Equipment display area when they do.

Equipment hires

The service provides a low-cost flexible option accessible to Bedfordshire residents with short notice and long-term bookings available. The availability and hire of such equipment can assist in avoiding delays in discharge from the hospitals.

This year there due to the pandemic the number of hires was down on the previous year.

DISABILITY LIVING FOUNDATION

We are delighted to continue as a subcontractor for Shaw Trust DLF and have operated the national disability helpline on their behalf. In the year 2020-21 we answered of 7172 calls nationally on this line.

Advice Central

We are proud to continue the work we do in delivering Information and Advice to Central Bedfordshire residents. 4, 308 people visited the web pages and 807 issues were dealt with by phone, across the range of topics that came up from COVID-19 to high volume of call relating to benefits and money The impact of the pandemic has been felt with further training for staff working in Advice Services on mental health, suicide awareness and psychological intervention.

Carers Central - provided to Carers in Luton on behalf of Luton council.

We received 2898 web visits, 1575 receiving our newsletters, 775 enquiries and 605 carers seen on outreach/virtual sessions. this year and worked intensively with adult carers, supporting them through some challenging times. Our support groups benefited from the specialist gym and a peer led art group, with some fabulous creativity demonstrated.

COMMUNITY SERVICES - Wellbeing and Training.

This year we supported 633 people who are disabled, or a carer or have a health condition on our range of learning, developmental, wellbeing and fitness and employability programmes. Programmes are funded by different bodies and have different eligibility and claiming criteria. There were a variety of learning opportunities around self-knowledge, self-care, self-management and lived experience. Our community hub space was used as a haven for mindfulness, meditation and for use by therapists and support groups. We support 4 long term peer support activity groups and nurture other fledgling groups who then meet elsewhere.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

CUSTOMER FEEDBACK (Covid)

Users of services can review their experience in several ways. Survey Monkey is used to request feedback we also surveyed our customers in September 2020 following lockdown for their views on shaping our services moving forward. In 2020/21 we also used social media reviews (Google and Facebook) for digital users.

"Spoke to a lovely lady after an awful experience at the hospital and she was so helpful, cared and concerned for me. Very much appreciated the help/advice.."

different people I have spoken to and emailed this year. Everyone helped me so much. Went the extra mile"

"excellent service, so helpful"

"Everybody is always helpful, and any problems are always solved"

Every month the continuous improvement team complete an action plan to address genuine negative comments, even though these are remarkably few, and we believe this approach has led to 100% of people that we surveyed said that they would use our services again and recommend to others.

Disability Confident

In November 2020 we were accredited by DWP as a level 3 Disability Confident Leader. This enabled us to take our expertise in employing disabled people and those with Long term Health conditions to a wider pool of employers. Providing this service has become part of the strategic aim for the next financial year.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Financial review

Financial position

2020/2021 was an operationally challenging year for the charity as in all sectors due to the Covid 19 Pandemic. This was exacerbated by the exit from Poynters House in December 2020 which meant we could no longer offer most of the social enterprise that we had relied on to support the charity.

Income from training was severely affected throughout the year with a loss of £17,500 income, compared to the previous year, before the associated costs were reduced at the latter part of the year.

Another badly hit area was tenancies and room hire. Income and costs were not directly correlated in lease terms and a significant proportion of tenants exited in the early part of the notice period. There was no ability to let rooms due to Government legislation and advice for a major part of the year although our rooms had been made Covid secure. Tenancies and room hire income was reduced by over £86,000 in comparison to 2019/20.

Retail income was severely reduced for the same reason and therefore our social enterprise suffered a major impact.

We are extremely grateful that we received grants of £39,000 from the National Lottery, a grant from Bedfordshire and Luton Community Foundation of £17,500 and an infection control grant of £27,400 from Central Bedfordshire Council which helped us negate the impact and allowed us to sustain the charity throughout the pandemic and beyond.

Action continued to reduce the salaried budget, which is our highest expenditure and has been coming down over recent years. A further £70,000 reduction was achieved over the year £9,000 of which was attributable to the Covid furlough scheme.

There was a massive stock clearance to facilitate leaving Poynters House, selling items to the public and donating the final items to other charitable causes. This provided additional income of which helped breach the gap created by Covid.

Debt collection days were reduced dramatically from 77 days in 2020 to 32 days in 2021 which improved cashflow.

Although this was a difficult year the financial situation has stabilised with a small surplus, due to lower overheads giving more choice and opportunity as we move forward to 2021/22.

Lessons learnt from last year are that we are constantly evolving and sufficiently agile now that we have left Poynters House to be able to provide services as and how our service users and customers need them. We are working on a Strategic plan for 22 - 27 which will incorporate all the learning.

Principal funding sources

Contracts of varying value with:

- Bedfordshire Clinical Commissioning Group, Shaw Trust, Nene Valley CCG
- Central Bedfordshire Council, Luton Council, Bedford Borough Council, Maximus Ltd.

Grants from:

- Community Learning Trust, and the Learning Partnership. Luton (ESIF), Skills for Care
- Covid related grants detailed previously.

Investment policy and objectives

The charity maintains deposit accounts which are regularly reviewed.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Financial review

Reserves policy

Unrestricted funds

In accordance with guidelines issued by the Charity Commissioners, the Trustees have adopted a policy regarding reserves which should ensure that there are adequate funds to enable the charity to meet all current and known future liabilities.

The level of reserves is considered and reviewed at regular intervals by the Finance and General Purposes Committee.

Principal risks and uncertainties

Covid 19 Pandemic

In late February 2020 we prepared ourselves and Poynters House building for a novel pandemic. By March we had successfully mobilised the full operation across Bedfordshire using primarily remote and digital working methods. We were an integral part of the emergency hub and had a high rate of calls from people that were shielding, carers about infection control equipment and people that still needed support and advice. As the situation continued, advice on employment and welfare benefits increased. The building was made COVID-19 Secure in readiness for re-opening as government guidelines allowed. Tenants were supported and there was a massive drain on resources as we levelled up to the new cleaning regimes, communications, and Covid security provisions. The building was closed during the lockdown periods and at reduced capacity during the restricted periods throughout the entire year. Expense was incurred in getting staff able to work remotely and to provide welfare to them as many are vulnerable themselves.

We were very grateful to receive grants from Bedfordshire and Luton Community Foundation, National Lottery and Central Bedfordshire Council to cover significant amounts of these expenses.

Poynters House.

In June 2020 the board decided this was the right time to leave Poynters House given the uncertainty due to the impact of the pandemic on funding and income generation, and the experience of learning that we could effectively deliver services in a different way. There was no alternative that would allow the charity to be sustainable. The decision and the exit were fraught with sadness, to disappoint tenants and service users who had become used to the facilities provided by the charity and of course for the board, whose vision of a one stop facility for disabled people their families and carers had been fulfilled and would now be in danger.

Pragmatism allowed us to see this as a necessary and to make the most of the situation. During the period between decision and exit the 24,000 square feet building which we had occupied for over 27 years was cleared by the staff and tenants and either sold for the benefit of the DRC or donated to other charitable organisations.

All of this was achieved in the period between complete lock down and the different tiers that we were subject to at the time. A massive feat which only went to underline the fantastic people who volunteer for or are employed by the DRC and other community organisations that support us. Without them we would not have been able to complete on time and keep costs to a minimum. We are grateful to our Solicitors Sylvia Goulding at Woodfines LLP and our surveyor Owen Flack at MacNeill, Lowe and Palmer.

Both Central Bedfordshire Councillors and local ward councillors in both Houghton Regis and Dunstable were instrumental in helping us source new interim premises to move into as a base. We appreciate their support and thank them for their time.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Future plans

We will need to be even more mindful of income generation in the coming years to support our charitable aims. We will:

- Increase the amount of fully trained volunteers
- Keep a lean management team
- Continue user involvement and co-production being key to achieving our charitable aims
- Increase the amount of Health and wellbeing services that are accessible to those with disability and health conditions
- Be a Disability Confident Leader and sharing our knowledge with larger employers so that those aspiring to work can do so.
- Increase the amount of self - help ability and self- management awareness within our client groups.
- Work together with condition specific groups and users to create a collaborative network.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

There have been no changes in the objectives since the last annual report.

The charity is managed by a Board of Trustees who are Directors of the company. The DRC has 12 members who agree to contribute an amount of £5.00 in event of the company being wound up.

Recruitment and appointment of new trustees

Under the requirement of the Memorandum and Articles of Association trustees are appointed and one third retires every year, they are eligible for re-appointment at the Annual General Meeting.

All board members give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in the notes to the accounts.

Jill Pick has been Chair of Trustees since 2016 and continues in her role. Jill is a founder member of the DRC. She has a background in social care and wide experience in the voluntary sector. Gillian Ormston was appointed Vice Chair in 2020; Gillian has a background in public sector leadership and management.

All Trustees are subject to a code of conduct and declare any potential conflict of interest, all of them complete a declaration of interest annually. Each Trustee sits on one or more of the sub committees that directly relate to their skills and experience: Finance and General Purpose; Personnel or Services and Marketing. Full Board meetings take place every two months throughout the year with the AGM taking place in October. Board members are invited to take part in relevant external training and meetings. All Trustees are involved in setting the strategic direction of the DRC. None of the Trustees have any beneficial interest in the charity and only out of pocket expenses are recompensed.

Management

The Chief Executive is appointed by the Board of Trustees to manage the day-to-day operations of the charity and is accountable to the board for the performance of the Charity. The Chief Executive is supported by two Service Managers.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Wider network - partnerships

We continue to be a third-party Hate Crime Reporting Centre and have been working hard to establish other relationships where we are able to co-produce services with other statutory sector partners. Partnerships with other public sector bodies such as the Police Force and Fire and Rescue Service have continued to develop and we have worked hard to build relationships with other third sector organisations so that we can refer our service users when needed.

We represent disabled people, their Carers and families on equality steering groups, the Older People's Partnership Board and the Carers Partnership Board in Luton and the Equalities Steering group, physical disability forum, VCS Partners and COVID response groups in Central Bedfordshire.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The Trustees carry out a range of reviews in line with the risk management strategy, including risk to reputation, revenue and assets. The Business Continuity Plan is updated annually and more frequently when required. In February this year the business continuity plan was rewritten with a full section and an action plan completed for a pandemic scenario.

Significant areas of risk include:

- Any material changes in national or local government funding objectives towards disability and disability services.
- A pandemic which requires infection control and or closure of the building.
- Finding suitable premises to deliver our charitable objectives
- Further reduction in public sector funds and charitable giving fatigue.
- Potential EU exit strategies impact on funding/ costs.

Areas of risk are mitigated by:

- Contract performance management and quality assurance on services and products.
- Remote working, investment in more digital hardware and software.
- Use of Strategic Market Intelligence for all services.
- Making financial provision for projected liabilities, including exit and egress of premises.

A risk analysis is presented to the Board at each meeting using a proven rating methodology.

Company Law requires the Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the date of the balance sheet and of its incoming resources and application of resources, including income and expenditure for the financial year. In preparing these financial statements the Board of Trustees has followed best practice and;

- Consistently applied suitable accounting policy
- Made judgements that are reasonable and prudent; and
- Prepared the financial statements on the going concern basis as it is appropriate to assume that the company will continue that basis

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of The Disability Resource Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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;
- 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 proper 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

The auditors, Landers Accountants Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 10 November 2021 and signed on the board's behalf by:

J Pick - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE DISABILITY RESOURCE CENTRE

Opinion

We have audited the financial statements of The Disability Resource Centre (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE DISABILITY RESOURCE CENTRE

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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 or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE DISABILITY RESOURCE CENTRE

Our 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 a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Robert Brown (Senior Statutory Auditor)
for and on behalf of Landers Accountants Ltd
Church View Chambers
38 Market Square
Toddington
Bedfordshire
LU5 6BS

10 November 2021

THE DISABILITY RESOURCE CENTRE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations	3	3,906	-	3,906	2,247
Charitable activities	5				
Information services		438,319	32,500	470,819	595,062
Chargeable services		409,202	-	409,202	378,079
Training and other income		21,316	-	21,316	38,865
Tenancy and room hire		42,058	-	42,058	128,148
Investment income	4	245	-	245	304
Other income	6	93,027	-	93,027	-
Total		1,008,073	32,500	1,040,573	1,142,705
EXPENDITURE ON					
Raising funds	7	4,305	-	4,305	24,916
Charitable activities	8				
Information services		1,000,703	32,500	1,033,203	1,242,234
Chargeable services		253	-	253	-
Property management		-	-	-	238,717
Access to Work - DWP		-	-	-	1,692
Tenancy and room hire		-	-	-	3,052
Total		1,005,261	32,500	1,037,761	1,510,611
NET INCOME/(EXPENDITURE)		2,812	-	2,812	(367,906)
RECONCILIATION OF FUNDS					
Total funds brought forward		365,571	5,967	371,538	739,444
TOTAL FUNDS CARRIED FORWARD		368,383	5,967	374,350	371,538

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**BALANCE SHEET
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Intangible assets	15	1,792	-	1,792	-
Tangible assets	16	<u>13,901</u>	<u>-</u>	<u>13,901</u>	<u>9,465</u>
		15,693	-	15,693	9,465
CURRENT ASSETS					
Stocks	17	4,904	-	4,904	4,319
Debtors	18	90,057	-	90,057	240,320
Cash at bank and in hand		<u>413,765</u>	<u>5,967</u>	<u>419,732</u>	<u>506,546</u>
		508,726	5,967	514,693	751,185
CREDITORS					
Amounts falling due within one year	19	<u>(147,261)</u>	<u>-</u>	<u>(147,261)</u>	<u>(150,395)</u>
NET CURRENT ASSETS		<u>361,465</u>	<u>5,967</u>	<u>367,432</u>	<u>600,790</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		377,158	5,967	383,125	610,255
PROVISIONS FOR LIABILITIES	21	<u>(8,775)</u>	<u>-</u>	<u>(8,775)</u>	<u>(238,717)</u>
NET ASSETS		<u><u>368,383</u></u>	<u><u>5,967</u></u>	<u><u>374,350</u></u>	<u><u>371,538</u></u>

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

BALANCE SHEET - continued
31 MARCH 2021

FUNDS	22		
Unrestricted funds		368,383	365,571
Restricted funds		<u>5,967</u>	<u>5,967</u>
TOTAL FUNDS		<u>374,350</u>	<u>371,538</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 10 November 2021 and were signed on its behalf by:

J Pick - Trustee

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities		
Cash generated from operations 1	<u>(70,306)</u>	<u>28,093</u>
Net cash (used in)/provided by operating activities	<u>(70,306)</u>	<u>28,093</u>
 Cash flows from investing activities		
Purchase of intangible fixed assets	(2,300)	-
Purchase of tangible fixed assets	(14,453)	-
Interest received	<u>245</u>	<u>304</u>
Net cash (used in)/provided by investing activities	<u>(16,508)</u>	<u>304</u>
	<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period	(86,814)	28,397
Cash and cash equivalents at the beginning of the reporting period	<u>506,546</u>	<u>478,149</u>
 Cash and cash equivalents at the end of the reporting period	 <u><u>419,732</u></u>	 <u><u>506,546</u></u>

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21	31.3.20
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	2,812	(367,906)
Adjustments for:		
Depreciation charges	6,569	24,143
Loss on disposal of fixed assets	3,956	-
Interest received	(245)	(304)
Movement in provisions	8,775	-
(Increase)/decrease in stocks	(585)	5,671
Decrease in debtors	150,264	117,948
(Decrease)/increase in creditors	(241,852)	248,541
Net cash (used in)/provided by operations	<u>(70,306)</u>	<u>28,093</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>506,546</u>	<u>(86,814)</u>	<u>419,732</u>
	<u>506,546</u>	<u>(86,814)</u>	<u>419,732</u>
Total	<u>506,546</u>	<u>(86,814)</u>	<u>419,732</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. COMPANY INFORMATION

The Disability Resource Centre is a private company limited by guarantee, registered in England and Wales. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £5 per member of the charity. Its registered office and principle place of business is Room 1, The Rufus Centre Steppingley Road, Flitwick, Bedford, England, MK45 1AH.

2. ACCOUNTING POLICIES

Company status

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Government grants

A government grant is recognised only when there is reasonable assurance that (a) the entity will comply with any conditions attached to the grant and (b) the grant will be received.

Grants relating to revenue are recognised in income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

A grant that becomes receivable as compensation for expenses or losses already incurred, or for the purpose of giving immediate financial support to the entity with no future related costs, is recognised in income in the period in which it becomes receivable.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is 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.

Governance costs

Governance costs include those incurred in the governance of the charities assets and are associated with constitutional and statutory requirements.

Allocation and apportionment of costs

Support costs are those costs incurred directly in support of expenditure on objects of the charity.

Overheads have been allocated on the basis of floor space usage and other overheads have been apportioned on the basis of the head count.

All resources expended are inclusive of irrecoverable VAT.

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

Intangible fixed assets

Such an asset is identifiable when it is separable, or when it arises from contractual or other legal rights.

Subsequent to initial recognition, computer software is measured at cost less accumulated amortisation and any accumulated impairment losses.

Amortisation is calculated to write off the cost of intangible assets less their estimated residual values using the straight-line method over their estimated useful lives, and is recognised in the statement of financial activities.

The estimated useful lives for current and comparative periods are as follows:

Computer Software - 33% on cost

Amortisation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate

Tangible fixed assets

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

Short leasehold - over the term of the lease

Fixtures and fittings - 20% on cost and 10% on cost

Computer equipment - 33% on cost and 25% on cost

Fixed assets are stated in the balance sheet at their cost or value at the time of receipt less depreciation. Expenditure of a capital nature over £500 is capitalised. Profits and losses on the disposal of assets are recognised in the SOFA in the year of disposal.

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The company is a charity within the meaning of the Finance Act 2010 (schedule 6, paragraph 1). Accordingly the company is potentially exempt from taxation in respect of income or capital gains within categories covered by the Corporation Tax Act 2010 (part 11, chapter 3) or the Taxation of Chargeable Gains Act 1992 (section 256), to the extent that such income or gains are applied exclusively to charitable purposes. No tax charge arose in the period.

Fund accounting

The Disability Resource Centre has various types of funds for which it is responsible, and which require separate disclosure as follows:

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Redundancy and termination payments

Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either: terminate the employment of an employee or group of employees before normal retirement date; or provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

3. DONATIONS

	31.3.21	31.3.20
	£	£
Donations	<u>3,906</u>	<u>2,247</u>

4. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>245</u>	<u>304</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.21	31.3.20
	Activity	£	£
Grants	Information services	470,819	595,062
Chargeable services	Chargeable services	409,202	378,079
Training and other income	Training and other income	21,316	38,865
Service charges	Tenancy and room hire	17,170	43,380
Rent	Tenancy and room hire	23,758	58,683
Room hire	Tenancy and room hire	1,130	26,085
		<u>943,395</u>	<u>1,140,154</u>

6. OTHER INCOME

		31.3.21	31.3.20
		£	£
Government grant		<u>93,027</u>	<u>-</u>

The charity has taken advantage of the Coronavirus Job Retention Scheme receiving £9,237 (2020: £Nil) in furlough monies alongside receiving a £38,914 (2020: £Nil) Lottery Covid grant, £17,476 (2020: £Nil) Covid grants received from Bedfordshire & Luton Council and a £27,400 (2020: £Nil) infection control grant received from Central Bedfordshire Council.

7. RAISING FUNDS

Other trading activities

		31.3.21	31.3.20
		£	£
Opening stock		4,319	9,900
Purchases		4,890	19,335
Closing stock		<u>(4,904)</u>	<u>(4,319)</u>
		<u>4,305</u>	<u>24,916</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 9) £	Totals £
Information services	888,925	144,278	1,033,203
Chargeable services	<u>-</u>	<u>253</u>	<u>253</u>
	<u>888,925</u>	<u>144,531</u>	<u>1,033,456</u>

9. SUPPORT COSTS

	Management £	Finance £	Information technology £
Information services	26,018	940	63,946
Chargeable services	<u>-</u>	<u>-</u>	<u>253</u>
	<u>26,018</u>	<u>940</u>	<u>64,199</u>

	Other £	Governance costs £	Totals £
Information services	1,310	52,064	144,278
Chargeable services	<u>-</u>	<u>-</u>	<u>253</u>
	<u>1,310</u>	<u>52,064</u>	<u>144,531</u>

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21	31.3.20
	£	£
Auditors' remuneration	7,500	7,200
Depreciation - owned assets	6,061	24,142
Hire of plant and machinery	250	196
Other operating leases	9,143	13,976
Deficit on disposal of fixed assets	3,956	-
Computer software amortisation	<u>508</u>	<u>-</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

	31.3.21	31.3.20
	£	£
Trustees' expenses	<u>477</u>	<u>620</u>

Trustees expenses relate to travel expenses incurred in the year for four of the trustees.

12. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	707,783	772,283
Other pension costs	<u>13,043</u>	<u>13,441</u>
	<u>720,826</u>	<u>785,724</u>

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Disability services	30	36
Management	<u>3</u>	<u>4</u>
	<u>33</u>	<u>40</u>

No employees received emoluments in excess of £60,000.

13. EX GRATIA PAYMENTS

Staff restructuring costs comprise of redundancy payments amounting to £1,310 paid to one employee.

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

14. KEY MANAGEMENT PERSONNEL

The total remuneration of key management personnel (including salaries and other benefits) was £63,665 (2020: £58,872).

15. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
Additions	<u>2,300</u>
AMORTISATION	
Charge for year	<u>508</u>
NET BOOK VALUE	
At 31 March 2021	<u><u>1,792</u></u>
At 31 March 2020	<u><u>-</u></u>

16. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020	326,084	26,466	23,534	376,084
Additions	-	1,625	12,828	14,453
Disposals	<u>(326,084)</u>	<u>(26,466)</u>	<u>(11,556)</u>	<u>(364,106)</u>
At 31 March 2021	<u>-</u>	<u>1,625</u>	<u>24,806</u>	<u>26,431</u>
DEPRECIATION				
At 1 April 2020	326,084	24,893	15,642	366,619
Charge for year	-	-	6,061	6,061
Eliminated on disposal	<u>(326,084)</u>	<u>(24,893)</u>	<u>(9,173)</u>	<u>(360,150)</u>
At 31 March 2021	<u>-</u>	<u>-</u>	<u>12,530</u>	<u>12,530</u>
NET BOOK VALUE				
At 31 March 2021	<u><u>-</u></u>	<u><u>1,625</u></u>	<u><u>12,276</u></u>	<u><u>13,901</u></u>
At 31 March 2020	<u><u>-</u></u>	<u><u>1,573</u></u>	<u><u>7,892</u></u>	<u><u>9,465</u></u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

17. STOCKS

	31.3.21	31.3.20
	£	£
Stocks	<u>4,904</u>	<u>4,319</u>

18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	76,472	168,167
Other debtors	8,243	-
Prepayments and accrued income	<u>5,342</u>	<u>72,153</u>
	<u>90,057</u>	<u>240,320</u>

19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	16,449	61,921
Social security and other taxes	11,754	11,746
VAT	52,402	30,625
Other creditors	41,756	19,856
Accruals and deferred income	<u>24,900</u>	<u>26,247</u>
	<u>147,261</u>	<u>150,395</u>

20. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.21	31.3.20
	£	£
Within one year	17,221	38,619
Between one and five years	<u>64,456</u>	<u>-</u>
	<u>81,677</u>	<u>38,619</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

21. PROVISIONS FOR LIABILITIES

	31.3.21	31.3.20
	£	£
Provisions	<u>8,775</u>	<u>238,717</u>

22. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
Unrestricted funds	365,571	373	365,944
Premises Maintenance and Reinstatement Fund	<u>-</u>	<u>2,439</u>	<u>2,439</u>
	365,571	2,812	368,383
Restricted funds			
Access to Work	<u>5,967</u>	<u>-</u>	<u>5,967</u>
TOTAL FUNDS	<u>371,538</u>	<u>2,812</u>	<u>374,350</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	1,005,634	(1,005,261)	373
Premises Maintenance and Reinstatement Fund	<u>2,439</u>	<u>-</u>	<u>2,439</u>
	1,008,073	(1,005,261)	2,812
Restricted funds			
Skills for Care	<u>32,500</u>	<u>(32,500)</u>	<u>-</u>
TOTAL FUNDS	<u>1,040,573</u>	<u>(1,037,761)</u>	<u>2,812</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
Unrestricted funds	417,826	(134,122)	283,704
Premises Maintenance and Reinstatement Fund	<u>313,959</u>	<u>(232,092)</u>	<u>81,867</u>
	731,785	(366,214)	365,571
Restricted funds			
Access to Work	7,659	(1,692)	5,967
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u><u>739,444</u></u>	<u><u>(367,906)</u></u>	<u><u>371,538</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	1,095,473	(1,229,595)	(134,122)
Premises Maintenance and Reinstatement Fund	<u>9,677</u>	<u>(241,769)</u>	<u>(232,092)</u>
	1,105,150	(1,471,364)	(366,214)
Restricted funds			
Access to Work	-	(1,692)	(1,692)
Skills for Care	<u>37,555</u>	<u>(37,555)</u>	<u>-</u>
	<u>37,555</u>	<u>(39,247)</u>	<u>(1,692)</u>
TOTAL FUNDS	<u><u>1,142,705</u></u>	<u><u>(1,510,611)</u></u>	<u><u>(367,906)</u></u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

22. MOVEMENT IN FUNDS - continued

DESIGNATED FUNDS

	31.3.21	31.3.20
	£	£
New premises configuration or refurbishment	200,000	-
Premises Maintenance and Reinstatement Fund	-	81,867
Staffing Commitment Fund	60,000	82,332
Premises Commitment Fund	5,000	80,000
Information Technology Infrastructure	15,000	77,000
Research and development	20,000	44,372
General Fund	<u>68,383</u>	<u>-</u>
TOTAL DESIGNATED FUNDS	<u>368,383</u>	<u>365,571</u>

New premises configuration or refurbishment

To cover the necessary upgrades required in the charity's new premises.

Premises Maintenance and Reinstatement Fund

Derived from income received from tenants and from transfers from the Disability Resources Centre

This fund was established for the following purposes as part of the contractual commitment:

- 1) To provide for the replacement of existing capital assets
- 2) To restore the leasehold premises to their original condition after 25 years
- 3) To provide for the maintenance and repairs and replacements as necessary

Following the departure from Poynters House this triggered a dilapidations obligation which was provided for in full in the 2020 accounts.

Delivery of Service, Staffing Commitment Fund

To cover one month salary and pension payments of £58,550.

Delivery of Service, Premises Commitment Fund

To cover 1 year's lease on premises.

Information Technology Infrastructure

To invest in the development of Information Technology Infrastructure.

General Fund

To cover cash flow volatility.

RESTRICTED FUNDS

Access to Work - £5,967 (2020: £5,967)

Funding towards the costs of the Access to Work scheme, to purchase equipment and resources required by some of the charity's employees.

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

23. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

24. HOLDING ACCOUNTS

The charity operates 'holding accounts' in Luton, Central Bedfordshire, Bedford Borough and Northampton as part of its 'Direct Payments' scheme. The charity has no legal entitlement to the ownership of these accounts and is merely acting as an intermediary agent to receive funds and distribute them under instructions from the benefit recipient. As a result these holding accounts are not reflected in the Statement of Financial Activities or the Balance Sheet of the charity. At the balance sheet date the remaining accounts amounted to £2,780,192 (2020: £2,405,515).

25. GOING CONCERN

During the year the spread of COVID-19 has severely impacted the world economy. The charity has remained operational throughout the pandemic.

The charity's monthly forecasts and projections, taking account of reasonable possible changes in trading performance and historic seasonal trends, show that they are able to operate within the level of its current facility.

Therefore the directors have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and they continue to adopt the going concern basis in preparing the annual report and accounts.

THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations		
Donations	3,906	2,247
Investment income		
Deposit account interest	245	304
Charitable activities		
Service charges	17,170	43,380
Grants	470,819	595,062
Rent	23,758	58,683
Room hire	1,130	26,085
Chargeable services	409,202	378,079
Training and other income	21,316	38,865
	943,395	1,140,154
Other income		
Government grant	93,027	-
Total incoming resources	1,040,573	1,142,705
EXPENDITURE		
Other trading activities		
Opening stock	4,319	9,900
Purchases	4,890	19,335
Closing stock	(4,904)	(4,319)
	4,305	24,916
Charitable activities		
Trustees' expenses	477	620
Wages	688,323	747,842
Pensions	12,617	12,915
Other operating leases	2,645	4,780
Volunteer expenses	427	774
Insurance	4,167	9,142
Light, heat and telephone	35,194	42,672
Rent, rates and water	106,889	151,423
Printing, postage and stationery	4,792	8,387
Advertising	1,180	2,065
Carried forward	856,711	980,620

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THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	31.3.21 £	31.3.20 £
Charitable activities		
Brought forward	856,711	980,620
Sundries	2,617	5,862
Training	13,548	2,962
Community services expenses	-	38,670
Disallowable VAT on partial exemption	16,049	13,993
Provision for bad debts	<u>-</u>	<u>18,461</u>
	888,925	1,060,568
Support costs		
Management		
Cleaning	6,400	15,285
Repairs and renewals	1,655	15,122
Health and safety	3,159	5,565
Subscriptions	1,652	2,838
Travel and subsistence	1,122	9,863
Catering	-	751
Photocopier - net of recharge	1,505	5,391
Amortisation of intangible fixed assets	508	-
Depreciation of tangible and heritage assets	6,061	24,143
Loss on sale of tangible fixed assets	3,956	-
Exceptional items - building dilapidations	<u>-</u>	<u>238,717</u>
	26,018	317,675
Finance		
Bank charges	940	1,047
Information technology		
Computing expenses	64,199	50,126
Other		
Redundancy costs	1,310	-
Governance costs		
Wages	19,460	24,441
Pensions	426	526
Auditors' remuneration	7,500	7,200
Hire of plant and machinery	250	196
Other operating leases	6,498	9,196
Legal and professional fees	17,930	14,641
Recruitment	<u>-</u>	<u>79</u>
	52,064	56,279

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THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	31.3.21 £	31.3.20 £
Total resources expended	<u>1,037,761</u>	<u>1,510,611</u>
Net income/(expenditure)	<u>2,812</u>	<u>(367,906)</u>