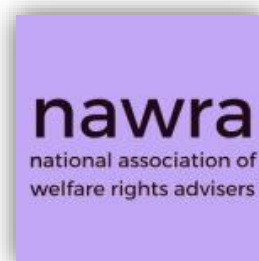


# Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

## Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2022



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# 1 Reference and Administration Details

## 1.1 Name & Registration

The charity is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013.

The charity is registered with HM Revenue & Customs.

## 1.2 Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org

website: www.daseastsuffolk.org

## 1.3 Names of the Trustees Who Manage the Charity

	Role	Appointed/Reappointed	Resigned
Nick Bennett	Chair	02 March 2020	29 November 2022
Roy Gilmour	Vice Chair	25 January 2022	
Robin Stroud	Treasurer	25 January 2022	
Steve Doe	Vice Treasurer	25 January 2022	
Rod Gibson	Secretary	13 January 2020	
Michelle Eaves	Trustee	12 March 2021	
Emily Hook	Trustee	09 April 2021	
Natasha Hook	Trustee	09 April 2021	
Debbie O'Hara	Trustee	11 September 2020	
Graham Walker	Chair	29 November 2022	

## 1.4 Names of Senior Members of Staff

Steve Race, Manager (effective from 01.01.2023)

## 1.5 Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

# 2 Structure, Governance & Management

## 2.1 Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

## 2.2 Charitable Object

As defined in Disability Advice Service (East Suffolk)'s constitution (governing document):

The charity's object is: *The relief of children and adults with disabilities and their carers in East Suffolk and nearby areas.*

## 2.3 Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

In appointing trustees, due consideration is given to ensuring that the trustees have, between them, the skills and experience necessary to manage the charity effectively and in accordance with charity law.

## 3 Activities

### 3.1 Statutory Declaration

The trustees of Disability Advice Service (East Suffolk) confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

## 4 Achievements & Performance

### 4.1 Outputs and Outcomes for the Charity's Beneficiaries

2022 saw the demand for our services soar as a result of the energy and cost-of-living crisis and also our social media communications, networking and partnership development aimed at expanding our reach. Our enquiry rate per client was maintained at its heightened level as a result of the broader, more holistic service we have developed for clients in the last two years. The nature of the help we provide, however, has developed and broadened:

- The number of crisis service clients was three times higher than the previous year and 16x higher than pre-pandemic levels. Many of these clients, often suffering from severe mental ill-health, needed short term help with food and hygiene essentials. We were able to source unprecedented levels of hardship funds to enable us to help them. The effort required to assess and process these payments is intensive as investigations are carried out to meet funders' eligibility criteria and to protect against potential fraud.
- In the first year of our new specialist energy support service, we advised 177 clients for whom we obtained £8,519 through grant applications and all clients benefitted from access to help schemes or revised tariffs.
- In the first year of our new Pension Credit service, we advised 260 pension age clients who as a result gained collectively £80,042 per annum.

Benefit Gain can be taken together with subsistence grants etc meaning an overall monetary impact for our beneficiaries for the year of £2.8m, another record for the service.

The Listening Service returned to full resourcing through our volunteer team and a friendly call to check up on their welfare is clearly very welcome judging by the responses we receive.

	2022	2021
Clients engaged	2,182	1,055
Enquiries received	15,588	7,587
Appeals representations	40	61
Success rate on appeals	100%	100%
Benefit gain (Year One)	£2,722,472	£2,606,983
Benefit gain (Full)*	£9,249,794	£8,857,412
Crisis clients	469	145
Listening Service contacts	2,218	143
Subsistence grants and food parcels to individuals	£50,696	£11,388

\* Some benefits have longevity beyond the first year and the full benefit calculation accounts for this.

We also measure the benefit of the service through a rolling interview programme which tests out the reaction of clients to our *Questions of Future Well-Being Survey*, this is focused on two key areas: "Improved physical health and emotional wellbeing" and "Enabled greater independence". In both cases the results are overwhelmingly positive.

Toward the end of the year we set up a trial programme of three "Community Warm Space" events to enable us to evaluate the benefit of a broader programme going forward.

As a Disabled People's Organisation, we provide work and volunteering opportunities to the disabled community, some of whom are previous beneficiaries of the service.

We were able to increase our resources both as to paid staff, volunteers and office space with the addition of welcome expansion to a ground floor shop front space below our existing office. As well as being able to make working more accessible for wheel-chair bound staff and volunteers, this has proved to be the expected boon for visiting clients too.

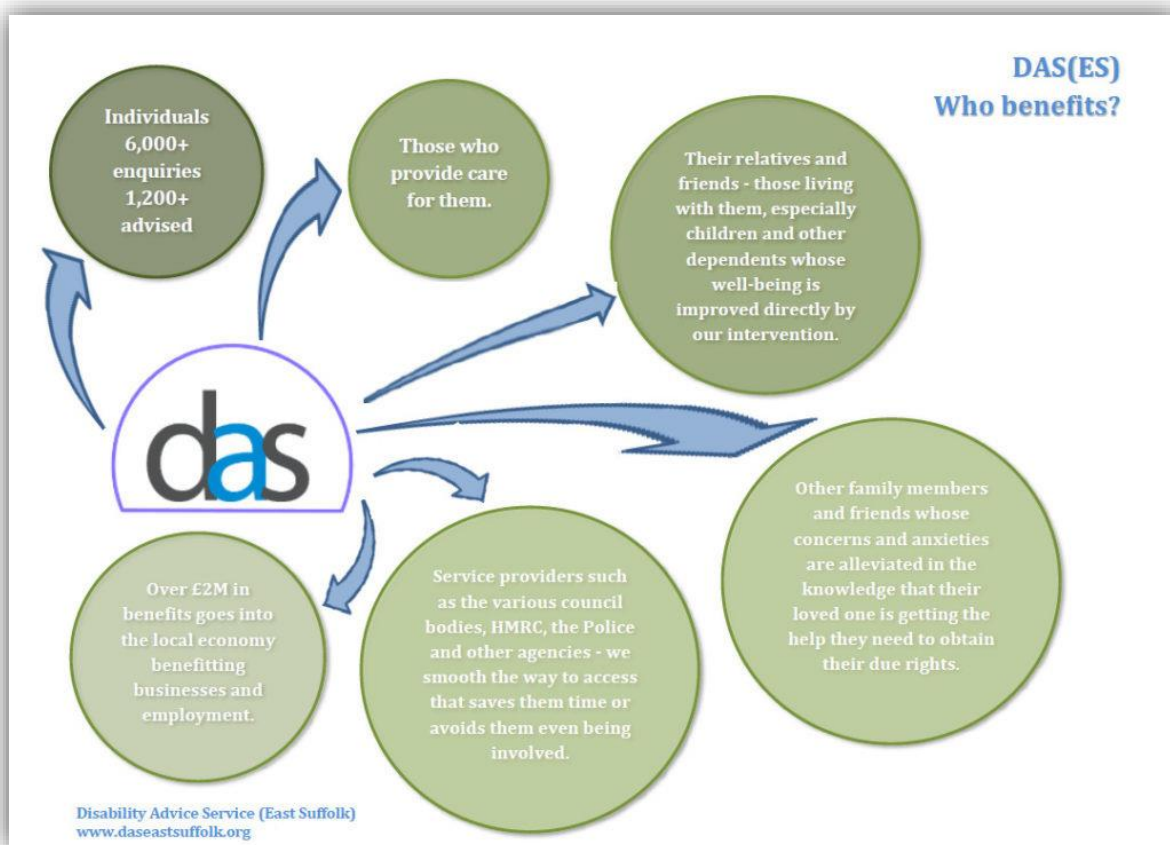
Our chair departed after his three-year term and we were pleased to welcome on board Graham Walker as a very able and experienced replacement. There were no other changes to the membership of the management committee. Our strategic projects continue to be progressed in accordance with our annually updated Business Plan and Fundraising Strategy.

The charity's priorities for the coming year are:

- to increase its reach to more potential beneficiaries;
- to secure Advice Quality Service accreditation;
- expanding the service to new areas working with new partners; and
- explore options to improve long-term financial resilience.

## 4.2 How the Public Have Benefitted

In addition to beneficial impact directly on our clients the service also benefits other groups as illustrated in the chart below:



## 4.3 Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

## 4.4 Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

## **5 Financial Review**

### **5.1 Details of Any Funds Materially in Deficit**

The Charity has no funds which are materially in deficit.

### **5.2 Financial Reserves Policy**

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in the event that the Management Committee deems it necessary to close the charity plus sufficient to ensure continuity of the operations equivalent to 6-12mths operating costs.

### **5.3 Principal Sources of Funding and Outgoings**

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations. The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long-term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

### **5.4 Remuneration of Trustees**

All Trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by Trustees in promoting the purposes of the Charity are reimbursed at cost.

### **5.5 Financial Status**

Though modest, the charity's current resources are sufficient to meet its outgoings in accordance with its Financial Reserves Policy and all the indications are that this will remain the case for the foreseeable future.

Total net assets at the end of the financial year were £236,761 representing ten months of operating costs based on our 2023 budget.

### **5.6 Statutory Statements on Liabilities**

The Trustees declare that:

- ✓ The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and
- ✓ The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

Signed on behalf of the Trustees



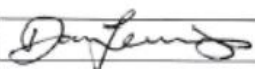
Name & Role    Rod Gibson  
Secretary to the Management Committee

Date: 23 March 2022



## 6 Statement of Financial Activity

### 6.1 Independent Examiner's Report on the Accounts

Section A		Independent Examiner's Report	
Report to the trustees/ members of	Charity Name DISABILITY ADVICE SERVICE (EAST SUFFOLK)		
On accounts for the year ended	31 <sup>ST</sup> . December 2022	Charity no (if any)	1152772
Set out on pages	2		
I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 12 / 2022.			
Responsibilities and basis of report	As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").		
Independent examiner's statement	I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.		
	I have completed my examination. I confirm that no material matters have come to my attention ( <del>other than that disclosed below</del> *) in connection with the examination which gives me cause to believe that in, any material respect:		
	<ul style="list-style-type: none"><li>• accounting records were not kept in accordance with section 130 of the Act or</li><li>• the accounts do not accord with the accounting records</li></ul>		
I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.			
* Please delete the words in the brackets if they do not apply.			
Signed:			Date: 31/01/2023
Name:	Daniel Jennings		
Relevant professional qualification(s) or body (if any):	ACA		
Address:	9 CAULDWELL AVENUE		
	IPSWICH		
	IP4 4EB		

IER 1 October 2018

## 6.2 Receipts & Payments Accounts for the Financial Year Ended 31-December-21

### 6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)  
Registered CIO Charity 1152772

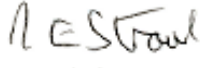
Balance sheet as at 31st December 2022  
for the period Jan-Dec 2022


2021		2022		2021		2022
Opening		Opening	Closing			Closing
Jan-Dec	Activity	Jan-Dec	Jan-Dec	Assets		Jan-Dec
£		£	£			£
602	Cash	311	311	Cash		204
12,290	Current Ac	12,311	12,311	Current Ac		-41,185
29,576	CCLA	29,579	29,579	CCLA		29,944
104,677	Deposit	154,690	154,690	Deposit		247,798
49,746	b/fwd	147,145	147,145	b/fwd		196,986
196,891	c/fwd	196,986	196,986	c/fwd		236,761
			60,000	Reserves		50,000
			28,275	Restricted		39,450
			108,711	Unrestr'd		147,311
			196,986			236,761

Note. As the £1,234 held in the current account for the Coastal Forum are not DAS funds, it has been removed from the balance sheet.

It is accounted for on the current account bank reconciliation statement.

Agreed to be a true record and accurate statement of our accounts, which have been duly examined.

Robin Stroud   
Hon. Treasurer  
Date 12/1/23

Graham Walker   
Chairman  
Date 2nd Feb 2023

Daniel Jennings. Chartered Accountant  
Independent Examiner  
Date 31/01/2023



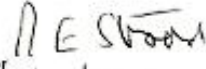



## 6.2.2 Statement of Financial Activities


Disability Advice Service ( East Suffolk) CIO no. 1152772  
ANNUAL ACCOUNTS 2022  
Statement of financial activities for the year ending 31st December 2022

INCOMING	Unrestricted	Restricted	Total
	£	£	£
Donations	7,539		7,539
Grants	43,000	292,541	335,541
Fund raising	1,488		1,488
Interest	471		471
<b>TOTAL</b>	<b>52,498</b>	<b>292,541</b>	<b>345,039</b>
<b>EXPENDED</b>			
Events	0	0	0
Advice Services	23,999	281,366	305,365
<b>TOTAL</b>	<b>23,999</b>	<b>281,366</b>	<b>305,365</b>
<b>NET</b>			
<b>GAINS/LOSSES</b>	<b>28,499</b>	<b>11,175</b>	<b>39,674</b>
<b>NET MOVEMENT</b>			
<b>IN FUNDS</b>	<b>28,499</b>	<b>11,175</b>	<b>39,764</b>
<b>RECONCILIATION</b>			
<b>OF FUNDS</b>			
Funds brought forward	168,616	28,275	196,891
Funds carried forward	197,311	39,450	236,761
<b>FUNDS OF THE CHARITY</b>			
Cash	204		204
Current account	-41,185		-41,185
CCLA	29,944		29,944
Deposit account	208,348	39,450	247,798
<b>TOTAL</b>	<b>197,311</b>	<b>39,450</b>	<b>236,761</b>

Note. As the £1,234 held in the current account for the Coastal Forum are not DAS funds these have been excluded from FUNDS OF THE CHARITY.

Signed  
Robin Stroud   
Hon. Treasurer  
Date 12/1/23

Signed  
Graham Walker   
Chairman  
Date 2nd Feb 2023

Signed  
Daniel Jennings, Chartered Accountant  
Independent Examiner  
Date 31/01/2023  


### 6.2.3 General Account


Disability Advice Service (East Suffolk) Accounts for the period Jan- Dec 2022 GENERAL ACCOUNT						
2021		2022		2021		2022
		JAN-DEC		JAN - DEC		JAN - DEC
EXPENDITURE			INCOME			
101,492	Salaries/HMRC/pension	165,601	30,000	SCC		40,090
5,448	Recruitment	6,083	3,997	MS Society		3,996
	Premises maintenance	18,999	20	Dance		0
20,947	Rent & service charges	28,536	2,471	Donations		7,539
117	Travel	582	4	CCLA interest		363
2,567	Training	3,102	0	HMRC JRC		0
2,231	Telephone & internet	2,767	7,000	Household support		26,500
299	Postage	965	12	Lloyds interest		108
1,191	Stationery	943		Grants restricted )		
1,771	Insurance	3,383	101,728	Grants unrestricted )		99,897
2,509	Publicity/Advertising	3,495	5,141	Local Government		37,985
114	Refreshments	418	57,557	National Lottery		112,063
1,780	Books/Publications/Subs	2,053		Rope rent support		12,000
4,335	Prof. Fees/Gifts	3,609		Events		1,488
7,043	Office equipment	20,608	3,000	Rope emergency fund		1,010
1,180	Cleaning	1,523		Tudor well being		2,000
	Household support	31,566				
303	Legal/DBS/Licenses	252				
3,419	Utilities	6,203	210,930	Sub total		345,039
4,343	Hardship/emergency payment	300				
95	Coastal Forum	0				
	Warm places project	219				
	Rope crisis	2,158				
	Tudor well being	2,000				
	Sub total	305,365				
	Client grants	3,703		Client grants		3,712
161,184	SUB TOTAL	309,068				
49,746	SURPLUS	39,683				
210,930	TOTAL EXPENDITURE	348,751	210,930	TOTAL INCOME		348,751

R.E. St Paul Robin Stroud 10/3/23

### 6.2.4 Approval of the Board of Trustees

The Trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the Trustees



Name & Role Rod Gibson  
Secretary to the Management Committee

Date: 23 March 2023

## 6.3 Notes to the Accounts

### a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 133, using the Receipts and Payments basis available to small charities and the charity's own simple accounts spreadsheet.

### b) Cost of Fundraising

No payment was made for costs related to raising funds.

### c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No Trustees received any reimbursement of out-of-pocket expenses in the financial year.

### d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year the charity employed staff but no paid external contractors.

### e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

### f) Creditors & Debtors

Cheques for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

### g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.

### h) Hardship Funds

Income and expenditure include two sources (Household support (from the East Suffolk County Household Support Fund) and Ropes emergency fund (from the charity Mrs L D Rope Third Charity Settlement) that represent grants to us (income) and individual welfare/hardship grants that we distribute to beneficiaries (expenditure) normally in the form of supermarket vouchers. Taken together these items total £27,510 in income and £33,724 in expenditure (the difference of £6,214 being the amount spent in the current financial year that had been granted late in the previous year. This was an unusually high amount due to the availability of funds in the prevailing circumstances of the cost-of-living crisis and our ability to identify eligible recipients and administer the distribution. The amounts should be deducted from income and expenditure for the purpose of assessing operating or core running costs.

### i) Grants Received

We are grateful for all donations and grants upon which we are entirely dependent to enable us to continue to deliver our services for our beneficiaries and the public benefit. This includes many tier 1&2 councils and councillors, but we are particularly grateful for

the grants and other long term support we receive from East Suffolk Council and Suffolk County Council.

Of the charitable organisations that provided financial support this year the following are recognised below for grants of £2,000 or more for which we are enormously grateful:

Alan Boswell Group Foundation £2,000	Garfield Weston Foundation £15,000
Albert Hunt Trust £2,000	Lord Belstead Charitable Settlement £3,000
Anton Jurgens Charitable Trust £3,000	Mrs L D Rope Fourth Char Settlement £12,000
Artemis Foundation £4,000	Lush Charity Pot Grants £2,000
Clothworkers Foundation £10,000	National Lottery Community Fund £112,063
David Family Foundation £5,000	Strangward Charitable Trust £2,000
Equity In Mind Fund £23,697	Tudor Trust £17,000