

Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2020



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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	Resigned
Nick Bennett	Chair	02 March 2020	
Roy Gilmour	Vice Chair	13 July 2017	
Robin Stroud	Treasurer	17 June 2013	
Steve Doe	Dep Treasurer	10 September 2014	
Rod Gibson	Secretary	13 January 2020	
<i>Jean Gooch</i>	<i>Trustee</i>		<i>01 November 2020</i>
Nigel Farthing	Trustee	17 June 2013	
Debbie O'Hara	Trustee	11 September 2020	
<i>Margaret Shaw</i>	<i>Secretary</i>		<i>28 May 2020</i>
<i>Graham Tinnion</i>	<i>Trustee</i>		<i>21 August 2020</i>

1.4 Names of Senior Members of Staff

Jo Bowen, Manager

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 Objects

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

The charity's object is: *the relief of people with disabilities in East Suffolk.*

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

2020 was dominated by the Covid-19 pandemic and a temporary suspension of Department of Work & Pensions procedures during and after the first national lockdown meant that clients advised were lower during that period but picked up again during the remainder of the year:

	2020	2019
Clients advised	1,086	1,248
Enquiries received	5,632	5,379
Appeals representations	75	77
Success rate on appeals	100%	92%
Benefit gain (Year One)	£2,111,829	£2,481,838
Benefit gain (Full)*	£7,175,091	£6,250,500
Crisis clients	127	29
Listening Service contacts	897	0
Referrals from Listening Service contacts	206 (23%)	0
Subsistence grants and food parcels to individuals	£14,772	£4,086

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

The charity faced and met many challenges during the period of the pandemic. Beginning with the first national lockdown in March our office was closed for only a few days before establishing a telephone and postal based service. As a Disabled People's Organisation a number of our staff and volunteers needed to shield in addition to many clients due to their vulnerabilities. However, our team was keen to continue the service so we established a home-based working option for them to continue to contribute.

We recognised that clients subject to a suspension in DWP assessments were becoming very anxious and this was adding to their difficulties being in isolation. We established our Listening Service making outbound calls to give assurance that we were still there to help. The response to this was extraordinarily positive and by December we had spoken to 900 clients of whom 200 needed a referral to an adviser or signposting to another agency.

In August we resumed face-to-face interviews by appointment under Covid-safe conditions. Due to the economic impact of the pandemic our crisis cases increased four-fold. These clients, often suffering from severe mental health issues, need a wide range of help which added to the strain on our resources. The response of our staff and volunteers throughout the year deserves the highest possible praise. Worthy of special mention is Jo Bowen who was appointed from the staff to interim manager in March and then manager in October. Her inspired leadership was critical in tackling the many issues the charity faced throughout 2020.

Our experience during the pandemic showed that we needed better technology to facilitate agile working and to enable us to help more beneficiaries. We embarked on a major change project involving the replacement of all IT hardware and a new case recording system. This ambitious programme ongoing at year end will make for greater flexibility in the way we work in the office, at home or in future on outreach and in client's homes with full mobile access and

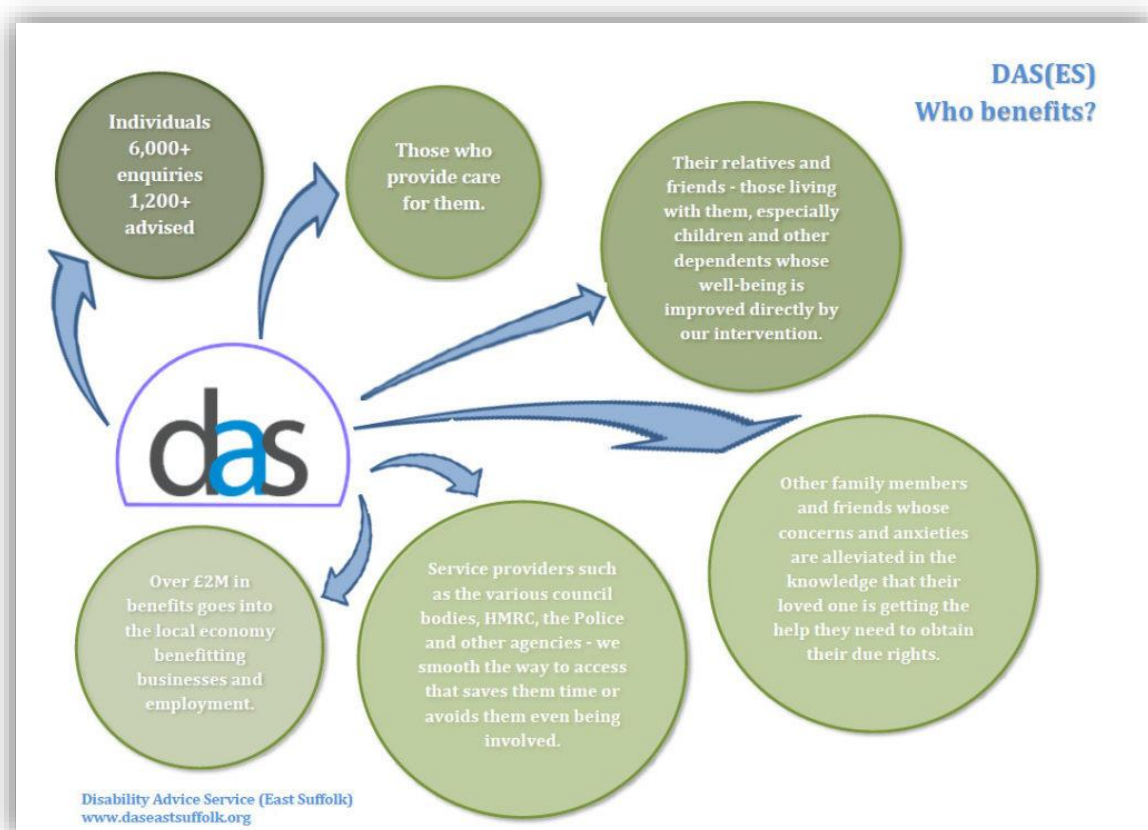
improved cloud-based security. It also makes the charity more resilient against any cause for a close down in future be that the next pandemic or any other similar problem.

A new chairman and secretary were appointed helping to enhance the skills and experience within the management committee. We also said goodbye to three members who had all served the charity with distinction over a number of years. Meeting frequency was doubled and communications and reporting improved. Certain strategic projects were undertaken including a review of our premises and all policies and matters of governance brought up to date. A new PR and Communications strategy was introduced and the charity's website was replaced.

The charity's priorities for the coming year are to increase its reach to more potential beneficiaries, secure Advice Quality Service accreditation and Trusted Charity status; implement a limited suite of Key Performance Indicators for monitoring the charity's performance; and introduce better ways of measuring our beneficiaries' satisfaction with the service.

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 funds for 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 Policy on Reserves

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. The amount required varies over time and therefore is kept under regular review by the Management Committee.

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 from unrestricted donations are sufficient to meet its outgoings for six months.


All the indications are that this will remain the case for the foreseeable future.

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: 17 March 2021

6 Statement of Financial Activity

6.1 Independent Examiner's Report on the Accounts

 CHARITY COMMISSION FOR ENGLAND AND WALES		Independent examiner's report on the accounts	
Section A Independent Examiner's Report			
Report to the trustees/ members of	DISABILITY ADVICE SERVICE (EAST SUFFOLK)		
On accounts for the year ended	31 ST December 2020	Charity no (if any)	1152772
Set out on pages	1		
Responsibilities and basis of report	<p>I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 12 2020.</p> <p>As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").</p> <p>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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.</p>		
Independent examiner's statement	<p>[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.</p> <p>I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:</p> <ul style="list-style-type: none"> • the accounting records were not kept in accordance with section 130 of the Charities Act; or • the accounts did not accord with the accounting records; or • the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination. <p>I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.</p> <p><i>* Please delete the words in the brackets if they do not apply.</i></p>		
Signed:		Date:	24/01/2021
Name:	Daniel Jennings		
Relevant professional qualification(s) or body (if any):	ACA (ICAEW)		
Address:	9 Cauldwell Avenue		
	IPSWICH		
	IP4 4EB		
IER	1	Oct 2018	

6.2 Receipts & Payments Accounts for the Financial Year Ended 31-December-20

6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)
Registered CIO Charity 1152772

Balance sheet as at 31st December 2020
for the period Jan-Dec 2020

2019	2020	2019	2020
Activity	Jan-Dec	Assets	Jan-Dec
£	£		£
1,275 Cash	458	458 Cash	602
14,552 Current Ac	6,764	6,764 Current Ac	12,290
29,330 CCLA	29,512	29,512 CCLA	29,576
20,629	39,647	39,647 Deposit	104,677
10,595 Def/Surp	70,764		
76,381	147,145	76,381	147,145
		74,381 Reserves	47,000
		2,000 Restricted	26,835
		0 Unrestrt'd	73,310
		76,381	147,145

Note. As the £1,429 held in the current account for the Coastal Forum is not DAS funds, it has been removed from the general accounts and 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

Nick Bennett
Chair of Trustees

Daniel Jennings
Independent Examiner

15/1/21

24.01.2021

24.1.21

6.2.2 Statement of Financial Activities

Disability Advice Service (East Suffolk) CIO no. 1152772
 Statement of financial activities for the year ending 31st December 2020

INCOMING	Unrestricted £	Restricted £	Total £
Donations	6,870		6,870
Grants	22,962	191,156	214,118
Fund raising			
Interest	93		93
TOTAL	29,925	191,156	221,081
EXPENDED			
Events	0		0
Advice Services	6,161	144,156	150,317
TOTAL	6,161	144,156	150,317
NET GAINS/LOSSES	23,764	47,000	70,764
NET MOVEMENT IN FUNDS	23,764	47,000	70,764
RECONCILIATION OF FUNDS			
Funds brought forward	74,381	2,000	76,381
Funds carried forward	73,310	73,835	147,145
FUNDS OF THE CHARITY			
Cash	602		602
Current account	12,290		12,290
CCLA	0	29,576	29,576
Deposit account	60,418	44,259	104,677
TOTAL	73,310	73,835	147,145

Note. As the £1,429 held in the current account for the Coastal Forum is not DAS funds these have been excluded from all calculations

Signed *R Stroud*
 Robin Stroud
 Hon. Treasurer
 Date 15/1/21

Signed *N Bennett*
 Nick Bennett
 Chair of Trustees
 Date 24.1.21

Signed *D Jennings*
 Daniel Jennings, Chartered Accountant
 Independent Examiner
 Date 24.01.2021

6.2.3 General Account

Disability Advice Service (East Suffolk)

Accounts for the period 1st January to 31st December 2020

GENERAL ACCOUNT

2019	2020	2019	2020
	JAN-DEC	APR-DEC	JAN - DEC
EXPENDITURE		INCOME	
95,878 Salaries/HMRC/pension	95,114	30,500 SCC	34,462
165 Recruitment	12	3,997 MS Society	3,997
21,351 Rent & service charges	21,512	8,910 Donations	6,870
3,438 Travel	999	182 CCLA interest	63
3,995 Training	321	HMRC JRC	7,189
2,543 Telephone & internet	2,162	1,106 SCDC	
498 Postage	519	19 Lloyds interest	30
749 Stationery	662	4,300 Grants restricted	6,820
2,367 Insurance	1,609	12,460 Grants unrestricted	14,500
59 Publicity	31	1,425 Town & Parish Councils	4,465
52 Refreshments	56	97,461 Big Lottery	117,284
1,177 Books/Publications/Subs	1,235	Crisis worker	16,121
845 Prof. Fees/AGM/Gifts	2,803	32 Rent income	
4,148 Office equipment	12,280	Hardship fund	3,500
1,040 Cleaning	1,214	Rope emergency fund	5,200
396 Fund raising costs	96		
1,242 Legal/DBS/Licenses	149		
3,098 Utilities	2,882		
Hardship/emergency payments	6,147		
6,520 Development /Build Capacity	0		
		160,392	220,501
4,642 Client grants	514	4,406 Client Grants	580
154,203 SUB TOTAL	150,317		
10,595 SURPLUS	70,764		
164,798 TOTAL	221,081	164,798	221,081

R. E. Stroud Robin Stroud 15/1/21

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: 17 March 2021

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.