

THE DISABILITY RESOURCE CENTRE

England & Wales · Charity number 1041712

Details

Status Registered

Legal form Charitable company

Company number [02898000](#)

Registered 1994-10-27

Register [View on the Charity Commission register](#)

Contact

Address The Disability Resource Centre
Room 1
The Rufus Centre
Steppingley Road
Flitwick
Beds

Phone 01582470900

Email info@drcbeds.org.uk

Website www.drcbeds.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF PEOPLE WITH A DISABILITY IN PARTICULAR BY PROMOTING THEIR CARE, EDUCATION, ACCOMODATION, TRAINING, DEVELOPMENT, OCCUPATION, SELF-DETERMINATION AND LEISURE ACTIVITIES

Activities: Disability Information and Advice Services Personalisation Support Services Equipment Display Services Health, Learning and Work related Services Associated Disability related projects

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Bedford
- Central Bedfordshire
- Luton
- Northamptonshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£576,415	£566,856	£296,811	16
2024-03-31	£695,108	£778,015	£287,252	21
2023-03-31	£812,230	£816,968	£370,159	25
2022-03-31	£793,992	£793,388	£374,897	28
2021-03-31	£1,040,573	£1,037,761	£374,350	33

Trustees

Name	Role	Appointed
JILL PICK	Chair	
BAERBEL DENNIS		
Bjarne Steen Pedersen		2017-02-01
Dr Devmini Jayamanne		2026-01-30
Dr KAY TAYLOR		
Sandra Brown		2015-09-17
Thomas Barber		2026-01-30

THE DISABILITY RESOURCE CENTRE

England & Wales - Charity number 1041712

Accounts

Annual Report 2024-2025

A Year of Consolidation



**Disability
Resource
Centre**

 **Carers Central**



Supporting people with disabilities and long-term conditions, carers and families across Bedfordshire, Luton, Milton Keynes and beyond.

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Welcome from the Acting Chair

This has been a challenging but decisive year for The Disability Resource Centre. In order to avoid repeating last year's significant deficit, we reduced expenditure, implemented voluntary redundancies, and strengthened financial oversight. As a result, we ended the year with a surplus of £9,995. I would like to thank our dedicated staff team, whose commitment has ensured that our services continued uninterrupted despite a smaller workforce.

We maintained face-to-face delivery at the Mayfield Centre in Dunstable and continued our wider services from the Rufus Centre in Flitwick. New funding enabled the launch of two innovative projects: our Warm Hub, supporting people facing isolation and cost-of-living pressures, and a pilot programme offering exercise and advice for people with musculoskeletal conditions. Demand for welfare benefits support has remained extremely high and continues to deliver strong outcomes for the people we serve.

We also sustained our long-standing services for unpaid carers in Luton and continued to deliver payroll and care-budget support for individuals across Bedfordshire, Northamptonshire and Oxfordshire. Like many charities, we face ongoing competition for funds, with new income now more often secured through smaller, short-term contracts.

This year saw changes to our Board. We welcomed Julie New in July 2024 and thanked Andrew Buckley on his retirement in November for his years of valued service. Recruitment for additional trustees is under way.

The coming year will bring further change. Melanie Hawman retired as CEO in April 2025 after guiding the organisation with professionalism and compassion through a period of considerable pressure. We warmly welcome Anne Bland as our new CEO and look forward to working with her as we shape the next phase of the organisation's development. The Board is setting out new priorities through a five-year Strategic Plan to secure a sustainable future.

The Disability Resource Centre continues to make a tangible difference to people's lives. This is only possible because of the commitment of our funders, staff, volunteers and trustees. My sincere thanks to them all. We look forward to the year ahead and to building a strong future for the organisation.

Jill Pick

Acting Chair



Chief Executive's Introduction

Although I joined the Disability Resource Centre just after the period covered by this Annual Report, I want to offer a clear view of the organisation I have inherited and the direction we are now shaping for the future.

My first month was spent listening to staff, volunteers, trustees, partners and the communities we support. These conversations revealed an organisation with considerable strengths: committed colleagues, trusted relationships across our region and services that are genuinely valued by people with disabilities and unpaid carers. They also highlighted areas that need focused investment, including modernising systems, improving data, strengthening internal capacity and ensuring that our premises and infrastructure are fit for purpose. These challenges reflect a small team working hard in a context of increasing demand and limited resources.

What I have found is a resilient charity that has continued to deliver for local people despite operating under pressure. The dedication and professionalism of staff form a strong foundation for the next stage of our development.

Working alongside the Chair and trustees, we have already begun shaping a renewed strategic direction. Our new 2025–2030 Strategy, ***Creating Accessible Futures***, sets out a bold pathway from survival toward sustainable impact and long-term systemic influence. It guides us towards greater organisational strength, improved digital and physical infrastructure, and service models that reflect the needs and experiences of people with disabilities and long-term conditions and unpaid carers today.

In the year ahead, our priorities include stabilising capacity, strengthening financial resilience, upgrading digital ecosystem, developing a hub-and-spoke model for outreach and laying the groundwork for a social enterprise to generate sustainable unrestricted income. These steps are essential to protect core services and extend our social impact.

I am grateful for the openness and commitment of everyone involved. The Disability Resource Centre exists so that people with disabilities and long-term conditions and carers always have somewhere informed and compassionate to turn. Building a modern, confident organisation behind that mission is our shared task for the years ahead.

I look forward to leading this next chapter with purpose and optimism.

Anne Bland
Chief Executive Officer
(Appointed 1 April 2025)

About the Charity

For the Year Ending
31st March 2025

Registered Address

Room 1, The Rufus Centre,
Steppingley Road, Flitwick,
MK45 1AH

Registered Company Number

02898000 (England and Wales)

Registered Charity Number

1041712

Independent Examiner

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

Solicitors

Woodvines
16 Cuthbert's Street
Bedford, MK40 3JG

Bank

CAF Bank Ltd
West Mallings
Kent, ME19 4JQ

The Board of Trustees

G Ormston, Chair
J Pick, Vice Chair
E Chelal, Treasurer (resigned 5.1.2025)
A G H Buckley (resigned 22.11.24)
S Brown, Trustee
B K E Dennis, Trustee
P S Pedersen, Trustee
J M New (co-opted 30.07.24, appointed
22.11.2024)
K Taylor, Trustee

Executive Management

M Hawman, Company secretary
and Chief Executive Officer
(retired on 30.4.2025)

A Bland, Company secretary and
Chief Executive Officer
(appointed 1.4.2025)

The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning future activities.

About the Charity

The Disability Resource Centre

Established in 1994, the Disability Resource Centre is an independent, user-led charity with more than 31 years of experience of supporting people with disabilities and long-term health conditions and unpaid carers across Bedfordshire, Luton, Milton Keynes and beyond. We offer practical advice, information, guidance; equipment services; training and wellbeing support; and manage money and care through our payroll and recruitment agency; so individuals can build confidence, access their rights, and live more independently.

Vision, Mission, Values



Vision

- We are the first choice for creative solutions to health and disability challenges

Mission

- To be a trusted place of support for people with disabilities and their families.
- We partner with local communities in Milton Keynes, Luton and Bedfordshire to improve wellbeing, independence and inclusion for anyone with a disability or health condition.
- Our team of Trustees, staff and CEO lead with heart and deliver with clarity, compassion and accountability.

Values

- Creativity
- Collaboration
- Commitment
- Empathy
- Quality

Overview of the Year

The 2024–25 year was a period of significant transition for the Disability Resource Centre marked by consolidation. While the organisation operated with a smaller team and evolving funding landscape, staff and trustees remained focused on maintaining continuity of support for people with disabilities and long-term conditions and unpaid carers. The year can be viewed across three phases, each marked by clear achievements and important developments.

Phase 1: Restructure & Consolidation

As several projects came to an end, the organisation implemented planned redundancies and reduced its premises footprint further to stabilise costs and protect essential services. This period brought understandable pressure on teams, particularly where specialist posts were lost or merged. Alongside these challenges, important new opportunities emerged, including the successful award of £40,000 **Skills for Care** funding, the NHS BLMK's £20,000 **MSK ActiveWell** pilot grant, and early steps towards building a more multi-skilled internal team. These developments began to shape a more resilient future model for the charity.

Phase 2: Contract Stabilisation & System Improvements

During the autumn, the organisation focused on strengthening delivery across its core contracts. Teams improved their use of the CRM system, Carers Central introduced a new secure portal for transferring information supporting people in 11 languages, and early work began to improve data collection and reporting.

The end of the calendar year saw a refreshed marketing focus around **Disability Confident** and **Care Academy** activity, and the continuation of strong networks across Carers Central's partners in Luton.

Phase 3: Winter Pressures, Warm Hub & Pre-Transition

The charity secured £27,000 to launch a much-needed **Warm & Wellbeing Hub**, which was mobilised quickly in Mayfield and drew strong community engagement. Early development began on a Hub model to support strategic alignment with future service delivery and the Treasurer resigned to become Interim Finance Manager, stabilising financial oversight.

The year concluded with the transition to new leadership and a thorough diagnostic review.

Key Facts

- 22 staff at the start → 13 at the end of the year
- Over 2,300 people directly supported
- 1,398 residents supported by Advice Central
- 415 carers supported (Q3-4) in Luton
- 285 people trained through the Care Academy
- 53 people supported through MSK ActiveWell
- 17 Moving & Handling trainings delivered
- 326 mobility equipment sold or leased
- 481 employers supported by the payroll
- 1,073 Personal Assistants paid safely

New Funding Secured

- £40,000 Skills for Care funding
- £20,000 NHS BLMK MSK ActiveWell pilot
- £27,000 Warm & Wellbeing Hub funding
- Total £87,000 in new project income



Advice Central

Advice Central provides a single point of access for social welfare information, advice and guidance for residents across Central Bedfordshire, delivered through a virtual hub, telephone, email and in person appointments at the Rufus and Mayfield Centres. The service is staffed by a small specialist team, including a welfare benefits adviser, who provide confidential, impartial support to disabled people, older people, carers and families.

During 2024–25 the team has continued to consolidate Advice Central as the recognised gateway into local advice and support. Our CRM system (HubSpot) now holds records for over 2,200 Central Bedfordshire residents who have used the service, with most people contacting us by telephone or email and a smaller but important proportion accessing help face to face or via the website. We have maintained high levels of first point of contact resolution, ensured that out of hours enquiries are responded to the next working day, and strengthened our referral pathways into trusted partners such as Citizens Advice, Mind, Carers in Bedfordshire, adult learning and community groups.

Internally, the year has seen further investment in staff training, quality and safeguarding, including welfare benefits training, customer service skills, GDPR and trusted assessor qualifications. The team has taken part in outreach events and stakeholder networks to raise awareness of the service and to reach residents who are unlikely to seek help early. Across the year, Advice Central has secured significant welfare benefit gains for local residents through detailed casework and has helped many people to navigate complex systems at a time of continued cost of living pressures.

Reach & Demand

Who We Supported How People Contacted Us

- 1,398 residents registered accessed information, advice and guidance
- 45% email
- 40% telephone
- 14% walk-in
- 1% webmail

First Point of Contact

- 100% enquiries resolved or appropriately triaged at first contact
- Ensuring people reach the right support quickly

What We Mostly Helped With

- CBC vouchers issued: 170
- General advice given: 158
- Signposting to external groups: 156
- Benefits advice cases: 117
- Equipment sales: 47
- Equipment hire: 47
- Donations processed: 46
- Energy advice (Living Well Fund): 15

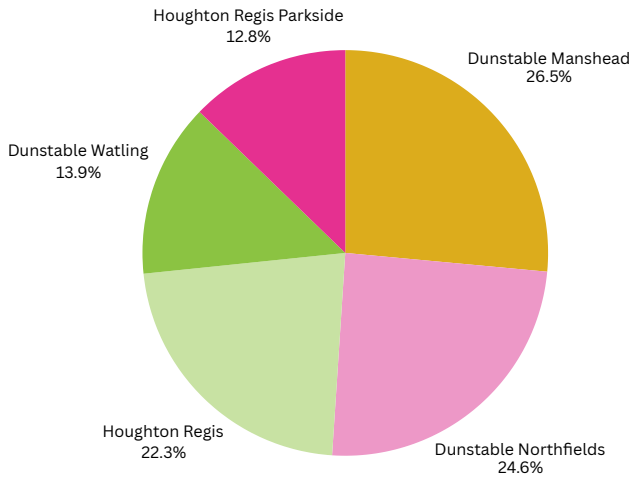
By priority (total for the year)

High priority: 88
Medium priority: 869
Low priority: 439



Advice Central

Equality, Diversity & Inclusion

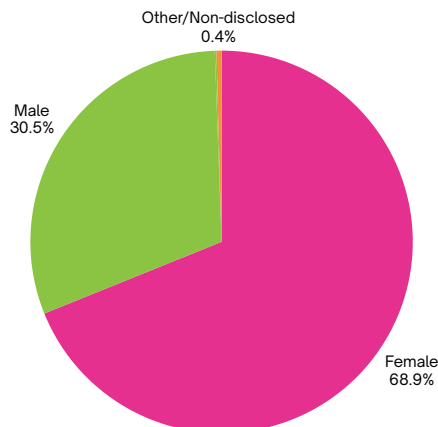
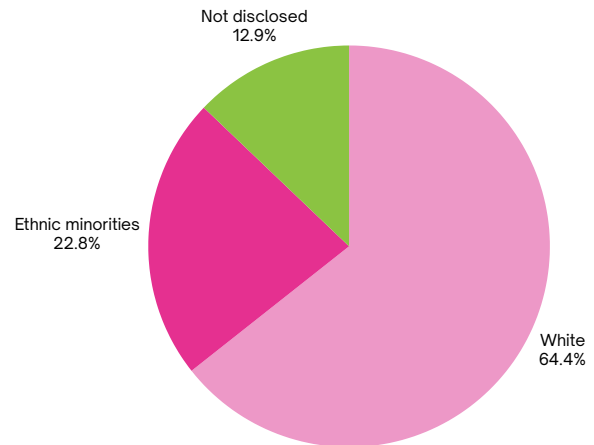


Top 5 Wards using Advice Central

Highest demand came from Dunstable and Houghton Regis wards, reflecting need in more deprived communities.

Ethnicity

Advice Central supports a diverse range of residents, with around a quarter of service users from Black, Asian, Mixed or other minority ethnic communities.



Gender of Service Users

Around 7 in 10 Advice Central contacts are from women.

Carers Central provides information, advice and support to unpaid carers living in Luton, helping them understand their rights, navigate services and maintain their wellbeing alongside their caring role. The service operates as a virtual hub, with support offered by telephone, email and online, and through face-to-face outreach in community venues such as GP practices and carer-friendly coffee mornings.

During 2024–25, Carers Central continued to offer personalised support to carers at a time of significant pressure on local services. The year included a transition in management mid-way through the reporting period. Verified data is therefore available for Quarters 3 and 4, which were reported clearly and consistently by the Operations Manager. Earlier quarterly summaries (Q1–Q2) were not available due to historic data management challenges during the staffing transition. Improved CRM practices introduced in late 2024 now ensure robust data capture, and full quarterly reporting will be reinstated in 2025–26.

Our advisors and support workers helped carers stabilise complex situations, access statutory assessments, and improve their wellbeing and confidence. Working closely with Luton Borough Council, social prescribers, GP Surgeries, and local partners, we contributed to the first phase of the *Luton Carers Strategy Implementation Plan*.

LBC's new trusted assessor role through a new joint pilot project will allow Carers Central to innovate and test new ways of identifying unpaid carers, reduce waiting times and ease pressure on the local authority.

Reach & Demand

Who We Supported

- 415 carers supported across Q3–Q4
- Majority of carers were women, reflecting national caring patterns
- Carers from a broad range of ethnic backgrounds across Luton

How People Contacted Us

- Self-referral: 288
- Referred by family/friends: 33
- Internal DRC referrals: 27
- NHS, social prescribing, Luton Borough Council, Carers in Beds: 27

First Point of Contact

- Enquiries were resolved or appropriately triaged at first contact
- Carers were supported to reach the right service without delay
- Complex cases were followed up through structured welfare calls

What We Mostly Helped With

- increase income through successful Attendance Allowance and Blue Badge applications
- access specialist advice for housing, welfare and community support
- reduce isolation through referrals to dementia cafés, luncheon clubs and community groups
- navigate complex systems with personalised help and follow-up
- receive emotional reassurance and advocacy at a time of high pressure

Social Impact

Carers Central created positive social impact by connecting carers with the right support at the right time, and by working closely with health, social care and community partners to improve local pathways for unpaid carers.

Our work directly supported all four priorities of the Luton Carers Strategy:

- Early identification of carers
- Support and empowerment
- Valuing carers as partners
- Improved health and wellbeing

The case studies below illustrate how our service creates real-world impact for individuals and families.

Impact Through Lived Experience: Case Studies

Case Study 1: Enabling Independent Living and Supporting Complex Needs

When Client A sought help for their partner, who lives with Multiple Sclerosis and arthritis, we identified significant barriers to daily living. The individual could not access most of their home, use essential facilities, or maintain independence. Carers Central supported the couple to prepare for a PIP review, requested Occupational Therapy and Care Act assessments, and facilitated wellbeing support.

Outcome: Award of enhanced PIP, referrals accepted, and improved financial resilience through a 25 percent council tax reduction.

Case Study 2: Supporting a Carer Managing Dual Elderly Care and Family Pressures

Miss S was caring for both parents while raising two children with no wider family support. We arranged Care Act assessments, helped access CHUMS for her children, and offered wellbeing support.

Outcome: Miss S reported feeling supported, less overwhelmed, and able to see a pathway to improved stability for her family.

Case Study 3: Improving Emotional Wellbeing and Motivation

Mr M approached Carers Central experiencing negative thoughts and emotional strain related to caring. After health coaching, he reconnected with his GP for mental health support, joined a peer group, and re-engaged in positive routines like exercise.

Outcome: Increased motivation, reduced isolation, and improved confidence in managing his wellbeing.

Case Study 4: Helping a Carer Return to Confidence and Future Planning

Client A was supporting a blind parent and another with a long-term health condition, while managing their own depression. Carers Central helped access a confidence-building course, benefits advice, and a wellbeing plan.

Outcome: The client now feels equipped to continue caring while planning a gradual return to work.

Our priority for the coming year is to continue contributing to the shared Luton KPI framework, increase community engagement, and support the development of Luton's Year Two Carers Strategy Implementation Plan. Carers Central will remain focused on early identification, practical support and improved wellbeing for unpaid carers, ensuring nobody carries their caring responsibilities alone.



Musculoskeletal (MSK) conditions continue to be a leading cause of long-term pain, disability and reduced independence across the UK. In 2024, 17.9% of adults reported living with an MSK condition, and people with MSK conditions were 1.5 times more likely to experience a mental health condition. The challenges are intensified by national MSK waiting times, with many individuals waiting over 65 weeks for treatment. During this period, mobility often declines, pain increases and emotional wellbeing can deteriorate.

To address this gap, The Disability Resource Centre launched MSK ActiveWell in partnership with BLMK Integrated Care Board. The programme supported individuals with diagnosed MSK conditions who were on the NHS waiting list, providing holistic, early-intervention support to prevent deterioration and improve wellbeing while they waited for specialist care. Drawing on over 30 years' experience supporting people with long-term conditions, DRC designed the programme to offer accessible, person-centred wellbeing, exercise support and social connection across Bedfordshire, Luton and Milton Keynes.

MSK ActiveWell aimed to stabilise or improve physical, mental and social wellbeing for people awaiting MSK treatment. The programme supported participants to reduce pain, build mobility confidence, address isolation and access the right services at the right time. It also sought to reduce deterioration that may lead to more complex health needs or unnecessary surgical intervention.

Reach & Demand

Who We Supported

- 53 initial assessments across BLMK

How People Contacted Us

- Self-referral
- Telephone
- Referral from Partners/ Stakeholders

What We Mostly Helped With

- Wellbeing Improvements: Wellbeing scores increased significantly
- Holistic Impact: Social connections and excellent health coach support identified

First Point of Contact

- 100% enquiries resolved or appropriately triaged at first contact
- Supporting with additional DRC services.
- Ensuring people reach the right support quickly



Care Academy

The Care Academy was established by DRC (with funding from Skills for Care) to support the development of high-quality, well-prepared Personal Assistants (PAs) and carers in Bedfordshire, Luton, Milton Keynes and beyond. The objective is to raise skills, knowledge and professional confidence in the care workforce by providing accessible, relevant training covering core care skills, and to open its offer more broadly to include carers themselves and anyone wanting to gain vital care-skills.

Delivery

- Since 2015 the Care Academy has delivered workshops based on the Care Certificate modules for hundreds of PAs.
- The programme has been redesigned and expanded to include a wider range of topics and to open up to carers and non-PAs.
- Delivery is via a combination of online modules and interactive workshops, enabling flexible learning, practical scenario-based work and reflective practice.

The Care Academy has helped PAs and care workers improve their skills and knowledge over its tenure:

- By increasing the professionalism and capability of the local care workforce, DRC strengthens quality of care, supports people with disabilities to receive better support, and assists carers and employers in the system.
- Opening the programme to a wider audience means the potential reach expands: carers, new entrants to care, employers of PAs can all benefit, supporting workforce development and care sector sustainability.
- The breadth of topics now covers essential competencies, duty-of-care issues, equality, safeguarding and complex needs, addressing core training gaps in the sector.
- Feedback from course participants highlights:
 - increased confidence
 - improved understanding
 - greater ability to work in person-centred, inclusive ways (based on DRC’s reporting of training evolution).

Outputs Achieved in 2024/25

Individual employers (social care direct payment)	27
Individual employers (PHB funded only)	11
Individual employers (self-funded)	1
Personal assistants (employed by social care)	107
Personal assistants (employed by PHB holders)	73
Personal assistants (self-funded)	0
Personal assistants (self-employed)	26
Others:	
Family members/unpaid carers	15
Social workers	0
Local authority staff	0
ULO staff	4
Aspiring Carers/ Personal Assistants	21
Total number of people trained:	285

Direct Payments - Self-Directed Support Payroll, Managed Accounts, Recruitment, Employer Support

Direct Payments are a key way for people with disabilities, older people and those with long-term health conditions to live independently at home by arranging their own care and support. Instead of services being organised directly by the local authority, individuals receive funds to purchase the support that best fits their lives, giving them more choice and control. Local authorities and health bodies in England and Wales have a statutory duty to offer Direct Payments to people with eligible, assessed needs.

For many people, however, becoming an employer, managing payroll, and understanding employment law can feel daunting. The Disability Resource Centre, provides a comprehensive and holistic Direct Payment Support, Payroll and Recruitment service to make Direct Payments accessible, safe and workable in practice. Working across Bedfordshire, Luton, Milton Keynes and surrounding areas, the service enables people to use Direct Payments confidently, employ their own Personal Assistants (PAs) and stay in control of their support, without being overwhelmed by paperwork and compliance.

Reach & Demand

Service Design

- Information, Advice, guidance and set up support
- Employer and Payroll Support
- Managed Account services
- Recruitment Services
- On-going guidance and resources

What We Mostly Helped With

- Increased independence
- Reduced barriers to support
- Stronger local PA workforce
- Supported with Direct Payment queries
- HMRC queries

Payroll

- 481 independent employers
- 1073 Personal Assistants on payroll

How People Contacted Us

- Self-Referral
- Telephone
- Referral from Partners/
Stakeholders

First Point of Contact

- Enquiries resolved or appropriately triaged at first contact

Funders

- Bedford Borough Council
- Central Bedfordshire Council
- NHS BLMK Bedfordshire
- NHS BLMK Luton
- Northampton borough Council
- Oxford Council
- Self-funders



Warm & Wellbeing Hub - Mayfield Road

In 2024/25, The Disability Resource Centre delivered a Warm & Wellbeing Hub at the Mayfield Centre in Dunstable, funded by the Bedfordshire & Luton Community Foundation (BLCF) through the Cadent Gas Living Well Fund. The Hub was created in response to the cost-of-living crisis and the increased risk cold homes pose to people with disabilities, long-term conditions and low incomes. Its purpose was to provide a warm, safe space where people could reduce isolation, access practical energy-saving advice, and improve their physical and emotional wellbeing. The Hub runs every Tuesday and Wednesday (from Jan 2024), 10am–1pm, offering a drop-in space that was easy to access and welcoming to all. The Hub received regular weekly footfall, with attendance building steadily across the winter months. By early 2025, sessions typically attracted 40–60 visits per week.

Sessions included:

- Free hot drinks, soup and a warm café-style environment
- Advice on reducing energy bills, staying warm at home and simple money-saving tips
- Social and creative activities such as arts and crafts and wellbeing workshops
- Friendly staff support, free WIFI, and a comfortable community space

This combination of warmth, guidance and social connection was especially valuable for people who were isolated, nervous about rising energy costs or unable to heat their homes adequately.

The Hub delivered clear benefits for attendees during the winter months:

- Improved wellbeing and reduced isolation, with many participants reporting increased confidence and enjoyment from meeting others.
- Greater knowledge of energy-saving techniques, with participants adopting practical changes at home and sharing tips with family and neighbours.
- Positive feedback on the environment, describing the venue as “lovely and warm”, supportive and friendly.
- Safe alternative to cold homes, reducing the health risks associated with inadequate heating for vulnerable people.

The success of the Warm Hub demonstrates the continuing need for welcoming, low-barrier community spaces that support wellbeing and offer practical help during colder and financially challenging months.



Mobility Equipment & Independence Support

Keeping people safe, confident and independent at home



Our Mobility & Independence services provide practical solutions that help disabled people, older residents and carers maintain dignity and independence in daily life. These services include access to affordable mobility equipment, demonstrations, advice on safe daily living and support to choose the right tools for home use.

During 2024–25, these services underwent significant change following the previous year’s disaster of losing the dedicated Mobility Shop due to a major flood from the premises above. To maintain continuity for local residents, the service was relocated to the Mayfield Centre, where our Warm & Wellbeing Hub was adapted to double as a community hub and equipment point. Despite this disruption, staff continued offering trusted, compassionate support to people who rely on us for everyday independence.

Mobility Equipment Sales, Lease & Donations

Residents often come to us unsure which equipment will help them stay safe at home. Our trained team offers demonstrations, impartial advice and support to help people choose the right equipment for their needs.

We offer

- equipment sales
- low-cost lease/hire options
- acceptance of good-quality donated equipment, helping us offer affordable items to residents in financial hardship and reducing waste

2024–25 at a glance

- 326 items supplied, up from 284 last year
- £12,479 income generated through sales
- Clear shift from sales to lease, aligning with community preference for low-cost, flexible options
- Donations of good-quality items allowed us to support people who could not otherwise afford essential equipment
- Equipment support delivered alongside benefit advice and Warm Hub activities

Why These Services Matter

- Enable residents to remain safe and independent at home
- Prevent avoidable falls and hospital admissions
- Provide trusted, affordable alternatives to online retailers
- Help families adjust to new disabilities or changing care needs
- Ensure sustainability by reusing good-quality donated equipment
- Strengthen community connection through the Warm & Wellbeing Hub

Full-Cost Training & Moving & Handling

Building skills, safety and confidence for carers, PAs and organisations

Our full-cost training programme provides high-quality Moving & Handling training for unpaid carers, Personal Assistants (PAs), individual employers, voluntary sector groups and professionals. These sessions equip people with the skills to support others safely, reduce the risk of injury and improve confidence.

This training is a core part of our offer as a Disability Confident Leader, helping organisations meet their obligations to support disabled employees and workers. It also underpins our Care Academy and complements Skills for Care-funded workforce development.

During 2024-25, we offered a half-day course once a month, with plans to expand in 2025-26 as part of our organisational strategy.

2024-25 at a glance

- 17 sessions delivered, up from 10 the previous year
- One half day training typically had 6-8 participants
- £3,575 generated in unrestricted income
- Participants included:
 - unpaid carers
 - new Personal Assistants entering the workforce
 - voluntary sector groups
 - small employers
 - individual residents preparing for a caring role
- Courses delivered by trained instructors with a focus on safe transfers, posture, equipment use and prevention of injury

Strategic Importance of Training

1. Strengthening Disability Confident Practice

Our training helps employers adopt safer, more inclusive and accessible ways of supporting disabled staff and carers in the workplace.

2. Supporting Skills for Care and Care Academy Pathways

Moving & Handling sits within a broader learning pathway that supports the social care workforce and improves community-based care.

3. Generating Sustainable Income

As an unrestricted income stream, this training helps strengthen organisational resilience and supports reinvestment into core services.

4. Improving Community Safety & Confidence

Safe techniques reduce risk for carers and the people they support, preventing crisis situations and enabling people to remain safely at home.

Meet Our Team

Our people are at the heart of everything we do. At the start of the year the organisation employed 22 staff. As some contracts came to an end, planned reductions brought the team to 13 staff members by year-end, most working part-time.

Despite this change, colleagues continued to deliver services with professionalism and care, and we are grateful for their resilience during a demanding year of consolidation.

Melanie Hawman

Chief Executive Officer
(retired 31 April 2025)

Chelsea Smith

Operations Manager

Evans Chelal

Interim
Finance Manager

David Finn

Business Support Lead

Alison Day

Senior Payroll Technician

Marta Drake

Payroll Assistant

Sally Glancy

Carers Central
Support Worker

Levi Habashanti

Carers Central Support
Worker &
Safe Guarding Lead

Idrissa Jackson

Project Coordinator

Natasha King

Direct Payment
Support Officer

Maria Lishman

Disability Advice
Support Officer

Kyle Mais

Support Officer

Ashfaq Shamin

Benefits Advisor

Nathan Iodice

Finance Assistant

Thank you to the colleagues who left the DRC during this year:

Abbey Barlow, David Brady, Daniel Churchman, Clare Coplestone, Maimoonah Hanif, Nathan Iodice, Shyrus Naaz, Ellie O'Connor and Helen Underwood.

Also, a Big Thank You to Our Volunteers!

Alongside staff, a small volunteer base supported activities at the Mayfield Centre and with administration at the Rufus Centre.

THANK YOU:

- Lil for admin support, Sara for phone support and Kim helping with filing
- Sandra and Rohin volunteering at the Warm & Wellbeing Hub
- Karen for helping with crafting

Governance & Management

A year of structural strain, significant transition and consolidation

The Disability Resource Centre is a charitable company limited by guarantee and governed by a Board of Trustees with responsibility for setting strategic direction, overseeing risk and ensuring the charity delivers public benefit in line with its charitable objects. Trustees met every other month throughout 2024–25 and were supported by three standing committees:

- Finance Committee
- Business Development Committee
- Performance Committee

which provided deeper scrutiny of operational, financial and strategic matters.

The year was marked by significant organisational strain. Several senior and long-standing staff left the organisation, including the Operations Manager, and a number of time-limited funded roles ended. This reduced staffing from 22 to 13 and placed considerable pressure on remaining teams. To maintain essential operational continuity and financial oversight a long-term serving staff member was internally promoted as Operations Manager and the Treasurer stepped down from the Board to take up one-year, fixed-term role as Interim Finance Manager. As the CEO was going to retire at the end of the reporting year, the recruitment for the successor started in early 2025.

Despite these challenges, trustees maintained oversight, monitoring the risks associated with staffing shortages, the consolidation of premises and the transition of financial systems, and ensured that services remained safe and compliant. The Board also initiated a process to refresh its own governance capacity, identifying the need for new trustees with expertise in finance, governance and organisational development, and beginning recruitment to strengthen the Board for the future.

The resilience of the staff team during this period of strain is acknowledged with deep appreciation, and their commitment ensured continuity of support for disabled people, carers and families across Bedfordshire, Luton, Milton Keynes and beyond. The Board acknowledges the dedication and professionalism shown by staff throughout the year and is committed to supporting a healthier organisational culture, stronger internal processes and improved staff wellbeing as part of the charity's wider development plan for 2025–26 and beyond.

Risk Management & Reserves

Ensuring stability, safeguarding our services, and planning for the future

The Board of Trustees has overall responsibility for identifying and managing the major risks facing the charity. Throughout 2024–25 the Finance, Performance and Business Development Committees reviewed emerging risks within their areas of oversight, with the Board considering updates every other month.

Key risks during the year included reduced staffing capacity, pressures on financial resilience, reliance on several short-term contracts, and limitations within internal systems and processes. The transition to new operational leadership mid-year also highlighted the need for clearer reporting and more consistent data governance.

Mitigating actions included strengthening financial oversight through the appointment of an Interim Finance Manager, improving the use of the CRM system, consolidating premises to reduce cost pressures, and introducing more structured performance reporting. Work to modernise internal systems, improve communication, and refresh governance is continuing into 2025–26 as part of the organisation’s wider development plan.

The Trustees are confident that appropriate controls are in place and that the organisation is taking the right steps to strengthen resilience and improve long-term stability.

Reserves Policy

The charity aims to maintain unrestricted reserves equivalent to three to six months of operating costs, ensuring continuity of essential services during periods of financial uncertainty.

At 31 March 2025, the charity held £296,811 in unrestricted reserves, of which £289,845 were free reserves, equating to approximately six months of operating expenditure. This sits comfortably within the target range and provides a stable foundation as the organisation moves into a year of potential contract renewals and ongoing development.

Designated reserves are held to support future commitments, including premises improvements (£150,000), staffing contingency (£60,000), IT infrastructure (£15,000) and organisational development (£20,000).

Trustees will continue to monitor reserves quarterly and adjust designated funds as needed to support the charity’s strategic priorities and long-term sustainability.

Looking Ahead

Strengthening our foundations, rebuilding confidence and shaping the future

In 2025–26, our focus is on strengthening the foundations of the organisation so that disabled people, carers and families can continue to rely on us for trusted, high-quality support. The year ahead will be one of rebuilding capacity, modernising systems and deepening partnerships, guided by the new 2025–2030 Strategy.

Our priorities for the coming year include:

1. Strengthening organisational systems and governance

We will continue improving internal processes, data governance, financial controls and performance reporting, ensuring greater consistency, transparency and accountability across all services.

2. Investing in staff wellbeing and operational capacity

Rebuilding a healthy organisational culture is essential. We will support staff development, improve communication channels, and begin growing the team where capacity gaps have been identified.

3. Expanding our training and workforce development offer

Moving & Handling, Disability Confident training and our Care Academy pathway will be expanded to meet community need and generate sustainable income, complementing our Skills for Care programmes.

4. Refreshing our mobility and independence offer

Following the closure of the previous Mobility Shop, we will strengthen the integrated equipment, lease and independence service at the Mayfield Centre, ensuring residents can access safe and affordable support.

5. Deepening community hubs and partnerships

The Warm & Wellbeing Hub will continue to grow as a welcoming community space. We will also progress early work towards a broader Citizens Hub model, ensuring improved visibility and partnership working across Bedfordshire, Luton and Milton Keynes.

6. Enhancing financial resilience and diversifying income

We will build on existing strengths to increase unrestricted income through training, equipment services and business development activity, while working closely with commissioners on contract renewals.

7. Strengthening volunteer engagement

A renewed volunteer programme will support community activities, increase capacity and deepen our connection with local residents.

The year ahead will combine stabilisation with thoughtful growth. With strong reserves, a committed staff team and a clear strategic direction, the Board and senior leadership are confident that the Disability Resource Centre is well-positioned to build a more resilient, modern and inclusive organisation for the communities we serve.

Financial Review

Consolidation, strong financial controls and a modest surplus

The financial year ended 31 March 2025 marked a period of consolidation for the Disability Resource Centre. Despite reduced staffing capacity, the end of several time-limited contracts and pressures on local authority and NHS budgets, the charity delivered a modest surplus of **£9,559**, compared with a deficit of £82,907 in the previous year. This reflects careful cost management, reduced expenditure following restructuring, and stronger control of operating costs throughout the year.

Income

Total income for the year was **£576,415** (2024: £695,108). The reduction reflects the completion of several short-term funded projects and lower levels of chargeable services as the Mobility Shop site closed unexpectedly following flood damage. Core income continued to be driven by local authority and NHS contracts, alongside income generated from Direct Payments, Advice Central, Carers Central and Care Academy activity. Restricted income of £39,767 related to Skills for Care was fully utilised in line with funder conditions.

Expenditure

Total expenditure reduced significantly to **£566,856** (2024: £778,015). This was due to lower staffing costs after the end of time-limited roles and tighter control of non-essential spending. Staffing accounted for £388,941 of expenditure, representing approximately 71% of total costs. Operating costs, including facilities, IT, professional fees and utilities, were closely monitored throughout the year. Expenditure aligned with the priorities of maintaining essential services while managing a reduced staff team and smaller premises footprint.

Reserves

At year-end the charity held total unrestricted reserves of **£296,811** (2024: £287,252). Within this, the charity maintained several designated funds to support future commitments in premises, staffing, IT infrastructure, and organisational development. Free reserves available for general use were £289,845, representing around six months of operating expenditure, above the minimum target of three months set in the Reserves Policy. The Board considers this level of free reserves prudent given the concentration of income in statutory contracts and the organisation's current operating environment.

Cash Flow and Liquidity

Cash at bank and in hand increased from £205,868 to **£252,888**, reflecting stronger cash management, improved debtor collection and reduced expenditure during the year. The charity has no long-term debt and maintains a stable working capital position.

Material Uncertainty and Going Concern

The Independent Examiner drew attention to a material uncertainty relating to contract renewals due by March 2026, with approximately £192,596 of income at risk if certain contracts are not renewed. Trustees have reviewed cash flow and budget forecasts to March 2026 and concluded that the charity remains a going concern, supported by its current reserve levels, active negotiations with commissioners, and a clear Financial Growth Plan designed to diversify income. The Board continues to monitor contract renewal risks closely and has contingency plans in place should income levels fluctuate.



Trustees' Responsibilities Statement

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with UK law and applicable accounting standards, including FRS 102 and the Charities SORP. Company law requires the Trustees to prepare financial statements that give a true and fair view of the charity's financial position and its income and expenditure for the year.

In doing so, the Trustees must:

- select suitable accounting policies and apply them consistently
- make reasonable and prudent judgements and estimates
- follow applicable accounting standards and the Charities SORP
- prepare the accounts on a going concern basis unless it is inappropriate to do so

The Trustees are responsible for keeping proper accounting records that show the financial position of the charity and ensure compliance with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud and other irregularities.

The Trustees confirm that, so far as they are aware, there is no relevant examination information of which the Independent Examiner is unaware, and that they have taken all necessary steps to make themselves aware of such information.

Thank You



**Disability
Resource
Centre**



 **Carers Central**



The Disability Resource Centre, Room 1, The Rufus Centre,
Steppingley Road, Flitwick, MK45 1AH



01582 470 900



info@drcbeds.org.uk



www.drcbeds.org.uk

www.advicecentral.org.uk

www.carerscentral.org.uk

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

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
FOR
THE DISABILITY RESOURCE CENTRE**

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

THE DISABILITY RESOURCE CENTRE

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FOR THE YEAR ENDED 31 MARCH 2025**

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THE DISABILITY RESOURCE CENTRE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025

TRUSTEES	B K E Dennis J Pick - Vice chair K Taylor A G H Buckley (resigned 22/11/24) S Brown B S Pedersen G Ormston - Chair E Chelal (resigned 5/1/25) J M New (appointed 22/11/24)
EXECUTIVE MANAGEMENT TEAM	M Hawman, Company secretary and Chief Executive Officer (retired 30/4/25) A Bland - Company secretary and Chief Executive Officer (appointed 1/4/25)
REGISTERED OFFICE	Room 1 The Rufus Centre Steppingley Road Flitwick Bedfordshire MK45 1AH
REGISTERED COMPANY NUMBER	02898000 (England and Wales)
REGISTERED CHARITY NUMBER	1041712
INDEPENDENT EXAMINER	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 2025

This has been a challenging but decisive year for The Disability Resource Centre. In order to avoid repeating last year's significant deficit, we reduced expenditure, implemented voluntary redundancies, and strengthened financial oversight. As a result, we ended the year with a surplus of £9,995. I would like to thank our dedicated staff team, whose commitment has ensured that our services continued uninterrupted despite a smaller workforce.

We maintained face-to-face delivery at the Mayfield Centre in Dunstable and continued our wider services from the Rufus Centre in Flitwick. New funding enabled the launch of two innovative projects: our Warm Hub, supporting people facing isolation and cost-of-living pressures, and a pilot programme offering exercise and advice for people with musculoskeletal conditions. Demand for welfare benefits support has remained extremely high and continues to deliver strong outcomes for the people we serve.

We also sustained our long-standing services for unpaid carers in Luton and continued to deliver payroll and care-budget support for individuals across Bedfordshire, Northamptonshire and Oxfordshire. Like many charities, we face ongoing competition for funds, with new income now more often secured through smaller, short-term contracts.

This year saw changes to our Board. We welcomed Julie New in July 2024 and thanked Andrew Buckley on his retirement in November for his years of valued service. Recruitment for additional trustees is under way.

The coming year will bring further change. Melanie Hawman retired as CEO in April 2025 after guiding the organisation with professionalism and compassion through a period of considerable pressure. We warmly welcome Anne Bland as our new CEO and look forward to working with her as we shape the next phase of the organisation's development. The Board is setting out new priorities through a five-year Strategic Plan to secure a sustainable future.

The Disability Resource Centre continues to make a tangible difference to people's lives. This is only possible because of the commitment of our funders, staff, volunteers and trustees. My sincere thanks to them all. We look forward to the year ahead and to building a strong future for the organisation.

Jill Pick, Acting Chair

THE DISABILITY RESOURCE CENTRE

CHIEF EXECUTIVE'S INTRODUCTION FOR THE YEAR ENDED 31 MARCH 2025

Although I joined the Disability Resource Centre just after the period covered by this Annual Report, I want to offer a clear view of the organisation I have inherited and the direction we are now shaping for the future.

My first month was spent listening to staff, volunteers, trustees, partners and the communities we support. These conversations revealed an organisation with considerable strengths: committed colleagues, trusted relationships across our region and services that are genuinely valued by people with disabilities and unpaid carers. They also highlighted areas that need focused investment, including modernising systems, improving data, strengthening internal capacity and ensuring that our premises and infrastructure are fit for purpose. These challenges reflect a small team working hard in a context of increasing demand and limited resources.

What I have found is a resilient charity that has continued to deliver for local people despite operating under pressure. The dedication and professionalism of staff form a strong foundation for the next stage of our development.

Working alongside the Chair and trustees, we have already begun shaping a renewed strategic direction. Our new 2025-2030 Strategy, *Creating Accessible Futures*, sets out a bold pathway from survival toward sustainable impact and long-term systemic influence. It guides us towards greater organisational strength, improved digital and physical infrastructure, and service models that reflect the needs and experiences of people with disabilities and long-term conditions and unpaid carers today.

In the year ahead, our priorities include stabilising capacity, strengthening financial resilience, upgrading digital ecosystem, developing a hub-and-spoke model for outreach and laying the groundwork for a social enterprise to generate sustainable unrestricted income. These steps are essential to protect core services and extend our social impact.

I am grateful for the openness and commitment of everyone involved. The Disability Resource Centre exists so that people with disabilities and long-term conditions and carers always have somewhere informed and compassionate to turn. Building a modern, confident organisation behind that mission is our shared task for the years ahead.

I look forward to leading this next chapter with purpose and optimism.

Anne Bland, Chief Executive Officer, (Appointed 1 April 2025)

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

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 2025. 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).

About the Charity

Established in 1994, the Disability Resource Centre is an independent, user-led charity with more than 31 years of experience of supporting people with disabilities and long-term health conditions and unpaid carers across Bedfordshire, Luton, Milton Keynes and beyond. We offer practical advice, information, guidance; equipment services; training and wellbeing support; and manage money and care through our payroll and recruitment agency; so individuals can build confidence, access their rights, and live more independently.

Public benefit

The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning future activities.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Achievements and performance

Charitable activities

Vision

- We are the first choice for creative solutions to health and disability challenges.

Mission

- To be a trusted place of support for people with disabilities and their families.
- We partner with local communities in Bedfordshire, Luton and Milton Keynes to improve wellbeing, independence and inclusion for anyone with a disability or health condition.
- Our team of Trustees, staff and CEO lead with heart and deliver with clarity, compassion and accountability.

Values

- Empathy
- Commitment
- Creativity
- Collaboration
- Quality

Overview of the Year

The 2024-25 year was a period of significant transition for the Disability Resource Centre marked by consolidation. While the organisation operated with a smaller team and evolving funding landscape, staff and trustees remained focused on maintaining continuity of support for people with disabilities and long-term conditions and unpaid carers. The year can be viewed across three phases, each marked by clear achievements and important developments.

Phase 1: Restructure & Consolidation

As several projects came to an end, the organisation implemented planned redundancies and reduced its premises footprint further to stabilise costs and protect essential services. This period brought understandable pressure on teams, particularly where specialist posts were lost or merged. Alongside these challenges, important new opportunities emerged, including the successful award of £40,000 Skills for Care funding, the NHS BLMK's £20,000 MSK ActiveWell pilot grant, and early steps towards building a more multi-skilled internal team. These developments began to shape a more resilient future model for the charity.

Phase 2: Contract Stabilisation & System Improvements

During the autumn, the organisation focused on strengthening delivery across its core contracts. Teams improved their use of the CRM system, Carers Central introduced a new secure portal for transferring information supporting people in 11 languages, and early work began to improve data collection and reporting.

The end of the calendar year saw a refreshed marketing focus around Disability Confident and Care Academy activity, and the continuation of strong networks across Carers Central's partners in Luton.

Phase 3: Winter Pressures, Warm Hub & Pre-Transition

The charity secured £27,000 to launch a much-needed Warm & Wellbeing Hub, which was mobilised quickly in Mayfield and drew strong community engagement. Early development began on a Hub model to support strategic alignment with future service delivery and the Treasurer resigned to become Interim Finance Manager, stabilising financial oversight.

The year concluded with the transition to new leadership and a thorough diagnostic review.

Key Facts

- 22 staff at the start ? 13 at the end of the year

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Over 2,300 people directly supported
- 1,398 residents supported by Advice Central
- 489 carers supported / issues handled in Luton
- 285 people trained through the Care Academy
- 53 people supported through MSK ActiveWell
- 17 Moving & Handling trainings delivered
- 326 mobility equipment sold or leased
- 481 employers supported by payroll service
- 1,073 Personal Assistants' wages processed

New Funding Secured

- £40,000 Skills for Care funding
- £20,000 NHS BLMK MSK ActiveWell pilot
- £27,000 Warm & Wellbeing Hub funding
- Total £87,000 in new project income

Advice Central

Advice Central provides a single point of access for social welfare information, advice and guidance for residents across Central Bedfordshire, delivered through a virtual hub, telephone, email and in person appointments at the Rufus and Mayfield Centres. The service is staffed by a small specialist team, including a welfare benefits adviser, who provide confidential, impartial support to disabled people, older people, carers and families.

During 2024-25 the team has continued to consolidate Advice Central as the recognised gateway into local advice and support. Our CRM system (HubSpot) now holds records for over 2,200 Central Bedfordshire residents who have used the service, with most people contacting us by telephone or email and a smaller but important proportion accessing help face to face or via the website. We have maintained high levels of first point of contact resolution, ensured that out of hours enquiries are responded to the next working day, and strengthened our referral pathways into trusted partners such as Citizens Advice, Mind, Carers in Bedfordshire, adult learning and community groups.

Internally, the year has seen further investment in staff training, quality and safeguarding, including welfare benefits training, customer service skills, GDPR and trusted assessor qualifications. The team has taken part in outreach events and stakeholder networks to raise awareness of the service and to reach residents who are unlikely to seek help early. Across the year, Advice Central has secured significant welfare benefit gains for local residents through detailed casework and has helped many people to navigate complex systems at a time of continued cost of living pressures.

Reach & Demand

Who We Supported

- 1,398 residents registered accessed information, advice and guidance

How People Contacted Us

- 45% email
- 40% telephone
- 14% walk-in
- 1% webmail

What We Mostly Helped With

- CBC vouchers issued: 170
- General advice given: 158
- Signposting to external groups: 156
- Benefits advice cases: 117

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Equipment sales: 47
- Equipment hire: 47
- Donations processed: 46
- Energy advice (Living Well Fund): 15

First Point of Contact

- 100% enquiries resolved or appropriately triaged at first contact

Equality, Diversity & Inclusion

- Highest demand came from Dunstable and Houghton Regis wards
- A quarter of service users from Black, Asian, Mixed or other minority ethnic communities
- Around 7 in 10 Advice Central contacts are from women

Carers Central

Carers Central provides information, advice and support to unpaid carers living in Luton, helping them understand their rights, navigate services and maintain their wellbeing alongside their caring role. The service operates as a virtual hub, with support offered by telephone, email and online, and through face-to-face outreach in community venues such as GP practices and carer-friendly coffee mornings.

Our advisors and support workers helped carers stabilise complex situations, access statutory assessments, and improve their wellbeing and confidence. Working closely with Luton Borough Council (LBC), social prescribers, GP Surgeries, and local partners, we contributed to the first phase of the Luton Carers Strategy Implementation Plan.

Reach & Demand

Who We Supported

- 489 carers' issues supported
- Majority of carers were women, reflecting national caring patterns
- Carers from a broad range of ethnic backgrounds across Luton

What We Mostly Helped With

- increase income through successful Attendance Allowance and Blue Badge applications
- access specialist advice for housing, welfare and community support
- reduce isolation through referrals to dementia cafés, luncheon clubs and community groups
- navigate complex systems with personalised help and follow-up
- receive emotional reassurance and advocacy at a time of high pressure

First Point of Contact

- Enquiries were resolved or appropriately triaged at first contact
- Carers were supported to reach the right service without delay
- Complex cases were followed up through structured welfare calls

Our work directly supported all four priorities of the Luton Carers Strategy:

- Early identification of carers
- Support and empowerment
- Valuing carers as partners
- Improved health and wellbeing

LBC's new trusted assessor role through a new joint pilot project will allow Carers Central to innovate and test new ways of identifying unpaid carers, reduce waiting times and ease pressure on the local authority.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Carers Central created positive social impact by connecting carers with the right support at the right time, and by working closely with health, social care and community partners to improve local pathways for unpaid carers.

MSK ActiveWell

Musculoskeletal (MSK) conditions continue to be a leading cause of long-term pain, disability and reduced independence across the UK. In 2024, 17.9% of adults reported living with an MSK condition, and people with MSK conditions were 1.5 times more likely to experience a mental health condition. The challenges are intensified by national MSK waiting times, with many individuals waiting over 65 weeks for treatment. During this period, mobility often declines, pain increases and emotional wellbeing can deteriorate.

To address this gap, The Disability Resource Centre launched MSK ActiveWell in partnership with BLMK Integrated Care Board. The programme supported individuals with diagnosed MSK conditions who were on the NHS waiting list, providing holistic, early-intervention support to prevent deterioration and improve wellbeing while they waited for specialist care. Drawing on over 30 years' experience supporting people with long-term conditions, DRC designed the programme to offer accessible, person-centred wellbeing, exercise support and social connection across Bedfordshire, Luton and Milton Keynes.

MSK ActiveWell aimed to stabilise or improve physical, mental and social wellbeing for people awaiting MSK treatment. The programme supported participants to reduce pain, build mobility confidence, address isolation and access the right services at the right time. It also sought to reduce deterioration that may lead to more complex health needs or unnecessary surgical intervention.

Reach & Demand

Who We Supported

- 53 initial assessments across BLMK

How People Contacted Us

- Self-referral
- Telephone
- Referral from Partners/ Stakeholders

What We Mostly Helped With

- Wellbeing Improvements: Wellbeing scores increased significantly
- Holistic Impact: Social connections and excellent health coach support identified

First Point of Contact

- 100% enquiries resolved or appropriately triaged at first contact
- Supporting with additional DRC services
- Ensuring people reach the right support quickly

Care Academy

The Care Academy was established by DRC (with funding from Skills for Care) to support the development of high-quality, well-prepared Personal Assistants (PAs) and carers in Bedfordshire, Luton, Milton Keynes and beyond. The objective is to raise skills, knowledge and professional confidence in the care workforce by providing accessible, relevant training covering core care skills, and to open its offer more broadly to include carers themselves and anyone wanting to gain vital care-skills.

Delivery

- Since 2015 the Care Academy has delivered workshops based on the Care Certificate modules for hundreds of PAs.
- The programme has been redesigned and expanded to include a wider range of topics and to open up to carers and non-PAs.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Delivery is via a combination of online modules and interactive workshops, enabling flexible learning, practical scenario-based work and reflective practice.

Outputs Achieved in 2024/25

Individual employers (social care direct payment)	27
Individual employers (PHB funded only)	11
Individual employers (self-funded)	1
Personal assistants (employed by social care)	107
Personal assistants (employed by PHB holders)	73
Personal assistants (self-funded)	0
Personal assistants (self-employed)	26
Other:	
Family members/ unpaid carers	15
Social workers	0
Local authority staff	0
ULO staff	4
Aspiring carers/ personal assistants	21
Total number of people trained:	285

The Care Academy has helped PAs and care workers improve their skills and knowledge over its tenure:

- By increasing the professionalism and capability of the local care workforce, DRC strengthens quality of care, supports people with disabilities to receive better support, and assists carers and employers in the system.

- Opening the programme to a wider audience means the potential reach expands: carers, new entrants to care, employers of PAs can all benefit, supporting workforce development and care sector sustainability.

- The breadth of topics now covers essential competencies, duty-of-care issues, equality, safeguarding and complex needs, addressing core training gaps in the sector.

- Feedback from course participants highlights:

o increased confidence

o improved understanding

o greater ability to work in person-centred, inclusive ways (based on DRC's reporting of training evolution).

Direct Payments - Self-Directed Support, Payroll, Managed Accounts, Recruitment, Employer Support

Direct Payments are a key way for people with disabilities, older people and those with long-term health conditions to live independently at home by arranging their own care and support. Instead of services being organised directly by the local authority, individuals receive funds to purchase the support that best fits their lives, giving them more choice and control. Local authorities and health bodies in England and Wales have a statutory duty to offer Direct Payments to people with eligible, assessed needs.

For many people, however, becoming an employer, managing payroll, and understanding employment law can feel daunting. The Disability Resource Centre, provides a comprehensive and holistic Direct Payment Support, Payroll and Recruitment service to make Direct Payments accessible, safe and workable in practice. Working across Bedfordshire, Luton, Milton Keynes and surrounding areas, the service enables people to use Direct Payments confidently, employ their own Personal Assistants (PAs) and stay in control of their support, without being overwhelmed by paperwork and compliance.

Reach & Demand

Service Design

- Information, Advice, guidance and set up support

- Employer and Payroll Support

- Managed Account services

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Recruitment Services
- On-going guidance and resources

How People Contacted Us

- Self-Referral
- Telephone
- Referral from Partners/ Stakeholders

What We Mostly Helped With

- Increased independence
- Reduced barriers to support
- Stronger local PA workforce
- Supported with Direct Payment queries
- HMRC queries

First Point of Contact

- Enquiries resolved or appropriately triaged at first contact

Payroll

- 481 independent employers
- 1073 Personal Assistants' payroll processed

Funders

- Bedford Borough Council
- Central Bedfordshire Council
- NHS BLMK Bedfordshire
- NHS BLMK Luton
- Northampton borough Council
- Oxfordshire County Council
- Self-funders

Warm & Wellbeing Hub - Mayfield Road

In 2024/25, The Disability Resource Centre delivered a Warm & Wellbeing Hub at the Mayfield Centre in Dunstable, funded by the Bedfordshire & Luton Community Foundation (BLCF) through the Cadent Gas Living Well Fund. The Hub was created in response to the cost-of-living crisis and the increased risk cold homes pose to people with disabilities, long-term conditions and low incomes. Its purpose was to provide a warm, safe space where people could reduce isolation, access practical energy-saving advice, and improve their physical and emotional wellbeing. The Hub runs every Tuesday and Wednesday (from Jan 2024), 10am-1pm, offering a drop-in space that was easy to access and welcoming to all. The Hub received regular weekly footfall, with attendance building steadily across the winter months.

Sessions included:

- Free hot drinks, soup and a warm café-style environment
- Advice on reducing energy bills, staying warm at home and simple money-saving tips
- Social and creative activities such as arts and crafts and wellbeing workshops
- Friendly staff support, free WIFI, and a comfortable community space

This combination of warmth, guidance and social connection was especially valuable for people who were isolated, nervous about rising energy costs or unable to heat their homes adequately.

The Hub delivered clear benefits for attendees during the winter months:

- Improved wellbeing and reduced isolation, with many participants reporting increased confidence and enjoyment from meeting others.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Greater knowledge of energy-saving techniques, with participants adopting practical changes at home and sharing tips with family and neighbours.
- Positive feedback on the environment, describing the venue as "lovely and warm", supportive and friendly.
- Safe alternative to cold homes, reducing the health risks associated with inadequate heating for vulnerable people.

The success of the Warm Hub demonstrates the continuing need for welcoming, low-barrier community spaces that support wellbeing and offer practical help during colder and financially challenging months.

Mobility Equipment & Independence Support

Our Mobility & Independence services provide practical solutions that help disabled people, older residents and carers maintain dignity and independence in daily life. These services include access to affordable mobility equipment, demonstrations, advice on safe daily living and support to choose the right tools for home use.

Keeping people safe, confident and independent at home

During 2024-25, these services underwent significant change following the previous year's disaster of losing the dedicated Mobility Shop due to a major flood from the premises above. To maintain continuity for local residents, the service was relocated to the Mayfield Centre, where our Warm & Wellbeing Hub was adapted to double as a community hub and equipment point. Despite this disruption, staff continued offering trusted, compassionate support to people who rely on us for everyday independence.

Mobility Equipment Sales, Lease & Donations

Residents often come to us unsure which equipment will help them stay safe at home. Our trained team offers demonstrations, impartial advice and support to help people choose the right equipment for their needs.

We offer

- equipment sales
- low-cost lease/hire options
- acceptance of good-quality donated equipment, helping us offer affordable items to residents in financial hardship and reducing waste

2024-25 at a glance

- 326 items supplied, up from 284 last year
- £12,479 income generated through sales
- Clear shift from sales to lease, aligning with community preference for low-cost, flexible options
- Donations of good-quality items allowed us to support people who could not otherwise afford essential equipment
- Equipment support delivered alongside benefit advice and Warm Hub activities

Why These Services Matter

- Enable residents to remain safe and independent at home
- Prevent avoidable falls and hospital admissions
- Provide trusted, affordable alternatives to online retailers
- Help families adjust to new disabilities or changing care needs
- Ensure sustainability by reusing good-quality donated equipment
- Strengthen community connection through the Warm & Wellbeing Hub

Moving & Handling

Our full-cost training programme provides high-quality Moving & Handling training for unpaid carers, Personal Assistants (PAs), individual employers, voluntary sector groups and professionals. These sessions equip people with the skills to support others safely, reduce the risk of injury and improve confidence.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

This training is a core part of our offer as a Disability Confident Leader, helping organisations meet their obligations to support disabled employees and workers. It also underpins our Care Academy and complements Skills for Care-funded workforce development.

During 2024-25, we offered a half-day course once a month, with plans to expand in 2025-26 as part of our organisational strategy.

Building skills, safety and confidence for carers, Personal Assistants and organisations

Strategic Importance of Training

1. Strengthening Disability Confident Practice

Our training helps employers adopt safer, more inclusive and accessible ways of supporting disabled staff and carers in the workplace.

2. Supporting Skills for Care and Care Academy Pathways

Moving & Handling sits within a broader learning pathway that supports the social care workforce and improves community-based care.

3. Generating Sustainable Income

As an unrestricted income stream, this training helps strengthen organisational resilience and supports reinvestment into core services.

4. Improving Community Safety & Confidence

Safe techniques reduce risk for carers and the people they support, preventing crisis situations and enabling people to remain safely at home.

2024-25 at a glance

- 17 sessions delivered, up from 10 the previous year

- One half day training typically had 6-8 participants

- £3,575 generated in unrestricted income

- Participants included:

- o unpaid carers

- o new Personal Assistants entering the workforce

- o voluntary sector groups

- o small employers

- o individual residents preparing for a caring role

- Courses delivered by trained instructors with a focus on safe transfers, posture, equipment use and prevention of injury

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

Consolidation, strong financial controls and a modest surplus

The financial year ended 31 March 2025 marked a period of consolidation for the Disability Resource Centre. Despite reduced staffing capacity, the end of several time-limited contracts and pressures on local authority and NHS budgets, the charity delivered a modest surplus of £9,559, compared with a deficit of £82,907 in the previous year. This reflects careful cost management, reduced expenditure following restructuring, and stronger control of operating costs throughout the year.

Income

Total income for the year was £576,415 (2024: £695,108). The reduction reflects the completion of several short-term funded projects and lower levels of chargeable services as the Mobility Shop site closed unexpectedly following flood damage in 2023. Core income continued to be driven by local authority and NHS contracts, alongside income generated from Direct Payments, Advice Central, Carers Central and Care Academy activity. Restricted income of £39,767 related to Skills for Care was fully utilised in line with funder conditions.

Expenditure

Total expenditure reduced significantly to £566,856 (2024: £778,015). This was due to lower staffing costs after the end of time-limited roles and tighter control of non-essential spending. Staffing accounted for £388,941 of expenditure, representing approximately 71% of total costs. Operating costs, including facilities, IT, professional fees and utilities, were closely monitored throughout the year. Expenditure aligned with the priorities of maintaining essential services while managing a reduced staff team and smaller premises footprint.

Reserves

At year-end the charity held total unrestricted reserves of £296,811 (2024: £287,252). Within this, the charity maintained several designated funds to support future commitments in premises, staffing, IT infrastructure, and organisational development. Free reserves available for general use were £289,845, representing around six months of operating expenditure, above the minimum target of three months set in the Reserves Policy. The Board considers this level of free reserves prudent given the concentration of income in statutory contracts and the organisation's current operating environment.

Cash Flow and Liquidity

Cash at bank and in hand increased from £205,868 to £252,888, reflecting stronger cash management, improved debtor collection and reduced expenditure during the year. The charity has no long-term debt and maintains a stable working capital position.

Investment policy and objectives

The charity maintains deposit accounts which are regularly reviewed. We have made the decision to make a small investment to see how valuable this could be.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

Reserves policy

The charity aims to maintain unrestricted reserves equivalent to three to six months of operating costs, ensuring continuity of essential services during periods of financial uncertainty.

At 31 March 2025, the charity held £296,811 in unrestricted reserves, of which £289,845 were free reserves, equating to approximately six months of operating expenditure. This sits comfortably within the target range and provides a stable foundation as the organisation moves into a year of potential contract renewals and ongoing development.

Designated reserves are held to support future commitments, including premises improvements (£150,000), staffing contingency (£60,000), IT infrastructure (£15,000) and organisational development (£20,000).

Trustees will continue to monitor reserves quarterly and adjust designated funds as needed to support the charity's strategic priorities and long-term sustainability.

Going concern

The trustees have assessed the charity's ability to continue as a going concern and have concluded that whilst there are material uncertainties regarding certain contracted income streams, sufficient contingency plans are deemed to be in place to enable the charity's ability to continue in operation for the foreseeable future. This assessment has considered the potential non-renewal of contracts due in March 2026, the adequacy of reserves, and the income diversification and growth plan.

Risk management

Ensuring stability, safeguarding our services, and planning for the future

The Board of Trustees has overall responsibility for identifying and managing the major risks facing the charity. Throughout 2024-25 the Finance, Performance and Business Development Committees reviewed emerging risks within their areas of oversight, with the Board considering updates every other month.

Key risks during the year included reduced staffing capacity, pressures on financial resilience, reliance on several short-term contracts, and limitations within internal systems and processes. The transition to new operational leadership mid-year also highlighted the need for clearer reporting and more consistent data governance.

Mitigating actions included strengthening financial oversight through the appointment of an Interim Finance Manager, improving the use of the CRM system, consolidating premises to reduce cost pressures, and introducing more structured performance reporting. Work to modernise internal systems, improve communication, and refresh governance is continuing into 2025-26 as part of the organisation's wider development plan.

The Trustees are confident that appropriate controls are in place and that the organisation is taking the right steps to strengthen resilience and improve long-term stability.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Future plans

Looking ahead: Strengthening our foundations, rebuilding confidence and shaping the future

In 2025-26, our focus is on strengthening the foundations of the organisation so that disabled people, carers and families can continue to rely on us for trusted, high-quality support. The year ahead will be one of rebuilding capacity, modernising systems and deepening partnerships, guided by the new 2025-2030 Strategy.

Our priorities for the coming year include:

1. Strengthening organisational systems and governance

We will continue improving internal processes, data governance, financial controls and performance reporting, ensuring greater consistency, transparency and accountability across all services.

2. Investing in staff wellbeing and operational capacity

Rebuilding a healthy organisational culture is essential. We will support staff development, improve communication channels, and begin growing the team where capacity gaps have been identified.

3. Expanding our training and workforce development offer

Moving & Handling, Disability Confident training and our Care Academy pathway will be expanded to meet community need and generate sustainable income, complementing our Skills for Care programmes.

4. Refreshing our mobility and independence offer

Following the closure of the previous Mobility Shop, we will strengthen the integrated equipment, lease and independence service at the Mayfield Centre, ensuring residents can access safe and affordable support.

5. Deepening community hubs and partnerships

The Warm & Wellbeing Hub will continue to grow as a welcoming community space. We will also progress early work towards a broader Hub & Spoke model, ensuring improved visibility and partnership working across Bedfordshire, Luton and Milton Keynes.

6. Enhancing financial resilience and diversifying income

We will build on existing strengths to increase unrestricted income through training, equipment services and business development activity, while working closely with commissioners on contract renewals.

7. Strengthening volunteer engagement

A renewed volunteer programme will support community activities, increase capacity and deepen our connection with local residents.

The year ahead will combine stabilisation with thoughtful growth. With strong reserves, a committed staff team and a clear strategic direction, the Board and senior leadership are confident that the Disability Resource Centre is well-positioned to build a more resilient, modern, and inclusive organisation for the communities we serve.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance & Management

The Charity is governed by its Memorandum and Articles of Association which were set on 14 February 1994.

The charity is managed by a Board of Trustees who are Directors of the company. The Disability Resource Centre has 9 members who agree to contribute an amount of £5 in event of the company being wound up.

The Disability Resource Centre is a charitable company limited by guarantee and governed by a Board of Trustees with responsibility for setting strategic direction, overseeing risk and ensuring the charity delivers public benefit in line with its charitable objects. Trustees met every other month throughout 2024-25 and were supported by three standing committees:

- Finance Committee
- Business Development Committee
- Performance Committee

which provided deeper scrutiny of operational, financial and strategic matters.

The year was marked by significant organisational strain. Several senior and long-standing staff left the organisation, including the Operations Manager, and a number of time-limited funded roles ended. This reduced staffing from 22 to 13 and placed considerable pressure on remaining teams. To maintain essential operational continuity and financial oversight a long-term serving staff member was internally promoted as Operations Manager and the Treasurer stepped down from the Board to take up one-year, fixed-term role as Interim Finance Manager. As the CEO was going to retire at the end of the reporting year, the recruitment for the successor started in early 2025.

Despite these challenges, trustees maintained oversight, monitoring the risks associated with staffing shortages, the consolidation of premises and the transition of financial systems, and ensured that services remained safe and compliant. The Board also initiated a process to refresh its own governance capacity, identifying the need for new trustees with expertise in finance, governance and organisational development, and beginning recruitment to strengthen the Board for the future.

The resilience of the staff team during this period of strain is acknowledged with deep appreciation, and their commitment ensured continuity of support for disabled people, carers and families across Bedfordshire, Luton, Milton Keynes and beyond. The Board acknowledges the dedication and professionalism shown by staff throughout the year and is committed to supporting a healthier organisational culture, stronger internal processes and improved staff wellbeing as part of the charity's wider development plan for 2025-26 and beyond.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

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.

Gillian Ormston took over the role of Chair of Trustees last year and is supported by Jill Pick in her new role of Vice Chair. Gillian has a great deal of commercial expertise and Jill is an expert in Charitable Governance. Evans Chelal remains as Treasurer.

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 Purposes; Personnel or Services and Marketing. Full Board meetings take place every two months throughout the year with the AGM generally 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 an Operations Manager and Finance controller.

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.

Members of Board of Trustees

Members of the Board who are Directors for the purpose of company law and trustees for the purpose of charity law, who served during this year and up to the date of this report are set out on the administrative page.

In accordance with company law, as the company's directors we certify that:

- So far as we are aware there is no relevant audit information of which the company's auditors are unaware.
- As the directors of the company, we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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 2025**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

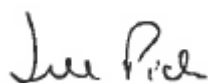
Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable 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 Charities 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 28 November 2025 and signed on the board's behalf by:



J Pick - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE DISABILITY RESOURCE CENTRE**

Independent examiner's report to the trustees of The Disability Resource Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE DISABILITY RESOURCE CENTRE**

Independent examiner's statement - matters of concern identified

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination.

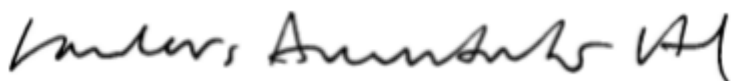
Material uncertainty relating to going concern

We draw attention to the trustees report in the financial statements, which indicates that whilst there is a material uncertainty regarding renewal of contracted income, contingency plans are in place and ready to be enacted if required. The trustees have confirmed their belief that the charity should continue to be considered a going concern on this basis.

I confirm that no other matters have come to my attention in connection with the examination giving me reasonable cause to believe that in any material respect:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act 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; and
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.



Robert Brown

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

28 November 2025

THE DISABILITY RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations	3	2,734	-	2,734	5,448
Charitable activities					
Information services	5	355,492	39,767	395,259	440,899
Chargeable services		159,964	-	159,964	210,427
Training and other income		12,471	-	12,471	19,559
Investment income	4	5,987	-	5,987	6,120
Other income		-	-	-	12,655
Total		<u>536,648</u>	<u>39,767</u>	<u>576,415</u>	<u>695,108</u>
EXPENDITURE ON					
Raising funds	6	1,856	-	1,856	3,092
Charitable activities					
Information services	7	525,233	-	525,233	747,608
Skills for Care		-	39,767	39,767	27,315
Total		<u>527,089</u>	<u>39,767</u>	<u>566,856</u>	<u>778,015</u>
NET INCOME/(EXPENDITURE)		9,559	-	9,559	(82,907)
RECONCILIATION OF FUNDS					
Total funds brought forward		287,252	-	287,252	370,159
TOTAL FUNDS CARRIED FORWARD		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**BALANCE SHEET
31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	14	4,853	-	4,853	3,029
CURRENT ASSETS					
Stocks	15	2,314	-	2,314	1,737
Debtors	16	56,862	-	56,862	123,095
Investments	17	20,000	-	20,000	-
Cash at bank and in hand		<u>252,888</u>	<u>-</u>	<u>252,888</u>	<u>205,868</u>
		332,064	-	332,064	330,700
CREDITORS					
Amounts falling due within one year	18	<u>(40,106)</u>	<u>-</u>	<u>(40,106)</u>	<u>(46,477)</u>
NET CURRENT ASSETS		<u>291,958</u>	<u>-</u>	<u>291,958</u>	<u>284,223</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>
NET ASSETS					
		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>
FUNDS					
Unrestricted funds	20			<u>296,811</u>	<u>287,252</u>
TOTAL FUNDS				<u>296,811</u>	<u>287,252</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

BALANCE SHEET - continued
31 MARCH 2025

The financial statements were approved by the Board of Trustees and authorised for issue on 28 November 2025 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'J Pick', written in a cursive style.

J Pick - Trustee

THE DISABILITY RESOURCE CENTRE

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
Notes	£	£
Cash flows from operating activities		
Cash generated from operations 1	<u>66,010</u>	<u>(137,099)</u>
Net cash provided by/(used in) operating activities	<u>66,010</u>	<u>(137,099)</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	(4,977)	(1,695)
Purchase of current asset investments	(20,000)	-
Interest received	<u>5,987</u>	<u>6,120</u>
Net cash (used in)/provided by investing activities	<u>(18,990)</u>	<u>4,425</u>
<hr/>		
Change in cash and cash equivalents in the reporting period	47,020	(132,674)
Cash and cash equivalents at the beginning of the reporting period	<u>205,868</u>	<u>338,542</u>
Cash and cash equivalents at the end of the reporting period	<u><u>252,888</u></u>	<u><u>205,868</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 2025

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

	31.3.25	31.3.24
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	9,559	(82,907)
Adjustments for:		
Depreciation charges	3,153	5,736
Interest received	(5,987)	(6,120)
(Increase)/decrease in stocks	(577)	1,000
Decrease in debtors	66,233	48,756
Decrease in creditors	<u>(6,371)</u>	<u>(103,564)</u>
Net cash provided by/(used in) operations	<u>66,010</u>	<u>(137,099)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24	Cash flow	At 31.3.25
	£	£	£
Net cash			
Cash at bank and in hand	<u>205,868</u>	<u>47,020</u>	<u>252,888</u>
	<u>205,868</u>	<u>47,020</u>	<u>252,888</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	<u>-</u>	<u>20,000</u>	<u>20,000</u>
	<u>-</u>	<u>20,000</u>	<u>20,000</u>
Total	<u>205,868</u>	<u>67,020</u>	<u>272,888</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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 principal 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 2025

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.

Fixtures and fittings - 20% on cost

Computer equipment - 33% 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 2025

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

	31.3.25	31.3.24
	£	£
Donations	<u>2,734</u>	<u>5,448</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	<u>5,987</u>	<u>6,120</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.25	31.3.24
		£	£
Grants	Information services	395,259	440,899
Chargeable services	Chargeable services	159,964	210,427
Training and other income	Training and other income	<u>12,471</u>	<u>19,559</u>
		<u>567,694</u>	<u>670,885</u>

6. RAISING FUNDS

Other trading activities

		31.3.25	31.3.24
		£	£
Opening stock		1,737	2,737
Purchases		2,433	2,092
Closing stock		<u>(2,314)</u>	<u>(1,737)</u>
		<u>1,856</u>	<u>3,092</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Information services	423,198	102,035	525,233
Skills for Care	<u>33,251</u>	<u>6,516</u>	<u>39,767</u>
	<u>456,449</u>	<u>108,551</u>	<u>565,000</u>

8. SUPPORT COSTS

	Management £	Finance £	Information technology £
Information services	10,097	958	39,966
Skills for Care	<u>-</u>	<u>-</u>	<u>-</u>
	<u>10,097</u>	<u>958</u>	<u>39,966</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

8. SUPPORT COSTS - continued

	Human resources £	Other £	Governance costs £	Totals £
Information services	5,125	6,422	39,467	102,035
Skills for Care	-	-	6,516	6,516
	<u>5,125</u>	<u>6,422</u>	<u>45,983</u>	<u>108,551</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Auditors' remuneration	4,660	4,500
Depreciation - owned assets	3,153	5,478
Hire of plant and machinery	97	244
Other operating leases	3,205	4,202
Computer software amortisation	-	258
	<u>-</u>	<u>258</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

11. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	380,644	509,407
Other pension costs	8,297	9,700
	<u>388,941</u>	<u>519,107</u>

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

	31.3.25	31.3.24
Disability services	15	20
Management	1	1
	<u>16</u>	<u>21</u>

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

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

12. KEY MANAGEMENT PERSONNEL

The total remuneration of key management personnel (including salaries and other benefits) was £67,081 (2024: £67,081).

13. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2024 and 31 March 2025	<u>2,300</u>
AMORTISATION	
At 1 April 2024 and 31 March 2025	<u>2,300</u>
NET BOOK VALUE	
At 31 March 2025	<u><u>-</u></u>
At 31 March 2024	<u><u>-</u></u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	1,625	19,158	20,783
Additions	<u>1,989</u>	<u>2,988</u>	<u>4,977</u>
At 31 March 2025	<u>3,614</u>	<u>22,146</u>	<u>25,760</u>
DEPRECIATION			
At 1 April 2024	975	16,779	17,754
Charge for year	<u>557</u>	<u>2,596</u>	<u>3,153</u>
At 31 March 2025	<u>1,532</u>	<u>19,375</u>	<u>20,907</u>
NET BOOK VALUE			
At 31 March 2025	<u><u>2,082</u></u>	<u><u>2,771</u></u>	<u><u>4,853</u></u>
At 31 March 2024	<u><u>650</u></u>	<u><u>2,379</u></u>	<u><u>3,029</u></u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. STOCKS	31.3.25	31.3.24
	£	£
Stocks	<u>2,314</u>	<u>1,737</u>
16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.3.25	31.3.24
	£	£
Trade debtors	51,333	107,943
Other debtors	5,529	14,606
Prepayments and accrued income	<u>-</u>	<u>546</u>
	<u>56,862</u>	<u>123,095</u>
17. CURRENT ASSET INVESTMENTS	31.3.25	31.3.24
	£	£
Listed investments	<u>20,000</u>	<u>-</u>
18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.3.25	31.3.24
	£	£
Trade creditors	16,054	5,175
Social security and other taxes	6,892	11,026
VAT	9,635	20,491
Other creditors	1,710	2,984
Accruals and deferred income	<u>5,815</u>	<u>6,801</u>
	<u>40,106</u>	<u>46,477</u>
19. LEASING AGREEMENTS		
Minimum lease payments under non-cancellable operating leases fall due as follows:		
	31.3.25	31.3.24
	£	£
Within one year	24,891	20,436
Between one and five years	<u>22,342</u>	<u>47,233</u>
	<u>47,233</u>	<u>67,669</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

20. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
Unrestricted funds	287,252	9,559	296,811
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>287,252</u>	<u>9,559</u>	<u>296,811</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	536,648	(527,089)	9,559
Restricted funds			
Skills for Care	39,767	(39,767)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>576,415</u>	<u>(566,856)</u>	<u>9,559</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
Unrestricted funds	370,159	(82,907)	287,252
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>370,159</u>	<u>(82,907)</u>	<u>287,252</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	667,793	(750,700)	(82,907)
Restricted funds			
Skills for Care	27,315	(27,315)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>695,108</u>	<u>(778,015)</u>	<u>(82,907)</u>

DESIGNATED FUNDS

	31.3.25 £	31.3.24 £
Premises configuration or refurbishment	150,000	150,000
Staffing Commitment Fund	60,000	60,000
Premises Commitment Fund	5,000	5,000
Information Technology Infrastructure	15,000	15,000
Research and development	20,000	20,000
General Fund	<u>46,811</u>	<u>37,252</u>
TOTAL DESIGNATED FUNDS	<u>296,811</u>	<u>287,252</u>

Premises configuration or refurbishment

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

Delivery of Service, Staffing Commitment Fund

To cover one month salary and pension payments.

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.

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

22. HOLDING ACCOUNTS

The charity operates 'holding accounts' in Luton, Central Bedfordshire, Bedford Borough, Oxfordshire 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 £1,947,396 (2024: £1,437,586).

23. GOING CONCERN

The trustees have assessed the charity's ability to continue as a going concern and have concluded that whilst there are material uncertainties regarding certain contracted income streams, sufficient contingency plans are deemed to be in place to enable the charity's ability to continue in operation for the foreseeable future. This assessment has considered the potential non-renewal of contracts due in March 2026, the adequacy of reserves, and the income diversification and growth plan.

THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
	£	£
INCOME AND ENDOWMENTS		
Donations		
Donations	2,734	5,448
Investment income		
Deposit account interest	5,987	6,120
Charitable activities		
Grants	395,259	440,899
Chargeable services	159,964	210,427
Training and other income	<u>12,471</u>	<u>19,559</u>
	567,694	670,885
Other income		
Other income	<u>-</u>	<u>12,655</u>
Total incoming resources	576,415	695,108
 EXPENDITURE		
Other trading activities		
Opening stock	1,737	2,737
Purchases	2,433	2,092
Closing stock	<u>(2,314)</u>	<u>(1,737)</u>
	1,856	3,092
Charitable activities		
Wages	371,677	500,440
Pensions	8,117	9,520
Other operating leases	1,311	2,299
Volunteer expenses	286	997
Insurance	3,247	2,849
Light, heat and telephone	7,696	10,590
Rent, rates and water	37,361	35,866
Printing, postage and stationery	2,486	2,699
Advertising	10,111	16,369
Sundries	7,452	657
Training	3,104	20,428
Temporary staff	1,198	9,688
Carried forward	454,046	612,402

This page does not form part of the statutory financial statements

THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
	£	£
Charitable activities		
Brought forward	454,046	612,402
Disallowable VAT on partial exemption	2,260	17,757
Provision for bad debts	<u>143</u>	<u>-</u>
	456,449	630,159
Support costs		
Management		
Cleaning	3,107	2,089
Repairs and renewals	9	786
Health and safety	1,212	1,544
Subscriptions	573	2,264
Travel and subsistence	1,260	2,791
Photocopier - net of recharge	783	930
Amortisation of intangible fixed assets	-	258
Depreciation of tangible and heritage assets	<u>3,153</u>	<u>5,478</u>
	10,097	16,140
Finance		
Bank charges	958	1,387
Information technology		
Computing expenses	39,966	51,017
Human resources		
Recruitment	5,125	430
Other		
Redundancy costs	6,422	-
Governance costs		
Wages	8,967	8,967
Pensions	180	180
Auditors' remuneration	4,660	4,500
Hire of plant and machinery	97	244
Other operating leases	1,894	1,903
Legal and professional fees	<u>30,185</u>	<u>59,996</u>
	<u>45,983</u>	<u>75,790</u>
Total resources expended	<u>566,856</u>	<u>778,015</u>
Net income/(expenditure)	<u>9,559</u>	<u>(82,907)</u>

This page does not form part of the statutory financial statements

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

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
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 2025**

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THE DISABILITY RESOURCE CENTRE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025

TRUSTEES	B K E Dennis J Pick - Vice chair K Taylor A G H Buckley (resigned 22/11/24) S Brown B S Pedersen G Ormston - Chair E Chelal (resigned 5/1/25) J M New (appointed 22/11/24)
EXECUTIVE MANAGEMENT TEAM	M Hawman, Company secretary and Chief Executive Officer (retired 30/4/25) A Bland - Company secretary and Chief Executive Officer (appointed 1/4/25)
REGISTERED OFFICE	Room 1 The Rufus Centre Steppingley Road Flitwick Bedfordshire MK45 1AH
REGISTERED COMPANY NUMBER	02898000 (England and Wales)
REGISTERED CHARITY NUMBER	1041712
INDEPENDENT EXAMINER	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 2025

This has been a challenging but decisive year for The Disability Resource Centre. In order to avoid repeating last year's significant deficit, we reduced expenditure, implemented voluntary redundancies, and strengthened financial oversight. As a result, we ended the year with a surplus of £9,995. I would like to thank our dedicated staff team, whose commitment has ensured that our services continued uninterrupted despite a smaller workforce.

We maintained face-to-face delivery at the Mayfield Centre in Dunstable and continued our wider services from the Rufus Centre in Flitwick. New funding enabled the launch of two innovative projects: our Warm Hub, supporting people facing isolation and cost-of-living pressures, and a pilot programme offering exercise and advice for people with musculoskeletal conditions. Demand for welfare benefits support has remained extremely high and continues to deliver strong outcomes for the people we serve.

We also sustained our long-standing services for unpaid carers in Luton and continued to deliver payroll and care-budget support for individuals across Bedfordshire, Northamptonshire and Oxfordshire. Like many charities, we face ongoing competition for funds, with new income now more often secured through smaller, short-term contracts.

This year saw changes to our Board. We welcomed Julie New in July 2024 and thanked Andrew Buckley on his retirement in November for his years of valued service. Recruitment for additional trustees is under way.

The coming year will bring further change. Melanie Hawman retired as CEO in April 2025 after guiding the organisation with professionalism and compassion through a period of considerable pressure. We warmly welcome Anne Bland as our new CEO and look forward to working with her as we shape the next phase of the organisation's development. The Board is setting out new priorities through a five-year Strategic Plan to secure a sustainable future.

The Disability Resource Centre continues to make a tangible difference to people's lives. This is only possible because of the commitment of our funders, staff, volunteers and trustees. My sincere thanks to them all. We look forward to the year ahead and to building a strong future for the organisation.

Jill Pick, Acting Chair

THE DISABILITY RESOURCE CENTRE

CHIEF EXECUTIVE'S INTRODUCTION FOR THE YEAR ENDED 31 MARCH 2025

Although I joined the Disability Resource Centre just after the period covered by this Annual Report, I want to offer a clear view of the organisation I have inherited and the direction we are now shaping for the future.

My first month was spent listening to staff, volunteers, trustees, partners and the communities we support. These conversations revealed an organisation with considerable strengths: committed colleagues, trusted relationships across our region and services that are genuinely valued by people with disabilities and unpaid carers. They also highlighted areas that need focused investment, including modernising systems, improving data, strengthening internal capacity and ensuring that our premises and infrastructure are fit for purpose. These challenges reflect a small team working hard in a context of increasing demand and limited resources.

What I have found is a resilient charity that has continued to deliver for local people despite operating under pressure. The dedication and professionalism of staff form a strong foundation for the next stage of our development.

Working alongside the Chair and trustees, we have already begun shaping a renewed strategic direction. Our new 2025-2030 Strategy, *Creating Accessible Futures*, sets out a bold pathway from survival toward sustainable impact and long-term systemic influence. It guides us towards greater organisational strength, improved digital and physical infrastructure, and service models that reflect the needs and experiences of people with disabilities and long-term conditions and unpaid carers today.

In the year ahead, our priorities include stabilising capacity, strengthening financial resilience, upgrading digital ecosystem, developing a hub-and-spoke model for outreach and laying the groundwork for a social enterprise to generate sustainable unrestricted income. These steps are essential to protect core services and extend our social impact.

I am grateful for the openness and commitment of everyone involved. The Disability Resource Centre exists so that people with disabilities and long-term conditions and carers always have somewhere informed and compassionate to turn. Building a modern, confident organisation behind that mission is our shared task for the years ahead.

I look forward to leading this next chapter with purpose and optimism.

Anne Bland, Chief Executive Officer, (Appointed 1 April 2025)

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

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 2025. 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).

About the Charity

Established in 1994, the Disability Resource Centre is an independent, user-led charity with more than 31 years of experience of supporting people with disabilities and long-term health conditions and unpaid carers across Bedfordshire, Luton, Milton Keynes and beyond. We offer practical advice, information, guidance; equipment services; training and wellbeing support; and manage money and care through our payroll and recruitment agency; so individuals can build confidence, access their rights, and live more independently.

Public benefit

The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning future activities.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Achievements and performance

Charitable activities

Vision

- We are the first choice for creative solutions to health and disability challenges.

Mission

- To be a trusted place of support for people with disabilities and their families.
- We partner with local communities in Bedfordshire, Luton and Milton Keynes to improve wellbeing, independence and inclusion for anyone with a disability or health condition.
- Our team of Trustees, staff and CEO lead with heart and deliver with clarity, compassion and accountability.

Values

- Empathy
- Commitment
- Creativity
- Collaboration
- Quality

Overview of the Year

The 2024-25 year was a period of significant transition for the Disability Resource Centre marked by consolidation. While the organisation operated with a smaller team and evolving funding landscape, staff and trustees remained focused on maintaining continuity of support for people with disabilities and long-term conditions and unpaid carers. The year can be viewed across three phases, each marked by clear achievements and important developments.

Phase 1: Restructure & Consolidation

As several projects came to an end, the organisation implemented planned redundancies and reduced its premises footprint further to stabilise costs and protect essential services. This period brought understandable pressure on teams, particularly where specialist posts were lost or merged. Alongside these challenges, important new opportunities emerged, including the successful award of £40,000 Skills for Care funding, the NHS BLMK's £20,000 MSK ActiveWell pilot grant, and early steps towards building a more multi-skilled internal team. These developments began to shape a more resilient future model for the charity.

Phase 2: Contract Stabilisation & System Improvements

During the autumn, the organisation focused on strengthening delivery across its core contracts. Teams improved their use of the CRM system, Carers Central introduced a new secure portal for transferring information supporting people in 11 languages, and early work began to improve data collection and reporting.

The end of the calendar year saw a refreshed marketing focus around Disability Confident and Care Academy activity, and the continuation of strong networks across Carers Central's partners in Luton.

Phase 3: Winter Pressures, Warm Hub & Pre-Transition

The charity secured £27,000 to launch a much-needed Warm & Wellbeing Hub, which was mobilised quickly in Mayfield and drew strong community engagement. Early development began on a Hub model to support strategic alignment with future service delivery and the Treasurer resigned to become Interim Finance Manager, stabilising financial oversight.

The year concluded with the transition to new leadership and a thorough diagnostic review.

Key Facts

- 22 staff at the start ? 13 at the end of the year

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Over 2,300 people directly supported
- 1,398 residents supported by Advice Central
- 489 carers supported / issues handled in Luton
- 285 people trained through the Care Academy
- 53 people supported through MSK ActiveWell
- 17 Moving & Handling trainings delivered
- 326 mobility equipment sold or leased
- 481 employers supported by payroll service
- 1,073 Personal Assistants' wages processed

New Funding Secured

- £40,000 Skills for Care funding
- £20,000 NHS BLMK MSK ActiveWell pilot
- £27,000 Warm & Wellbeing Hub funding
- Total £87,000 in new project income

Advice Central

Advice Central provides a single point of access for social welfare information, advice and guidance for residents across Central Bedfordshire, delivered through a virtual hub, telephone, email and in person appointments at the Rufus and Mayfield Centres. The service is staffed by a small specialist team, including a welfare benefits adviser, who provide confidential, impartial support to disabled people, older people, carers and families.

During 2024-25 the team has continued to consolidate Advice Central as the recognised gateway into local advice and support. Our CRM system (HubSpot) now holds records for over 2,200 Central Bedfordshire residents who have used the service, with most people contacting us by telephone or email and a smaller but important proportion accessing help face to face or via the website. We have maintained high levels of first point of contact resolution, ensured that out of hours enquiries are responded to the next working day, and strengthened our referral pathways into trusted partners such as Citizens Advice, Mind, Carers in Bedfordshire, adult learning and community groups.

Internally, the year has seen further investment in staff training, quality and safeguarding, including welfare benefits training, customer service skills, GDPR and trusted assessor qualifications. The team has taken part in outreach events and stakeholder networks to raise awareness of the service and to reach residents who are unlikely to seek help early. Across the year, Advice Central has secured significant welfare benefit gains for local residents through detailed casework and has helped many people to navigate complex systems at a time of continued cost of living pressures.

Reach & Demand

Who We Supported

- 1,398 residents registered accessed information, advice and guidance

How People Contacted Us

- 45% email
- 40% telephone
- 14% walk-in
- 1% webmail

What We Mostly Helped With

- CBC vouchers issued: 170
- General advice given: 158
- Signposting to external groups: 156
- Benefits advice cases: 117

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Equipment sales: 47
- Equipment hire: 47
- Donations processed: 46
- Energy advice (Living Well Fund): 15

First Point of Contact

- 100% enquiries resolved or appropriately triaged at first contact

Equality, Diversity & Inclusion

- Highest demand came from Dunstable and Houghton Regis wards
- A quarter of service users from Black, Asian, Mixed or other minority ethnic communities
- Around 7 in 10 Advice Central contacts are from women

Carers Central

Carers Central provides information, advice and support to unpaid carers living in Luton, helping them understand their rights, navigate services and maintain their wellbeing alongside their caring role. The service operates as a virtual hub, with support offered by telephone, email and online, and through face-to-face outreach in community venues such as GP practices and carer-friendly coffee mornings.

Our advisors and support workers helped carers stabilise complex situations, access statutory assessments, and improve their wellbeing and confidence. Working closely with Luton Borough Council (LBC), social prescribers, GP Surgeries, and local partners, we contributed to the first phase of the Luton Carers Strategy Implementation Plan.

Reach & Demand

Who We Supported

- 489 carers' issues supported
- Majority of carers were women, reflecting national caring patterns
- Carers from a broad range of ethnic backgrounds across Luton

What We Mostly Helped With

- increase income through successful Attendance Allowance and Blue Badge applications
- access specialist advice for housing, welfare and community support
- reduce isolation through referrals to dementia cafés, luncheon clubs and community groups
- navigate complex systems with personalised help and follow-up
- receive emotional reassurance and advocacy at a time of high pressure

First Point of Contact

- Enquiries were resolved or appropriately triaged at first contact
- Carers were supported to reach the right service without delay
- Complex cases were followed up through structured welfare calls

Our work directly supported all four priorities of the Luton Carers Strategy:

- Early identification of carers
- Support and empowerment
- Valuing carers as partners
- Improved health and wellbeing

LBC's new trusted assessor role through a new joint pilot project will allow Carers Central to innovate and test new ways of identifying unpaid carers, reduce waiting times and ease pressure on the local authority.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Carers Central created positive social impact by connecting carers with the right support at the right time, and by working closely with health, social care and community partners to improve local pathways for unpaid carers.

MSK ActiveWell

Musculoskeletal (MSK) conditions continue to be a leading cause of long-term pain, disability and reduced independence across the UK. In 2024, 17.9% of adults reported living with an MSK condition, and people with MSK conditions were 1.5 times more likely to experience a mental health condition. The challenges are intensified by national MSK waiting times, with many individuals waiting over 65 weeks for treatment. During this period, mobility often declines, pain increases and emotional wellbeing can deteriorate.

To address this gap, The Disability Resource Centre launched MSK ActiveWell in partnership with BLMK Integrated Care Board. The programme supported individuals with diagnosed MSK conditions who were on the NHS waiting list, providing holistic, early-intervention support to prevent deterioration and improve wellbeing while they waited for specialist care. Drawing on over 30 years' experience supporting people with long-term conditions, DRC designed the programme to offer accessible, person-centred wellbeing, exercise support and social connection across Bedfordshire, Luton and Milton Keynes.

MSK ActiveWell aimed to stabilise or improve physical, mental and social wellbeing for people awaiting MSK treatment. The programme supported participants to reduce pain, build mobility confidence, address isolation and access the right services at the right time. It also sought to reduce deterioration that may lead to more complex health needs or unnecessary surgical intervention.

Reach & Demand

Who We Supported

- 53 initial assessments across BLMK

How People Contacted Us

- Self-referral
- Telephone
- Referral from Partners/ Stakeholders

What We Mostly Helped With

- Wellbeing Improvements: Wellbeing scores increased significantly
- Holistic Impact: Social connections and excellent health coach support identified

First Point of Contact

- 100% enquiries resolved or appropriately triaged at first contact
- Supporting with additional DRC services
- Ensuring people reach the right support quickly

Care Academy

The Care Academy was established by DRC (with funding from Skills for Care) to support the development of high-quality, well-prepared Personal Assistants (PAs) and carers in Bedfordshire, Luton, Milton Keynes and beyond. The objective is to raise skills, knowledge and professional confidence in the care workforce by providing accessible, relevant training covering core care skills, and to open its offer more broadly to include carers themselves and anyone wanting to gain vital care-skills.

Delivery

- Since 2015 the Care Academy has delivered workshops based on the Care Certificate modules for hundreds of PAs.
- The programme has been redesigned and expanded to include a wider range of topics and to open up to carers and non-PAs.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Delivery is via a combination of online modules and interactive workshops, enabling flexible learning, practical scenario-based work and reflective practice.

Outputs Achieved in 2024/25

Individual employers (social care direct payment)	27
Individual employers (PHB funded only)	11
Individual employers (self-funded)	1
Personal assistants (employed by social care)	107
Personal assistants (employed by PHB holders)	73
Personal assistants (self-funded)	0
Personal assistants (self-employed)	26
Other:	
Family members/ unpaid carers	15
Social workers	0
Local authority staff	0
ULO staff	4
Aspiring carers/ personal assistants	21
Total number of people trained:	285

The Care Academy has helped PAs and care workers improve their skills and knowledge over its tenure:

- By increasing the professionalism and capability of the local care workforce, DRC strengthens quality of care, supports people with disabilities to receive better support, and assists carers and employers in the system.

- Opening the programme to a wider audience means the potential reach expands: carers, new entrants to care, employers of PAs can all benefit, supporting workforce development and care sector sustainability.

- The breadth of topics now covers essential competencies, duty-of-care issues, equality, safeguarding and complex needs, addressing core training gaps in the sector.

- Feedback from course participants highlights:

o increased confidence

o improved understanding

o greater ability to work in person-centred, inclusive ways (based on DRC's reporting of training evolution).

Direct Payments - Self-Directed Support, Payroll, Managed Accounts, Recruitment, Employer Support

Direct Payments are a key way for people with disabilities, older people and those with long-term health conditions to live independently at home by arranging their own care and support. Instead of services being organised directly by the local authority, individuals receive funds to purchase the support that best fits their lives, giving them more choice and control. Local authorities and health bodies in England and Wales have a statutory duty to offer Direct Payments to people with eligible, assessed needs.

For many people, however, becoming an employer, managing payroll, and understanding employment law can feel daunting. The Disability Resource Centre, provides a comprehensive and holistic Direct Payment Support, Payroll and Recruitment service to make Direct Payments accessible, safe and workable in practice. Working across Bedfordshire, Luton, Milton Keynes and surrounding areas, the service enables people to use Direct Payments confidently, employ their own Personal Assistants (PAs) and stay in control of their support, without being overwhelmed by paperwork and compliance.

Reach & Demand

Service Design

- Information, Advice, guidance and set up support

- Employer and Payroll Support

- Managed Account services

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Recruitment Services
- On-going guidance and resources

How People Contacted Us

- Self-Referral
- Telephone
- Referral from Partners/ Stakeholders

What We Mostly Helped With

- Increased independence
- Reduced barriers to support
- Stronger local PA workforce
- Supported with Direct Payment queries
- HMRC queries

First Point of Contact

- Enquiries resolved or appropriately triaged at first contact

Payroll

- 481 independent employers
- 1073 Personal Assistants' payroll processed

Funders

- Bedford Borough Council
- Central Bedfordshire Council
- NHS BLMK Bedfordshire
- NHS BLMK Luton
- Northampton borough Council
- Oxfordshire County Council
- Self-funders

Warm & Wellbeing Hub - Mayfield Road

In 2024/25, The Disability Resource Centre delivered a Warm & Wellbeing Hub at the Mayfield Centre in Dunstable, funded by the Bedfordshire & Luton Community Foundation (BLCF) through the Cadent Gas Living Well Fund. The Hub was created in response to the cost-of-living crisis and the increased risk cold homes pose to people with disabilities, long-term conditions and low incomes. Its purpose was to provide a warm, safe space where people could reduce isolation, access practical energy-saving advice, and improve their physical and emotional wellbeing. The Hub runs every Tuesday and Wednesday (from Jan 2024), 10am-1pm, offering a drop-in space that was easy to access and welcoming to all. The Hub received regular weekly footfall, with attendance building steadily across the winter months.

Sessions included:

- Free hot drinks, soup and a warm café-style environment
- Advice on reducing energy bills, staying warm at home and simple money-saving tips
- Social and creative activities such as arts and crafts and wellbeing workshops
- Friendly staff support, free WIFI, and a comfortable community space

This combination of warmth, guidance and social connection was especially valuable for people who were isolated, nervous about rising energy costs or unable to heat their homes adequately.

The Hub delivered clear benefits for attendees during the winter months:

- Improved wellbeing and reduced isolation, with many participants reporting increased confidence and enjoyment from meeting others.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Greater knowledge of energy-saving techniques, with participants adopting practical changes at home and sharing tips with family and neighbours.
- Positive feedback on the environment, describing the venue as "lovely and warm", supportive and friendly.
- Safe alternative to cold homes, reducing the health risks associated with inadequate heating for vulnerable people.

The success of the Warm Hub demonstrates the continuing need for welcoming, low-barrier community spaces that support wellbeing and offer practical help during colder and financially challenging months.

Mobility Equipment & Independence Support

Our Mobility & Independence services provide practical solutions that help disabled people, older residents and carers maintain dignity and independence in daily life. These services include access to affordable mobility equipment, demonstrations, advice on safe daily living and support to choose the right tools for home use.

Keeping people safe, confident and independent at home

During 2024-25, these services underwent significant change following the previous year's disaster of losing the dedicated Mobility Shop due to a major flood from the premises above. To maintain continuity for local residents, the service was relocated to the Mayfield Centre, where our Warm & Wellbeing Hub was adapted to double as a community hub and equipment point. Despite this disruption, staff continued offering trusted, compassionate support to people who rely on us for everyday independence.

Mobility Equipment Sales, Lease & Donations

Residents often come to us unsure which equipment will help them stay safe at home. Our trained team offers demonstrations, impartial advice and support to help people choose the right equipment for their needs.

We offer

- equipment sales
- low-cost lease/hire options
- acceptance of good-quality donated equipment, helping us offer affordable items to residents in financial hardship and reducing waste

2024-25 at a glance

- 326 items supplied, up from 284 last year
- £12,479 income generated through sales
- Clear shift from sales to lease, aligning with community preference for low-cost, flexible options
- Donations of good-quality items allowed us to support people who could not otherwise afford essential equipment
- Equipment support delivered alongside benefit advice and Warm Hub activities

Why These Services Matter

- Enable residents to remain safe and independent at home
- Prevent avoidable falls and hospital admissions
- Provide trusted, affordable alternatives to online retailers
- Help families adjust to new disabilities or changing care needs
- Ensure sustainability by reusing good-quality donated equipment
- Strengthen community connection through the Warm & Wellbeing Hub

Moving & Handling

Our full-cost training programme provides high-quality Moving & Handling training for unpaid carers, Personal Assistants (PAs), individual employers, voluntary sector groups and professionals. These sessions equip people with the skills to support others safely, reduce the risk of injury and improve confidence.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

This training is a core part of our offer as a Disability Confident Leader, helping organisations meet their obligations to support disabled employees and workers. It also underpins our Care Academy and complements Skills for Care-funded workforce development.

During 2024-25, we offered a half-day course once a month, with plans to expand in 2025-26 as part of our organisational strategy.

Building skills, safety and confidence for carers, Personal Assistants and organisations

Strategic Importance of Training

1. Strengthening Disability Confident Practice

Our training helps employers adopt safer, more inclusive and accessible ways of supporting disabled staff and carers in the workplace.

2. Supporting Skills for Care and Care Academy Pathways

Moving & Handling sits within a broader learning pathway that supports the social care workforce and improves community-based care.

3. Generating Sustainable Income

As an unrestricted income stream, this training helps strengthen organisational resilience and supports reinvestment into core services.

4. Improving Community Safety & Confidence

Safe techniques reduce risk for carers and the people they support, preventing crisis situations and enabling people to remain safely at home.

2024-25 at a glance

- 17 sessions delivered, up from 10 the previous year
- One half day training typically had 6-8 participants
- £3,575 generated in unrestricted income
- Participants included:
 - o unpaid carers
 - o new Personal Assistants entering the workforce
 - o voluntary sector groups
 - o small employers
 - o individual residents preparing for a caring role
- Courses delivered by trained instructors with a focus on safe transfers, posture, equipment use and prevention of injury

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

Consolidation, strong financial controls and a modest surplus

The financial year ended 31 March 2025 marked a period of consolidation for the Disability Resource Centre. Despite reduced staffing capacity, the end of several time-limited contracts and pressures on local authority and NHS budgets, the charity delivered a modest surplus of £9,559, compared with a deficit of £82,907 in the previous year. This reflects careful cost management, reduced expenditure following restructuring, and stronger control of operating costs throughout the year.

Income

Total income for the year was £576,415 (2024: £695,108). The reduction reflects the completion of several short-term funded projects and lower levels of chargeable services as the Mobility Shop site closed unexpectedly following flood damage in 2023. Core income continued to be driven by local authority and NHS contracts, alongside income generated from Direct Payments, Advice Central, Carers Central and Care Academy activity. Restricted income of £39,767 related to Skills for Care was fully utilised in line with funder conditions.

Expenditure

Total expenditure reduced significantly to £566,856 (2024: £778,015). This was due to lower staffing costs after the end of time-limited roles and tighter control of non-essential spending. Staffing accounted for £388,941 of expenditure, representing approximately 71% of total costs. Operating costs, including facilities, IT, professional fees and utilities, were closely monitored throughout the year. Expenditure aligned with the priorities of maintaining essential services while managing a reduced staff team and smaller premises footprint.

Reserves

At year-end the charity held total unrestricted reserves of £296,811 (2024: £287,252). Within this, the charity maintained several designated funds to support future commitments in premises, staffing, IT infrastructure, and organisational development. Free reserves available for general use were £289,845, representing around six months of operating expenditure, above the minimum target of three months set in the Reserves Policy. The Board considers this level of free reserves prudent given the concentration of income in statutory contracts and the organisation's current operating environment.

Cash Flow and Liquidity

Cash at bank and in hand increased from £205,868 to £252,888, reflecting stronger cash management, improved debtor collection and reduced expenditure during the year. The charity has no long-term debt and maintains a stable working capital position.

Investment policy and objectives

The charity maintains deposit accounts which are regularly reviewed. We have made the decision to make a small investment to see how valuable this could be.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

Reserves policy

The charity aims to maintain unrestricted reserves equivalent to three to six months of operating costs, ensuring continuity of essential services during periods of financial uncertainty.

At 31 March 2025, the charity held £296,811 in unrestricted reserves, of which £289,845 were free reserves, equating to approximately six months of operating expenditure. This sits comfortably within the target range and provides a stable foundation as the organisation moves into a year of potential contract renewals and ongoing development.

Designated reserves are held to support future commitments, including premises improvements (£150,000), staffing contingency (£60,000), IT infrastructure (£15,000) and organisational development (£20,000).

Trustees will continue to monitor reserves quarterly and adjust designated funds as needed to support the charity's strategic priorities and long-term sustainability.

Going concern

The trustees have assessed the charity's ability to continue as a going concern and have concluded that whilst there are material uncertainties regarding certain contracted income streams, sufficient contingency plans are deemed to be in place to enable the charity's ability to continue in operation for the foreseeable future. This assessment has considered the potential non-renewal of contracts due in March 2026, the adequacy of reserves, and the income diversification and growth plan.

Risk management

Ensuring stability, safeguarding our services, and planning for the future

The Board of Trustees has overall responsibility for identifying and managing the major risks facing the charity. Throughout 2024-25 the Finance, Performance and Business Development Committees reviewed emerging risks within their areas of oversight, with the Board considering updates every other month.

Key risks during the year included reduced staffing capacity, pressures on financial resilience, reliance on several short-term contracts, and limitations within internal systems and processes. The transition to new operational leadership mid-year also highlighted the need for clearer reporting and more consistent data governance.

Mitigating actions included strengthening financial oversight through the appointment of an Interim Finance Manager, improving the use of the CRM system, consolidating premises to reduce cost pressures, and introducing more structured performance reporting. Work to modernise internal systems, improve communication, and refresh governance is continuing into 2025-26 as part of the organisation's wider development plan.

The Trustees are confident that appropriate controls are in place and that the organisation is taking the right steps to strengthen resilience and improve long-term stability.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Future plans

Looking ahead: Strengthening our foundations, rebuilding confidence and shaping the future

In 2025-26, our focus is on strengthening the foundations of the organisation so that disabled people, carers and families can continue to rely on us for trusted, high-quality support. The year ahead will be one of rebuilding capacity, modernising systems and deepening partnerships, guided by the new 2025-2030 Strategy.

Our priorities for the coming year include:

1. Strengthening organisational systems and governance

We will continue improving internal processes, data governance, financial controls and performance reporting, ensuring greater consistency, transparency and accountability across all services.

2. Investing in staff wellbeing and operational capacity

Rebuilding a healthy organisational culture is essential. We will support staff development, improve communication channels, and begin growing the team where capacity gaps have been identified.

3. Expanding our training and workforce development offer

Moving & Handling, Disability Confident training and our Care Academy pathway will be expanded to meet community need and generate sustainable income, complementing our Skills for Care programmes.

4. Refreshing our mobility and independence offer

Following the closure of the previous Mobility Shop, we will strengthen the integrated equipment, lease and independence service at the Mayfield Centre, ensuring residents can access safe and affordable support.

5. Deepening community hubs and partnerships

The Warm & Wellbeing Hub will continue to grow as a welcoming community space. We will also progress early work towards a broader Hub & Spoke model, ensuring improved visibility and partnership working across Bedfordshire, Luton and Milton Keynes.

6. Enhancing financial resilience and diversifying income

We will build on existing strengths to increase unrestricted income through training, equipment services and business development activity, while working closely with commissioners on contract renewals.

7. Strengthening volunteer engagement

A renewed volunteer programme will support community activities, increase capacity and deepen our connection with local residents.

The year ahead will combine stabilisation with thoughtful growth. With strong reserves, a committed staff team and a clear strategic direction, the Board and senior leadership are confident that the Disability Resource Centre is well-positioned to build a more resilient, modern, and inclusive organisation for the communities we serve.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance & Management

The Charity is governed by its Memorandum and Articles of Association which were set on 14 February 1994.

The charity is managed by a Board of Trustees who are Directors of the company. The Disability Resource Centre has 9 members who agree to contribute an amount of £5 in event of the company being wound up.

The Disability Resource Centre is a charitable company limited by guarantee and governed by a Board of Trustees with responsibility for setting strategic direction, overseeing risk and ensuring the charity delivers public benefit in line with its charitable objects. Trustees met every other month throughout 2024-25 and were supported by three standing committees:

- Finance Committee
- Business Development Committee
- Performance Committee

which provided deeper scrutiny of operational, financial and strategic matters.

The year was marked by significant organisational strain. Several senior and long-standing staff left the organisation, including the Operations Manager, and a number of time-limited funded roles ended. This reduced staffing from 22 to 13 and placed considerable pressure on remaining teams. To maintain essential operational continuity and financial oversight a long-term serving staff member was internally promoted as Operations Manager and the Treasurer stepped down from the Board to take up one-year, fixed-term role as Interim Finance Manager. As the CEO was going to retire at the end of the reporting year, the recruitment for the successor started in early 2025.

Despite these challenges, trustees maintained oversight, monitoring the risks associated with staffing shortages, the consolidation of premises and the transition of financial systems, and ensured that services remained safe and compliant. The Board also initiated a process to refresh its own governance capacity, identifying the need for new trustees with expertise in finance, governance and organisational development, and beginning recruitment to strengthen the Board for the future.

The resilience of the staff team during this period of strain is acknowledged with deep appreciation, and their commitment ensured continuity of support for disabled people, carers and families across Bedfordshire, Luton, Milton Keynes and beyond. The Board acknowledges the dedication and professionalism shown by staff throughout the year and is committed to supporting a healthier organisational culture, stronger internal processes and improved staff wellbeing as part of the charity's wider development plan for 2025-26 and beyond.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

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.

Gillian Ormston took over the role of Chair of Trustees last year and is supported by Jill Pick in her new role of Vice Chair. Gillian has a great deal of commercial expertise and Jill is an expert in Charitable Governance. Evans Chelal remains as Treasurer.

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 Purposes; Personnel or Services and Marketing. Full Board meetings take place every two months throughout the year with the AGM generally 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 an Operations Manager and Finance controller.

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.

Members of Board of Trustees

Members of the Board who are Directors for the purpose of company law and trustees for the purpose of charity law, who served during this year and up to the date of this report are set out on the administrative page.

In accordance with company law, as the company's directors we certify that:

- So far as we are aware there is no relevant audit information of which the company's auditors are unaware.
- As the directors of the company, we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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 2025**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

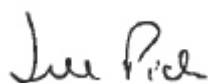
Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable 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 Charities 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 28 November 2025 and signed on the board's behalf by:



J Pick - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE DISABILITY RESOURCE CENTRE**

Independent examiner's report to the trustees of The Disability Resource Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE DISABILITY RESOURCE CENTRE**

Independent examiner's statement - matters of concern identified

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination.

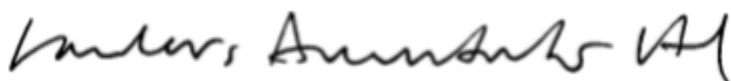
Material uncertainty relating to going concern

We draw attention to the trustees report in the financial statements, which indicates that whilst there is a material uncertainty regarding renewal of contracted income, contingency plans are in place and ready to be enacted if required. The trustees have confirmed their belief that the charity should continue to be considered a going concern on this basis.

I confirm that no other matters have come to my attention in connection with the examination giving me reasonable cause to believe that in any material respect:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act 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; and
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.



Robert Brown

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

28 November 2025

THE DISABILITY RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations	3	2,734	-	2,734	5,448
Charitable activities					
Information services	5	355,492	39,767	395,259	440,899
Chargeable services		159,964	-	159,964	210,427
Training and other income		12,471	-	12,471	19,559
Investment income	4	5,987	-	5,987	6,120
Other income		-	-	-	12,655
Total		<u>536,648</u>	<u>39,767</u>	<u>576,415</u>	<u>695,108</u>
EXPENDITURE ON					
Raising funds	6	1,856	-	1,856	3,092
Charitable activities					
Information services	7	525,233	-	525,233	747,608
Skills for Care		-	39,767	39,767	27,315
Total		<u>527,089</u>	<u>39,767</u>	<u>566,856</u>	<u>778,015</u>
NET INCOME/(EXPENDITURE)		9,559	-	9,559	(82,907)
RECONCILIATION OF FUNDS					
Total funds brought forward		287,252	-	287,252	370,159
TOTAL FUNDS CARRIED FORWARD		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**BALANCE SHEET
31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	14	4,853	-	4,853	3,029
CURRENT ASSETS					
Stocks	15	2,314	-	2,314	1,737
Debtors	16	56,862	-	56,862	123,095
Investments	17	20,000	-	20,000	-
Cash at bank and in hand		<u>252,888</u>	<u>-</u>	<u>252,888</u>	<u>205,868</u>
		332,064	-	332,064	330,700
CREDITORS					
Amounts falling due within one year	18	(40,106)	-	(40,106)	(46,477)
		<u>291,958</u>	<u>-</u>	<u>291,958</u>	<u>284,223</u>
NET CURRENT ASSETS					
		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>
NET ASSETS					
		<u>296,811</u>	<u>-</u>	<u>296,811</u>	<u>287,252</u>
FUNDS					
Unrestricted funds	20			<u>296,811</u>	<u>287,252</u>
TOTAL FUNDS					
				<u>296,811</u>	<u>287,252</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**BALANCE SHEET - continued
31 MARCH 2025**

The financial statements were approved by the Board of Trustees and authorised for issue on 28 November 2025 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'J Pick', written in a cursive style.

J Pick - Trustee

THE DISABILITY RESOURCE CENTRE

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
Notes	£	£
Cash flows from operating activities		
Cash generated from operations 1	<u>66,010</u>	<u>(137,099)</u>
Net cash provided by/(used in) operating activities	<u>66,010</u>	<u>(137,099)</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	(4,977)	(1,695)
Purchase of current asset investments	(20,000)	-
Interest received	<u>5,987</u>	<u>6,120</u>
Net cash (used in)/provided by investing activities	<u>(18,990)</u>	<u>4,425</u>
<hr/>		
Change in cash and cash equivalents in the reporting period	47,020	(132,674)
Cash and cash equivalents at the beginning of the reporting period	<u>205,868</u>	<u>338,542</u>
Cash and cash equivalents at the end of the reporting period	<u><u>252,888</u></u>	<u><u>205,868</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 2025

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

	31.3.25 £	31.3.24 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	9,559	(82,907)
Adjustments for:		
Depreciation charges	3,153	5,736
Interest received	(5,987)	(6,120)
(Increase)/decrease in stocks	(577)	1,000
Decrease in debtors	66,233	48,756
Decrease in creditors	<u>(6,371)</u>	<u>(103,564)</u>
Net cash provided by/(used in) operations	<u>66,010</u>	<u>(137,099)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	<u>205,868</u>	<u>47,020</u>	<u>252,888</u>
	<u>205,868</u>	<u>47,020</u>	<u>252,888</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	<u>-</u>	<u>20,000</u>	<u>20,000</u>
	<u>-</u>	<u>20,000</u>	<u>20,000</u>
Total	<u>205,868</u>	<u>67,020</u>	<u>272,888</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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 principal 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 2025

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.

Fixtures and fittings - 20% on cost

Computer equipment - 33% 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 2025

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

	31.3.25	31.3.24
	£	£
Donations	<u>2,734</u>	<u>5,448</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	<u>5,987</u>	<u>6,120</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.25	31.3.24
		£	£
Grants	Information services	395,259	440,899
Chargeable services	Chargeable services	159,964	210,427
Training and other income	Training and other income	<u>12,471</u>	<u>19,559</u>
		<u>567,694</u>	<u>670,885</u>

6. RAISING FUNDS

Other trading activities

		31.3.25	31.3.24
		£	£
Opening stock		1,737	2,737
Purchases		2,433	2,092
Closing stock		<u>(2,314)</u>	<u>(1,737)</u>
		<u>1,856</u>	<u>3,092</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Information services	423,198	102,035	525,233
Skills for Care	<u>33,251</u>	<u>6,516</u>	<u>39,767</u>
	<u>456,449</u>	<u>108,551</u>	<u>565,000</u>

8. SUPPORT COSTS

	Management £	Finance £	Information technology £
Information services	10,097	958	39,966
Skills for Care	<u>-</u>	<u>-</u>	<u>-</u>
	<u>10,097</u>	<u>958</u>	<u>39,966</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

8. SUPPORT COSTS - continued

	Human resources £	Other £	Governance costs £	Totals £
Information services	5,125	6,422	39,467	102,035
Skills for Care	-	-	6,516	6,516
	<u>5,125</u>	<u>6,422</u>	<u>45,983</u>	<u>108,551</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Auditors' remuneration	4,660	4,500
Depreciation - owned assets	3,153	5,478
Hire of plant and machinery	97	244
Other operating leases	3,205	4,202
Computer software amortisation	-	258
	<u>-</u>	<u>258</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

11. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	380,644	509,407
Other pension costs	8,297	9,700
	<u>388,941</u>	<u>519,107</u>

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

	31.3.25	31.3.24
Disability services	15	20
Management	1	1
	<u>16</u>	<u>21</u>

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

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

12. KEY MANAGEMENT PERSONNEL

The total remuneration of key management personnel (including salaries and other benefits) was £67,081 (2024: £67,081).

13. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2024 and 31 March 2025	<u>2,300</u>
AMORTISATION	
At 1 April 2024 and 31 March 2025	<u>2,300</u>
NET BOOK VALUE	
At 31 March 2025	<u><u>-</u></u>
At 31 March 2024	<u><u>-</u></u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	1,625	19,158	20,783
Additions	<u>1,989</u>	<u>2,988</u>	<u>4,977</u>
At 31 March 2025	<u>3,614</u>	<u>22,146</u>	<u>25,760</u>
DEPRECIATION			
At 1 April 2024	975	16,779	17,754
Charge for year	<u>557</u>	<u>2,596</u>	<u>3,153</u>
At 31 March 2025	<u>1,532</u>	<u>19,375</u>	<u>20,907</u>
NET BOOK VALUE			
At 31 March 2025	<u><u>2,082</u></u>	<u><u>2,771</u></u>	<u><u>4,853</u></u>
At 31 March 2024	<u><u>650</u></u>	<u><u>2,379</u></u>	<u><u>3,029</u></u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. STOCKS	31.3.25	31.3.24
	£	£
Stocks	<u>2,314</u>	<u>1,737</u>
16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.3.25	31.3.24
	£	£
Trade debtors	51,333	107,943
Other debtors	5,529	14,606
Prepayments and accrued income	<u>-</u>	<u>546</u>
	<u>56,862</u>	<u>123,095</u>
17. CURRENT ASSET INVESTMENTS	31.3.25	31.3.24
	£	£
Listed investments	<u>20,000</u>	<u>-</u>
18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.3.25	31.3.24
	£	£
Trade creditors	16,054	5,175
Social security and other taxes	6,892	11,026
VAT	9,635	20,491
Other creditors	1,710	2,984
Accruals and deferred income	<u>5,815</u>	<u>6,801</u>
	<u>40,106</u>	<u>46,477</u>
19. LEASING AGREEMENTS		
Minimum lease payments under non-cancellable operating leases fall due as follows:		
	31.3.25	31.3.24
	£	£
Within one year	24,891	20,436
Between one and five years	<u>22,342</u>	<u>47,233</u>
	<u>47,233</u>	<u>67,669</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

20. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
Unrestricted funds	287,252	9,559	296,811
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>287,252</u>	<u>9,559</u>	<u>296,811</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	536,648	(527,089)	9,559
Restricted funds			
Skills for Care	39,767	(39,767)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>576,415</u>	<u>(566,856)</u>	<u>9,559</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
Unrestricted funds	370,159	(82,907)	287,252
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>370,159</u>	<u>(82,907)</u>	<u>287,252</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	667,793	(750,700)	(82,907)
Restricted funds			
Skills for Care	27,315	(27,315)	-
	<u>695,108</u>	<u>(778,015)</u>	<u>(82,907)</u>

DESIGNATED FUNDS

	31.3.25	31.3.24
	£	£
Premises configuration or refurbishment	150,000	150,000
Staffing Commitment Fund	60,000	60,000
Premises Commitment Fund	5,000	5,000
Information Technology Infrastructure	15,000	15,000
Research and development	20,000	20,000
General Fund	<u>46,811</u>	<u>37,252</u>
TOTAL DESIGNATED FUNDS	<u>296,811</u>	<u>287,252</u>

Premises configuration or refurbishment

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

Delivery of Service, Staffing Commitment Fund

To cover one month salary and pension payments.

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.

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

22. HOLDING ACCOUNTS

The charity operates 'holding accounts' in Luton, Central Bedfordshire, Bedford Borough, Oxfordshire 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 £1,947,396 (2024: £1,437,586).

23. GOING CONCERN

The trustees have assessed the charity's ability to continue as a going concern and have concluded that whilst there are material uncertainties regarding certain contracted income streams, sufficient contingency plans are deemed to be in place to enable the charity's ability to continue in operation for the foreseeable future. This assessment has considered the potential non-renewal of contracts due in March 2026, the adequacy of reserves, and the income diversification and growth plan.

THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
	£	£
INCOME AND ENDOWMENTS		
Donations		
Donations	2,734	5,448
Investment income		
Deposit account interest	5,987	6,120
Charitable activities		
Grants	395,259	440,899
Chargeable services	159,964	210,427
Training and other income	<u>12,471</u>	<u>19,559</u>
	567,694	670,885
Other income		
Other income	<u>-</u>	<u>12,655</u>
Total incoming resources	576,415	695,108
 EXPENDITURE		
Other trading activities		
Opening stock	1,737	2,737
Purchases	2,433	2,092
Closing stock	<u>(2,314)</u>	<u>(1,737)</u>
	1,856	3,092
Charitable activities		
Wages	371,677	500,440
Pensions	8,117	9,520
Other operating leases	1,311	2,299
Volunteer expenses	286	997
Insurance	3,247	2,849
Light, heat and telephone	7,696	10,590
Rent, rates and water	37,361	35,866
Printing, postage and stationery	2,486	2,699
Advertising	10,111	16,369
Sundries	7,452	657
Training	3,104	20,428
Temporary staff	1,198	9,688
Carried forward	454,046	612,402

This page does not form part of the statutory financial statements

THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
	£	£
Charitable activities		
Brought forward	454,046	612,402
Disallowable VAT on partial exemption	2,260	17,757
Provision for bad debts	<u>143</u>	<u>-</u>
	456,449	630,159
Support costs		
Management		
Cleaning	3,107	2,089
Repairs and renewals	9	786
Health and safety	1,212	1,544
Subscriptions	573	2,264
Travel and subsistence	1,260	2,791
Photocopier - net of recharge	783	930
Amortisation of intangible fixed assets	-	258
Depreciation of tangible and heritage assets	<u>3,153</u>	<u>5,478</u>
	10,097	16,140
Finance		
Bank charges	958	1,387
Information technology		
Computing expenses	39,966	51,017
Human resources		
Recruitment	5,125	430
Other		
Redundancy costs	6,422	-
Governance costs		
Wages	8,967	8,967
Pensions	180	180
Auditors' remuneration	4,660	4,500
Hire of plant and machinery	97	244
Other operating leases	1,894	1,903
Legal and professional fees	<u>30,185</u>	<u>59,996</u>
	<u>45,983</u>	<u>75,790</u>
Total resources expended	<u>566,856</u>	<u>778,015</u>
Net income/(expenditure)	<u>9,559</u>	<u>(82,907)</u>

This page does not form part of the statutory financial statements

THE DISABILITY RESOURCE CENTRE

England & Wales - Charity number 1041712

Accounts

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

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
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 2024**

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THE DISABILITY RESOURCE CENTRE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES	B K E Dennis J Pick - Vice chair K Taylor A G H Buckley S Brown B S Pedersen G Ormston - Chair L A Handley (resigned 26/4/23) E Chelal
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
INDEPENDENT EXAMINER	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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024. 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).

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

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 working across Bedfordshire, Luton and Milton Keynes, and in surrounding areas.
2. Develop Care and Support Services, Advice Services, Health, Learning and Work services through innovation and partnership.
3. Invest in continuous improvements needed to compete in a competitive environment.
4. Continue to upgrade accessible infrastructure to deliver quality services.
5. Pursue further funding opportunities to promote the welfare and support of our service users.
6. Ensure that mental wellbeing is a key requisite in all the services we offer.

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 of becoming the first choice for creative solutions to health and disability challenges.

Once again there has been significant growth in the number of people accessing our services digitally. There was a 27% increase in enquiries over the reported figure in 2023.

	Enquiry count
Website hits	46,983
Inbound phone calls	13,202
Inbound emails	5,587
Inbound web mail	207
Drop in/ face to face	507
	19,503

This is an area for future development and investment as more of the community have the means to access digital services, however we are cognisant of the fact that many of our elderly customers do not have access to digital routes to services. This is of concern and this year we are committing to working with those who need support in learning how to use technology. This includes both employers and employees in the care work force.

The investment in our own use of upgraded technology in the way we use, and store data has been an interesting journey. Any challenges have been worthwhile, in the way that we can support both customers and funders effectively.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

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 year 2023/24 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 disability centric 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 integrated care boards and other agencies. Income is reviewed every year and as the amount of funding decreases in real terms we aim to fill any shortfall through social enterprise, grant funding and fundraising. This has been a continuing challenge as the post pandemic era and the ensuing cost of living crisis brought additional challenges to those with disability and health conditions and our funders.

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 21 staff we have retained the number of volunteers who are regularly active to 8. This reduction is due to the lack of space in the Mayfield Centre. All Volunteers have a training and development plan, allowing us to concentrate on this important area and improve their chances of finding paid employment if they wish. Volunteers are particularly active in the "Warm hub" in the winter months.

Volunteering helps people who donate their time feel more socially connected, our volunteers are older or disabled people and work in the team that fits their skills and aspirations.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

Achievement and performance

Charitable activities

Our vision is to empower people of all ages with disability, health conditions, mental ill-health, and carers to fulfil their potential and aspirations. We exist so that people have somewhere to turn to if they feel alone and need help in any situation and know we are here. We provide holistic support covering all areas that our service-users require and where we cannot support directly, we would connect them to wider services. We provide emotional and practical support with a shared understanding of the individual and family need.

In 2023/24 the DRC has been funded from contracts with statutory bodies (NHS) and Local Authorities; grant funders (including Skills for Care, Bedfordshire and Luton Community Foundation, Sports England and local authorities) enabling us to deliver our core services. These were significantly less than in the previous year.

Our core services remain:

- Personal budgets and Personal health budgets - Payroll, managed accounts and PA recruitment
- Information and advice including Welfare Benefits
- A Community Advice Service - Community Central in Luton
- Equipment Advice
- Equipment Hire and retail
- Disability Confident training
- Carers support service

Services in 2023/24

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

Once again, we promoted the NHS/LA winter pressure solutions, administering food vouchers and supporting vaccination programmes.

Overall, in the year 2023-24 we serviced 19,503 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.

DISABILITY ADVICE SERVICES

3,311 Advice Service issues were dealt with by phone or face to face, this is in line with the previous year and this is due to more self- help information, and videos being available on the website. This is an area which demonstrates significant growth which we focussed on to continue improving in line with government digital inclusion strategies.

There were 46,983 unique visits to our combined websites www.drcbeds.org.uk; www.carerscentral.org.uk and www.advicecentral.org.uk. We are concentrating on increasing the amount of content to drive the continued interest in the three sites.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Equipment and independent living aids advice features heavily as the reason for visiting the centre and are fulfilled by staff who are trained as trusted assessors. Usual service has been resumed with retailing of aids and hire of aids from the shop in the Mayfield building.

This service is part funded by the Integrated Care Board in Bedfordshire, Luton and Milton Keynes and is recognised as being fundamental in prevention of use of acute care services and assisting discharge from acute services. The difference between purchasing an aid from the DRC, and other retailers, is the provision of an assessment as to the circumstances which lead to the purchase, as this can unearth a whole story, which we can assist with in emotional and practical ways. We continue to operate this model, and it allows us to provide a fully holistic person-centred approach in everything we do.

Central 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. We have been extremely busy attending different partner events and worked with CBC Adult Social Care and community engagement team to understand the best method in satisfying the needs of residents.

WELFARE BENEFITS ADVICE

Our Advisors offer information and advice about disability benefits, including benefits checks, assistance with form filling, support with appeals and preparation for tribunal.

Welfare benefits advice	
Enquiries	1,328
One to one consultation	681
Expected financial gain	£919,665

During the year we received 1328 enquiries, many taking advantage of the group sessions run by our expert volunteer. Our 2 benefit Advisors saw 681 people and the expected successful claim for the year is extremely high. We relied on grants to continue the delivery. Waiting lists for this service continue to grow as more people face financial difficulties and there is real concern that as the relentless cost of living increases continue, changes to the welfare and employment regime will bring increased need for appointments.

Household support in the form of food vouchers and access to free broadband and sim cards for those eligible. We also worked with the Community Safety team to provide drop-in sessions to residents in Central Bedfordshire.

PERSONALISATION (SELF DIRECTED SUPPORT) SERVICES

The number of individual employers that used our payroll, managed accounts, employment support and PA recruitment services averaged at 13. We support PHB and Direct Payments in Oxfordshire, Bedfordshire, Luton, Bedford Borough, Northamptonshire. The number of users from other areas is growing as the need for a wrap-around service is appreciated by funders.

EQUIPMENT HIRES

Equipment	
Count of wheelchair rentals	107
Revenue from wheelchair rentals and equipment sales	£12,556

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.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

This year, the number of 107 hires in the year was down on the previous year.

EQUIPMENT SALES

Sales were steady this year with second hand equipment being very popular in terms of donations of kit and customers appreciation of not needing to buy a new item if they didn't want to do so.

This service was badly affected by the flood in August 23 and subsequent closure of the unit in March.

DONATIONS

We were very grateful to receive £5,448 in donations, these were from the always supportive Mayor of Dunstable Liz Jones and also private individuals, we thank them so much for their kindness.

ADVICE CENTRAL

We responded to 1,252 enquires that came in via the Advice Central line and outreach events. We are working closely with the council to understand the need of the residents when offering this partnership approach to delivering information, advice and guidance on social welfare in the geographical areas.

CARERS CENTRAL provided to Carers in Luton on behalf of Luton Council.

This service goes from strength- to -strength year on year and we are heavily involved in supporting the implementation of the new carers strategy in Luton. We serviced 1,149 enquiries from Carers working to provide medium to intensive support to 406 carers in our small team.

EXPERTS BY EXPERIENCE

We have a disability user panel to advise us and others on their needs based on their own lived experience in addition to peer support groups which are more specific in theme.

With space being very limited at the Mayfield Centre we have held many online meetings to ensure that these continued through the extended period of the pandemic. Coffee mornings are now regular and effectively facilitated. The views expressed during the meeting are shared by permission of the attendees with relevant authorities. This year they contributed to the Joint needs assessment, sports surveys and many other interesting surveys.

COMMUNITY SERVICES - Community Central

A year project on behalf of the Fairness collaboration project. This was an incredibly successful partnership project working in areas of health inequalities and consisting of bringing together different partners that were needed by the Luton resident to help solve their concern. Main partners were Sight Concern, Community needs and STOP in Luton. We delivered this out of community venues to 1,118 participants.

The feedback from customers demonstrated that they were very happy with the service. The university of Bedfordshire are currently evaluating this with a view to how successful it was overall.

Premises 2023/24

We continue to operate out of Interim premises, The Rufus Centre in Flitwick and Mayfield Centre in Dunstable. Our Mayfield Centre services our community focussed projects, and all back-office operations take place at the Rufus Centre. A massive flood effectively stopped the sales and hire of independent living equipment in August. Efforts were made to try and recreate the shop as it was, however, the damage was too severe. The landlords then condemned the unit the following March. This contributed significantly towards the financial loss this year, as staff were retained whilst we tried to resolve the situation without associated income.

We are now reliant solely on the limited space at the Mayfield Centre and this is causing on going issues.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

Financial review

Financial position

The charity closed the year with a deficit of £82,906, primarily due to decreased income from major public sector funders, including reduced contracts and grants. Our income, which stood at £812,000 in March 2023, fell to £695,000 in March 2024. This decline has been an ongoing challenge, further exacerbated by the end of pandemic-related grants that had previously helped bridge budgetary gaps.

A contributing factor was a severe flood caused by sewage in our retail unit, which sold both new and second-hand equipment. Typically, funds from this social enterprise cover budget shortfalls, but the impact of the flood was considerable. The unit was temporarily closed for months as we assessed the damage, and despite efforts to maintain operations-including retaining staff and incurring storage costs-the decision was ultimately made to close the unit permanently due to the prohibitive costs of repair.

Additional expenses from this disruption, along with increased salary costs related to the rising cost of living and mandatory pay scales, contributed to the deficit and reduced cash reserves. These factors, although challenging, remain essential to retaining a skilled and committed workforce. By year-end, we implemented cost-saving measures, including a necessary redundancy process, which resulted in the difficult loss of five valued team members. These changes have positioned us to reduce office space requirements, thereby lowering our rental costs in the medium term.

Encouragingly, we saw a 49% decrease in debtors from 2023. While the reduced income level naturally led to fewer outstanding debts, our improved debt collection has provided us with greater cash availability. Liabilities also decreased by 62.6%, and, despite the year's challenges, our reserves remain strong, giving trustees confidence that the charity has sufficient funds to continue meeting its obligations.

Looking ahead our future financial goals are as follows:

Reduce debtors: with the enhanced data provided by our CRM system and dedicated customer care support, we will continue to convert more receivables into cash.

Increase income: we plan to grow income by addressing health inequalities, helping funders achieve their strategic objectives with cost-effective services. Additionally, we aim to expand our chargeable services as public sector funding to charities continues to decrease.

Leverage cash reserves: as interest rates on savings improve, we have partnered with an asset management provider to invest some of our cash reserves to generate additional income.

Strengthen partnerships with funders: We are working closely with major funders to align our services with their strategic goals, which should enhance funding stability and support the growth of our chargeable services.

Prudent cost management: we will continue to carefully manage costs in line with income levels, ensuring the charity remains financially resilient.

The trustees remain committed to the charity's financial health, confident in its ability to meet liabilities as they fall due and continue its vital work in the community.

THE DISABILITY RESOURCE CENTRE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRATEGIC REPORT

Financial review

Principal funding sources

Contracts of varying value with:

- BLMK ICB, Nene Valley Clinical Commissioning Group
- Central Bedfordshire Council, Luton Council, Bedford Borough Council,

Grants from:

- BLMK ICB
- Skills for Care, Central Bedfordshire Council and Luton & Bedfordshire Community Foundation.

Investment policy and objectives

The charity maintains deposit accounts which are regularly reviewed. We have made the decision to make a small investment to see how valuable this could be.

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.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

Principal risks and uncertainties

Significant areas of risk include:

- Any material changes in national or local government funding objectives towards disability and disability services.
- Further reduction in public sector funds and charitable giving fatigue.
- Cost of Living crisis impact on economy

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 situation 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

The Board of Trustees is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. The Board of Trustees is also responsible for safeguarding the assets of the charitable company and taking reasonable steps for the detection and prevention of fraud and other irregularities.

Future plans

Our vision is to be the first choice for creative solutions to health and disability challenges. We work in several sectors, and during this year devised our training consultancy and assessment plan, sales and marketing of our fee-paying services and further work with innovating physical and mental health programmes.

Services will be delivered in community neighbourhood venues in line with future public planning.

We will continue to work with our vulnerable customers to ease the cost of living and to work with funders so that they can achieve their strategic goals.

We will continue to work with the aim of reducing health inequalities and improving choice and control for disabled people.

THE DISABILITY RESOURCE CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is governed by its Memorandum and Articles of Association which were set on 14 February 1994.

The charity is registered as a charitable company limited by guarantee. 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 11 members who agree to contribute an amount of £5 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.

Gillian Ormston took over the role of Chair of Trustees this year and is supported by Jill Pick in her new role of Vice Chair. Gillian has a great deal of commercial expertise and Jill is an expert in Charitable Governance. Evans Chelal remains as Treasurer. We were also joined by Julie New who brings a great deal of NHS knowledge and experience to the board.

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 Purposes; Personnel or Services and Marketing. Full Board meetings take place every two months throughout the year with the AGM generally 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 an Operations Manager and Finance controller.

Wider network - partnerships

This remains at the heart of our philosophy as we believe this is the only way to provide our wide range of customers and service users with the best outcomes.

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. We are members of the disability network run by Luton Council.

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. The plan was rewritten at the beginning of the pandemic and has been updated as we moved through the interim premises locations.

THE DISABILITY RESOURCE CENTRE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT


Members of Board of Trustees

Members of the Board who are Directors for the purpose of company law and trustees for the purpose of charity law, who served during this year and up to the date of this report are set out on the administrative page.

In accordance with company law, as the company's directors we certify that:

- So far as we are aware there is no relevant audit information of which the company's auditors are unaware.
- As the directors of the company, we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 22 November 2024 and signed on the board's behalf by:



J Pick - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE DISABILITY RESOURCE CENTRE**

Independent examiner's report to the trustees of The Disability Resource Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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.

Robert Brown

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

22 November 2024

THE DISABILITY RESOURCE CENTRE
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations	3	5,448	-	5,448	9,280
Charitable activities					
Information services	5	413,584	27,315	440,899	535,773
Chargeable services		210,427	-	210,427	239,912
Training and other income		19,559	-	19,559	18,530
Investment income	4	6,120	-	6,120	2,807
Other income	6	<u>12,655</u>	<u>-</u>	<u>12,655</u>	<u>5,928</u>
Total		<u>667,793</u>	<u>27,315</u>	<u>695,108</u>	<u>812,230</u>
EXPENDITURE ON					
Raising funds	7	3,092	-	3,092	5,123
Charitable activities					
Information services	8	<u>747,608</u>	<u>27,315</u>	<u>774,923</u>	<u>811,845</u>
Total		<u>750,700</u>	<u>27,315</u>	<u>778,015</u>	<u>816,968</u>
NET INCOME/(EXPENDITURE)		(82,907)	-	(82,907)	(4,738)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>370,159</u>	<u>-</u>	<u>370,159</u>	<u>374,897</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>287,252</u></u>	<u><u>-</u></u>	<u><u>287,252</u></u>	<u><u>370,159</u></u>

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

**BALANCE SHEET
31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS					
Intangible assets	14	-	-	-	258
Tangible assets	15	<u>3,029</u>	<u>-</u>	<u>3,029</u>	<u>6,812</u>
		3,029	-	3,029	7,070
CURRENT ASSETS					
Stocks	16	1,737	-	1,737	2,737
Debtors	17	123,095	-	123,095	171,851
Cash at bank and in hand		<u>205,868</u>	<u>-</u>	<u>205,868</u>	<u>338,542</u>
		330,700	-	330,700	513,130
CREDITORS					
Amounts falling due within one year	18	<u>(46,477)</u>	<u>-</u>	<u>(46,477)</u>	<u>(150,041)</u>
NET CURRENT ASSETS					
		<u>284,223</u>	<u>-</u>	<u>284,223</u>	<u>363,089</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>287,252</u>	<u>-</u>	<u>287,252</u>	<u>370,159</u>
NET ASSETS					
		<u>287,252</u>	<u>-</u>	<u>287,252</u>	<u>370,159</u>
FUNDS					
Unrestricted funds	20			<u>287,252</u>	<u>370,159</u>
TOTAL FUNDS					
				<u>287,252</u>	<u>370,159</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

BALANCE SHEET - continued
31 MARCH 2024

The financial statements were approved by the Board of Trustees and authorised for issue on 22 November 2024 and were signed on its behalf by:



J Pick - Trustee

THE DISABILITY RESOURCE CENTRE

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(137,099)</u>	<u>73,111</u>
Net cash (used in)/provided by operating activities		<u>(137,099)</u>	<u>73,111</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(1,695)</u>	<u>(1,750)</u>
Interest received		<u>6,120</u>	<u>2,807</u>
Net cash provided by investing activities		<u>4,425</u>	<u>1,057</u>
Change in cash and cash equivalents in the reporting period			
		<u>(132,674)</u>	<u>74,168</u>
Cash and cash equivalents at the beginning of the reporting period		<u>338,542</u>	<u>264,374</u>
Cash and cash equivalents at the end of the reporting period		<u><u>205,868</u></u>	<u><u>338,542</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 2024**

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24 £	31.3.23 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(82,907)	(4,738)
Adjustments for:		
Depreciation charges	5,736	6,816
Loss on disposal of fixed assets	-	69
Interest received	(6,120)	(2,807)
Decrease in stocks	1,000	2,426
Decrease in debtors	48,756	162,599
Decrease in creditors	<u>(103,564)</u>	<u>(91,254)</u>
Net cash (used in)/provided by operations	<u>(137,099)</u>	<u>73,111</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	<u>338,542</u>	<u>(132,674)</u>	<u>205,868</u>
	<u>338,542</u>	<u>(132,674)</u>	<u>205,868</u>
Total	<u>338,542</u>	<u>(132,674)</u>	<u>205,868</u>

The notes form part of these financial statements

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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 principal 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 2024

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.

Fixtures and fittings - 20% on cost

Computer equipment - 33% 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 2024

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

	31.3.24	31.3.23
	£	£
Donations	<u>5,448</u>	<u>9,280</u>

4. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Deposit account interest	<u>6,120</u>	<u>2,807</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.24	31.3.23
	Activity	£	£
Grants	Information services	440,899	535,773
Chargeable services	Chargeable services	210,427	239,912
Training and other income	Training and other income	<u>19,559</u>	<u>18,530</u>
		<u>670,885</u>	<u>794,215</u>

6. OTHER INCOME

		31.3.24	31.3.23
		£	£
Government grant		-	5,928
Other income		<u>12,655</u>	-
		<u>12,655</u>	<u>5,928</u>

During the prior year the charity received £5,928 from a Luton Borough Council vaccination uptake grant.

7. RAISING FUNDS

Other trading activities

		31.3.24	31.3.23
		£	£
Opening stock		2,737	5,163
Purchases		2,092	2,697
Closing stock		<u>(1,737)</u>	<u>(2,737)</u>
		<u>3,092</u>	<u>5,123</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 9) £	Totals £
Information services	<u>630,159</u>	<u>144,764</u>	<u>774,923</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

9. SUPPORT COSTS

	Management £	Finance £	Information technology £
Information services	<u>16,140</u>	<u>1,387</u>	<u>51,017</u>
	Human resources £	Governance costs £	Totals £
Information services	<u>430</u>	<u>75,790</u>	<u>144,764</u>

10. NET INCOME/(EXPENDITURE)

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

	31.3.24 £	31.3.23 £
Auditors' remuneration	4,500	8,164
Depreciation - owned assets	5,478	6,049
Hire of plant and machinery	244	109
Other operating leases	4,202	2,533
Deficit on disposal of fixed assets	-	69
Computer software amortisation	<u>258</u>	<u>767</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

12. STAFF COSTS

	31.3.24 £	31.3.23 £
Wages and salaries	509,407	573,419
Other pension costs	<u>9,700</u>	<u>11,152</u>
	<u>519,107</u>	<u>584,571</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

12. STAFF COSTS - continued

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

	31.3.24	31.3.23
Disability services	20	23
Management	<u>1</u>	<u>2</u>
	<u>21</u>	<u>25</u>

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

13. KEY MANAGEMENT PERSONNEL

The total remuneration of key management personnel (including salaries and other benefits) was £67,081 (2023: £67,444).

14. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2023 and 31 March 2024	<u>2,300</u>
AMORTISATION	
At 1 April 2023	2,042
Charge for year	<u>258</u>
At 31 March 2024	<u>2,300</u>
NET BOOK VALUE	
At 31 March 2024	<u><u>-</u></u>
At 31 March 2023	<u><u>258</u></u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023	1,625	17,463	19,088
Additions	<u>-</u>	<u>1,695</u>	<u>1,695</u>
At 31 March 2024	<u>1,625</u>	<u>19,158</u>	<u>20,783</u>
DEPRECIATION			
At 1 April 2023	650	11,626	12,276
Charge for year	<u>325</u>	<u>5,153</u>	<u>5,478</u>
At 31 March 2024	<u>975</u>	<u>16,779</u>	<u>17,754</u>
NET BOOK VALUE			
At 31 March 2024	<u>650</u>	<u>2,379</u>	<u>3,029</u>
At 31 March 2023	<u>975</u>	<u>5,837</u>	<u>6,812</u>

16. STOCKS

	31.3.24	31.3.23
	£	£
Stocks	<u>1,737</u>	<u>2,737</u>

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	107,943	120,563
Other debtors	14,606	7,552
Prepayments and accrued income	<u>546</u>	<u>43,736</u>
	<u>123,095</u>	<u>171,851</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	5,175	1,467
Social security and other taxes	11,026	8,543
VAT	20,491	12,107
Other creditors	2,984	33,042
Accruals and deferred income	<u>6,801</u>	<u>94,882</u>
	<u>46,477</u>	<u>150,041</u>

19. LEASING AGREEMENTS

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

	31.3.24	31.3.23
	£	£
Within one year	20,436	16,974
Between one and five years	<u>47,233</u>	<u>27,574</u>
	<u>67,669</u>	<u>44,548</u>

20. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
Unrestricted funds	370,159	(82,907)	287,252
	<u>370,159</u>	<u>(82,907)</u>	<u>287,252</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
Unrestricted funds	667,793	(750,700)	(82,907)
Restricted funds			
Skills for Care	27,315	(27,315)	-
	<u>695,108</u>	<u>(778,015)</u>	<u>(82,907)</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
Unrestricted funds	368,930	(4,738)	5,967	370,159
Restricted funds				
Access to Work	5,967	-	(5,967)	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>374,897</u>	<u>(4,738)</u>	<u>-</u>	<u>370,159</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	781,352	(786,090)	(4,738)
Restricted funds			
Skills for Care	30,878	(30,878)	-
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>812,230</u>	<u>(816,968)</u>	<u>(4,738)</u>

DESIGNATED FUNDS

	31.3.24 £	31.3.23 £
New premises configuration or refurbishment	150,000	200,000
Staffing Commitment Fund	60,000	60,000
Premises Commitment Fund	5,000	5,000
Information Technology Infrastructure	15,000	15,000
Research and development	20,000	20,000
Discretionary fund	-	9,000
General Fund	<u>37,252</u>	<u>61,159</u>
TOTAL DESIGNATED FUNDS	<u>287,252</u>	<u>370,159</u>

New premises configuration or refurbishment

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

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

Delivery of Service, Staffing Commitment Fund

To cover one month salary and pension payments.

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.

Discretionary Fund

To provide respite for carers.

General Fund

To cover cash flow volatility.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

22. HOLDING ACCOUNTS

The charity operates 'holding accounts' in Luton, Central Bedfordshire, Bedford Borough, Oxfordshire 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 £1,437,586 (2023: £1,238,761).

23. GOING CONCERN

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 2024

	31.3.24 £	31.3.23 £
INCOME AND ENDOWMENTS		
Donations		
Donations	5,448	9,280
Investment income		
Deposit account interest	6,120	2,807
Charitable activities		
Grants	440,899	535,773
Chargeable services	210,427	239,912
Training and other income	<u>19,559</u>	<u>18,530</u>
	670,885	794,215
Other income		
Government grant	-	5,928
Other income	<u>12,655</u>	<u>-</u>
	<u>12,655</u>	<u>5,928</u>
Total incoming resources	695,108	812,230
EXPENDITURE		
Other trading activities		
Opening stock	2,737	5,163
Purchases	2,092	2,697
Closing stock	<u>(1,737)</u>	<u>(2,737)</u>
	3,092	5,123
Charitable activities		
Wages	500,440	561,852
Pensions	9,520	10,915
Other operating leases	2,299	1,147
Volunteer expenses	997	1,138
Insurance	2,849	3,636
Light, heat and telephone	10,590	9,898
Rent, rates and water	35,866	23,983
Printing, postage and stationery	2,699	3,587
Advertising	16,369	15,950
Carried forward	581,629	632,106

This page does not form part of the statutory financial statements

THE DISABILITY RESOURCE CENTRE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024**

	31.3.24	31.3.23
	£	£
Charitable activities		
Brought forward	581,629	632,106
Sundries	657	4,139
Training	20,428	14,279
Temporary staff	9,688	-
Disallowable VAT on partial exemption	17,757	13,717
Provision for bad debts	<u>-</u>	<u>5,057</u>
	630,159	669,298
Support costs		
Management		
Cleaning	2,089	132
Repairs and renewals	786	150
Health and safety	1,544	90
Subscriptions	2,264	1,737
Travel and subsistence	2,791	2,782
Photocopier - net of recharge	930	447
Amortisation of intangible fixed assets	258	767
Depreciation of tangible and heritage assets	<u>5,478</u>	<u>6,049</u>
	16,140	12,154
Finance		
Bank charges	1,387	1,285
Loss on sale of tangible fixed assets	<u>-</u>	<u>69</u>
	1,387	1,354
Information technology		
Computing expenses	51,017	44,964
Human resources		
Recruitment	430	155
Governance costs		
Wages	8,967	11,567
Pensions	180	237
Auditors' remuneration	4,500	8,164
Hire of plant and machinery	244	109
Other operating leases	1,903	1,386
Legal and professional fees	<u>59,996</u>	<u>62,457</u>
	75,790	83,920
Total resources expended	<u>778,015</u>	<u>816,968</u>
Net expenditure	<u>(82,907)</u>	<u>(4,738)</u>

This page does not form part of the statutory financial statements

THE DISABILITY RESOURCE CENTRE

England & Wales - Charity number 1041712

Accounts

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

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023
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 2023**

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THE DISABILITY RESOURCE CENTRE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES	B K E Dennis J Pick - Chair K Taylor A G H Buckley S Brown B S Pedersen G Ormston - Vice chair L A Handley (resigned 26/4/23) E Chelal
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 2023

This year the 'new normal' for The Disability Resource Centre has meant continuing to deliver face to face services from interim premises in the Mayfield Centre in Dunstable and other services from the Rufus Centre in Flitwick while we continue to consider accessible and cost effective options. The ability to adapt and work and deliver services to meet changing needs is one of the positive lessons of the last couple of years.

Achievements

There is continuing demand for our work with disabled people and their families to meet their needs. Enquiries have been dealt with by phone and email or webchat as well as face to face. The website continues to provide a route to our services as well as an increasing amount of information.

The Advice Service dealt with increasing demand for welfare benefits advice and equipment advice in particular, to improve disabled people's choice and independence. The cost of living crisis has meant additional challenges for many living with disabilities and long term health conditions. Isolation and mental health issues can add to the day to day challenges. We have responded by offering more support with mental health and wellbeing and during the winter provided a Warm Hub combining soup and advice.

We continue to actively support carers in a number of venues in Luton.

We also support many people living in Bedfordshire Northamptonshire and Oxfordshire to manage their care with payroll services and support with their Direct Payment for social care or a Personal Health Budget.

Financially we have finished the year with a small deficit of £4,738 which has been achieved by securing new income and keeping a very close eye on expenditure. However we were able to agree a cost of living rise of 7% for staff and invest in a new CRM system.

The income in the current year is similar to the year under review and there is stability. So far new income has tended to be from smaller contracts rather than the previous large ones.

Board changes

Lyn Handley resigned in April 2023. We extend our sincere thanks to her for her financial expertise and her enthusiasm and commitment to The Disability Resource Centre over many years.

We are looking to recruit new trustees to strengthen the Board in the coming year.

The Future

As a Board we will be working in 2023/24 to maintain our income and existing services and also increase our reach.

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. Thank you also to the trustees for their time and support.

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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 2023. 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).

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

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 working across Bedfordshire, Luton and Milton Keynes, and in surrounding areas.
2. Develop Care and Support Services, Advice Services, Health, Learning and Work services through innovation and partnership.
3. Invest in continuous improvements needed to compete in a competitive environment.
4. Continue to upgrade accessible infrastructure to deliver quality services.
5. Pursue further funding opportunities to promote the welfare and support of our service users.
6. Ensure that mental wellbeing is a key requisite in all the services we offer.

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 of becoming the first choice for creative solutions to health and disability challenges.

Once again there has been significant growth in the number of people accessing our services digitally. This is an area for future development and investment as more of the community have the means to access digital services.

We invested in a commercial standard customer relationship management database this year, to ensure that we are reporting key performance indicators accurately and improving customer service.

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 year 2022/23 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 disability centric organisation for disabled people, their families, carers and health and social care professionals who work with them.

Core services are funded by local authorities, integrated care boards 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, grant funding and fundraising. This has been a continuing challenge as the post pandemic era and the ensuing cost of living crisis brought additional challenges to those with disability and health conditions and our funders.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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 25 staff we have retained and slightly increased the number of volunteers who are regularly active to 19, due to grant funding from the Bedfordshire and Luton Community Foundation allowing us to concentrate on this important area.

Volunteering helps people who donate their time feel more socially connected, our volunteers are older or disabled people and work in the team that fits their skills and aspirations.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

STRATEGIC REPORT

Achievement and performance

Charitable activities

Our vision is to empower people of all ages with disability, health conditions, mental ill-health, and carers to fulfil their potential and aspirations. We exist so that people have somewhere to turn to if they feel alone and need help in any situation and know we are here. We provide holistic support covering all areas that our service-users require and where we cannot support directly, we would connect them to wider services. We provide emotional and practical support with a shared understanding of the individual and family need.

In 2022/23 the DRC has been funded from contracts with statutory bodies (NHS) and Local Authorities; grant funders (including Skills for Care, Bedfordshire and Luton Community Foundation, Sports England and local authorities) enabling us to deliver our core services. We were very grateful to receive support from grants to work through the challenges presented by the Covid 19 Pandemic legacy and cost of living crisis.

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
- Disability Confident training
- Carers support service

Services in 2022/23

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

We promoted the NHS/LA winter pressure solutions, administering food vouchers and supporting vaccination programmes.

Overall, in the year 2022-23 we serviced 15,356 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.

DISABILITY ADVICE SERVICES

3,409 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 being available on the website. This is an area which demonstrates significant growth which we focussed on to continue improving in line with government digital inclusion strategies.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

There were 55,223 unique visits to our combined websites www.drcbeds.org.uk; www.carerscentral.org.uk and www.advicecentral.org.uk. We are working with a consultant as we aim to continue the upward trend and act on feedback received from our users.

Equipment and independent living aids advice features heavily as the reason for visiting the centre and are fulfilled by staff who are trained as trusted assessors. Usual service has been resumed with retailing of aids and hire of aids from the shop in the Mayfield building.

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. The difference between purchasing an aid from the DRC and other retailers, is the provision of an assessment as to the circumstances which lead to the purchase, as this can unearth a whole story, which we can assist with in emotional and practical ways.

Central 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. We have been extremely busy attending different partner events with a partnership manager in post to lead on this.

WELFARE BENEFITS ADVICE

Our Advisors offer information and advice about disability benefits, including benefits checks, assistance with form filling, support with appeals and preparation for tribunal.

During the year we received 1421 enquiries, many taking advantage of the group sessions run by our expert volunteer. Our Welfare Benefits Advisor saw 788 on a one-to-one appointment securing £468,280.00 overall for claimants. The cost of living crisis has increased the already long waiting list this year.

We relied on grants to continue the delivery. Waiting lists for this service continue to grow as more people face financial difficulties and there is real concern that as the energy crisis grows, we need to increase the number of hours spent on this.

We delivered household support in the form of food vouchers and access to free broadband and sim cards for those eligible. We also worked with the Community Safety team to provide drop-in sessions to residents in Central Bedfordshire.

PERSONALISATION (SELF DIRECTED SUPPORT) SERVICES

The number of individual employers that used our payroll, managed accounts, employment support and PA recruitment services averaged at 651. We support PHB and Direct Payments in Oxfordshire, Bedfordshire, Luton, Bedford Borough, Northamptonshire. The number of users from other areas is growing as the need for a wrap-around service is appreciated by funders.

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, probably due to the pandemic, the number of 120 hires in the year was down on the previous year.

EQUIPMENT SALES

Sales were steady this year with second hand equipment being very popular in terms of donations of kit and customers appreciation of not needing to buy a new item if they didn't want to do so.

DONATIONS

We were extremely grateful to have been chosen as one of the Mayor of Dunstable's charities. With her support we were chosen by the local theatre to receive their annual pantomime giving donation, despite the economic climate we received a massive £9,000

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

ADVICE CENTRAL

Partnership Development

AdviceCentral funded by Central Bedfordshire Council for their residents continues to provide a community welfare service which can be accessed by the individual, also by the partners and by statutory bodies who care about people that they encounter and do not have the resources to deal with outside of their stated aim. The network partnership includes 15 referral partners, 172 associates and 42 mutual aid groups. There were 1004 cases being managed by AdviceCentral to resolution as the topic required multiple interventions by our partners and others.

CARERS CENTRAL provided to Carers in Luton on behalf of Luton Council.

The team supported 316 carers in Luton in the year. They worked closely with the authority to develop the carers strategy including, identification, engagement and the issues that are important to carers. A carers panel was set up with Volunteer carers attending regularly to advise the project on their needs.

EXPERTS BY EXPERIENCE

We have a disability user panel to advise us and others on their needs based on their own lived experience in addition to peer support groups which are more specific in theme.

With space being very limited at the Mayfield Centre we have held many online meetings to ensure that these continued through the extended period of the pandemic. Coffee mornings are now regular and effectively facilitated.

COMMUNITY SERVICES - Wellbeing and Training.

This year we supported 51 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.

Premises 2022/23

We continue to operate out of Interim premises, The Rufus Centre in Flitwick and Mayfield Centre in Dunstable. Our Mayfield Centre services our community focussed projects and all back-office operations take place at the Rufus Centre.

Our clients are very vulnerable, and many were slow to return to pre covid lifestyles before and then being affected by the increases of food and fuel bills. We ran a warm hub two days a week throughout the winter period. We distributed household support vouchers on behalf of the local authorities.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRATEGIC REPORT

Financial review

Financial position

We ended the year with a small deficit of £4,738 which was not unreasonable given the prevailing landscape.

Public funding constraints remain the biggest challenge to third sector organisations this year and the DRC was no exception, however due to a mixed funding methodology of contracts, grants and social enterprise we managed to increase revenue slightly by 2% on the previous year to £812,230.

As the cost of living rose steeply, we took the decision to increase all staff salaries by 7% which contributed to a rise of 4% in expenditure on the previous year, which is less than half the rate of inflation.

Expenditure on IT increased due to an investment in a commercial customer relationship management (CRM) system which created a spike as there was necessarily an overlap with previous databases and associated leaving costs. The benefit of the CRM has already been recognised and it was necessary to provide the service that we need to provide to remain competitive, particularly as the number of individual chargeable customers continues to grow.

A robust and prudent approach has been evidenced by (comparison to 21/22)

Debtors decrease by 49%

Cash collection increase by 28%

Liabilities reduced by 36%

Overall, the working capital has improved with cashflow at a positive 73k compared to a negative 155k last year. The charity's financial health is strong.

Looking forward we aim to;

Reduce debtors further and convert into cash, this is possible with the comprehensive information on the new CRM and investment in a post to provide customer care.

Increase income by continuing to fill the gaps in health inequality, enabling funders to meet their strategic aims by providing a cost-effective service. Introduce a wider range of chargeable services as the public sector continues to reduce the funding it gives to charities.

As the rate of return on savings rises, we have engaged an asset management provider to invest some of our cash reserves to generate income.

We have been working closely with our major funders to understand how we can help them achieve their strategic goals and are shaping our services to meet their needs, which should lead to a longevity of funding on which to build our chargeable services.

Costs will continue to be carefully managed in line with income.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

STRATEGIC REPORT

Financial review

Principal funding sources

Contracts of varying value with:

- BLMK ICB, Nene Valley Clinical Commissioning Group
- Central Bedfordshire Council, Luton Council, Bedford Borough Council,

Grants from:

- BLMK ICB
- Skills for Care, Central Bedfordshire Council and Luton & Bedfordshire Community Foundation.

Investment policy and objectives

The charity maintains deposit accounts which are regularly reviewed. We have been in dialogue with investment managers with the aim to depositing some of the reserves to create income, now this is more favourable.

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRATEGIC REPORT

Principal risks and uncertainties

Significant areas of risk include:

- Any material changes in national or local government funding objectives towards disability and disability services.
- Further reduction in public sector funds and charitable giving fatigue.
- Cost of Living crisis impact on economy

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 situation 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

The Board of Trustees is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. The Board of Trustees is also responsible for safeguarding the assets of the charitable company and taking reasonable steps for the detection and prevention of fraud and other irregularities.

Future plans

February 2024 will mark the 30 year anniversary of the DRC and plans are underway to mark the event with some celebration.

Our vision is to be the first choice for creative solutions to health and disability challenges We work in several sectors, and during this year devised our DASPlus delivery to encompass all the different needs of service users in the Bedfordshire, Luton, Milton Keynes area, aligning services to meet their greatest needs.

We have adapted our services to concentrate on a wider reach, we work from 4 different venues in Luton to deliver Community Central and we are intending on applying the same model across Bedfordshire and Milton Keynes. There will be pop up hubs in all 4 parts of Bedfordshire, Bedford and Milton Keynes. We are actively seeking partners to work with as we do in Luton.

We will continue to work with our vulnerable customers to ease the cost of living and to work with funders so that they can achieve their strategic goals.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is governed by its Memorandum and Articles of Association which were set on 14 February 1994.

The charity is registered as a charitable company limited by guarantee. 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 11 members who agree to contribute an amount of £5 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. Evans Chelal was appointed Treasurer at the AGM in 2021 he has an MBA from the prestigious Cranfield University and is an Economist.

This year we were fortunate to be mentored by the Cranfield Trust and we worked on aligning behaviours of staff, volunteers and trustees with the values of the charity.

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 Purposes; Personnel or Services and Marketing. Full Board meetings take place every two months throughout the year with the AGM generally 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 an Operations Manager and Finance controller.

Wider network - partnerships

This remains at the heart of our philosophy as we believe this is the only way to provide our wide range of customers and service users with the best outcomes.

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. We are members of the disability network run by Luton Council. We have worked closely with Dunstable Football club this year, community groups and also worked with the organisers of Amptfest to ensure that all disabled festival goers had a good experience.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

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. The plan was rewritten at the beginning of the pandemic and has been updated as we moved through the interim premises locations.

Members of Board of Trustees

Members of the Board who are Directors for the purpose of company law and trustees for the purpose of charity law, who served during this year and up to the date of this report are set out on the administrative page.

In accordance with company law, as the company's directors we certify that:

- So far as we are aware there is no relevant audit information of which the company's auditors are unaware.
- As the directors of the company, we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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).

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
FOR THE YEAR ENDED 31 MARCH 2023**

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 21 November 2023 and signed on the board's behalf by:

A handwritten signature in black ink, appearing to read 'J Pick'.

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 2023 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 2023 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.

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.

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.

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

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

21 November 2023

THE DISABILITY RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

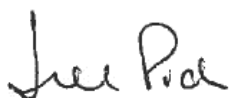
	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations	3	9,280	-	9,280	2,110
Charitable activities					
Information services	5	504,895	30,878	535,773	488,259
Chargeable services		239,912	-	239,912	214,079
Training and other income		18,530	-	18,530	11,150
Investment income	4	2,807	-	2,807	57
Other income	6	5,928	-	5,928	78,280
Total		<u>781,352</u>	<u>30,878</u>	<u>812,230</u>	<u>793,935</u>
EXPENDITURE ON					
Raising funds	7	5,123	-	5,123	2,068
Charitable activities					
Information services	8	780,967	30,878	811,845	791,320
Total		<u>786,090</u>	<u>30,878</u>	<u>816,968</u>	<u>793,388</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	20	(4,738) 5,967	- (5,967)	(4,738) -	547 -
Net movement in funds		1,229	(5,967)	(4,738)	547
RECONCILIATION OF FUNDS					
Total funds brought forward		368,930	5,967	374,897	374,350
TOTAL FUNDS CARRIED FORWARD		<u>370,159</u>	<u>-</u>	<u>370,159</u>	<u>374,897</u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Intangible assets	14	258	-	258	1,025
Tangible assets	15	<u>6,812</u>	<u>-</u>	<u>6,812</u>	<u>11,180</u>
		7,070	-	7,070	12,205
CURRENT ASSETS					
Stocks	16	2,737	-	2,737	5,163
Debtors	17	171,851	-	171,851	334,450
Cash at bank and in hand		<u>338,542</u>	<u>-</u>	<u>338,542</u>	<u>264,374</u>
		513,130	-	513,130	603,987
CREDITORS					
Amounts falling due within one year	18	<u>(150,041)</u>	<u>-</u>	<u>(150,041)</u>	<u>(241,295)</u>
NET CURRENT ASSETS					
		<u>363,089</u>	<u>-</u>	<u>363,089</u>	<u>362,692</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>370,159</u>	<u>-</u>	<u>370,159</u>	<u>374,897</u>
NET ASSETS					
		<u>370,159</u>	<u>-</u>	<u>370,159</u>	<u>374,897</u>
FUNDS					
Unrestricted funds	20			370,159	368,930
Restricted funds				<u>-</u>	<u>5,967</u>
TOTAL FUNDS					
				<u>370,159</u>	<u>374,897</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 21 November 2023 and were signed on its behalf by:



J Pick - Trustee

THE DISABILITY RESOURCE CENTRE

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	68,145	(149,995)
Interest paid		<u>4,966</u>	<u>-</u>
Net cash provided by/(used in) operating activities		<u>73,111</u>	<u>(149,995)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(1,750)	(5,420)
Interest received		<u>2,807</u>	<u>57</u>
Net cash provided by/(used in) investing activities		<u>1,057</u>	<u>(5,363)</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>264,374</u>	<u>419,732</u>
Cash and cash equivalents at the end of the reporting period		<u><u>338,542</u></u>	<u><u>264,374</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 2023**

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

	31.3.23	31.3.22
	£	£
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(4,738)	547
Adjustments for:		
Depreciation charges	6,816	8,908
Loss on disposal of fixed assets	69	-
Interest received	(2,807)	(57)
Interest paid	(4,966)	-
Movement in provisions	-	(8,775)
Decrease/(increase) in stocks	2,426	(259)
Decrease/(increase) in debtors	162,599	(244,393)
(Decrease)/increase in creditors	(91,254)	94,034
Net cash provided by/(used in) operations	<u>68,145</u>	<u>(149,995)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank and in hand	<u>264,374</u>	<u>74,168</u>	<u>338,542</u>
	<u>264,374</u>	<u>74,168</u>	<u>338,542</u>
Total	<u>264,374</u>	<u>74,168</u>	<u>338,542</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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 2023

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.

Fixtures and fittings - 20% on cost

Computer equipment - 33% 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 2023

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

	31.3.23	31.3.22
	£	£
Donations	<u>9,280</u>	<u>2,110</u>

4. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	<u>2,807</u>	<u>57</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.23	31.3.22
	Activity	£	£
Grants	Information services	383,493	266,400
Contracts	Information services	152,280	221,859
Direct Payments	Chargeable services	66,712	43,491
Service Level Agreements	Chargeable services	173,199	170,588
Other income	Other income	18,530	11,150
		<hr/>	<hr/>
		<u>794,215</u>	<u>713,488</u>

6. OTHER INCOME

	31.3.23	31.3.22
	£	£
Government grant	<u>5,928</u>	<u>78,280</u>

During the year the charity received £5,928 from a Luton Borough Council vaccination uptake grant.

During the prior year the charity received £5,781 from an NHS covid legacy grant, £894 from a Central Bedfordshire Council Covid 19 grant, £15,000 from a Luton Borough Council Covid 19 grant and £54,800 from a Central Bedfordshire Council infection control grant.

7. RAISING FUNDS

Other trading activities

	31.3.23	31.3.22
	£	£
Opening stock	5,163	4,904
Purchases	2,697	2,327
Closing stock	<u>(2,737)</u>	<u>(5,163)</u>
	<hr/>	<hr/>
	<u>5,123</u>	<u>2,068</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 9) £	Totals £
Information services	<u>669,298</u>	<u>142,547</u>	<u>811,845</u>

9. SUPPORT COSTS

	Management £	Finance £	Information technology £
Information services	<u>12,154</u>	<u>1,354</u>	<u>44,964</u>
	Human resources £	Governance costs £	Totals £
Information services	<u>155</u>	<u>83,920</u>	<u>142,547</u>

10. NET INCOME/(EXPENDITURE)

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

	31.3.23	31.3.22
	£	£
Auditors' remuneration	8,164	7,680
Depreciation - owned assets	6,049	8,141
Hire of plant and machinery	109	91
Other operating leases	2,533	2,350
Deficit on disposal of fixed assets	69	-
Computer software amortisation	<u>767</u>	<u>767</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

	31.3.23	31.3.22
	£	£
Trustees' expenses	<u>-</u>	<u>72</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

12. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	573,419	593,598
Other pension costs	<u>11,152</u>	<u>13,507</u>
	<u>584,571</u>	<u>607,105</u>

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

	31.3.23	31.3.22
Disability services	23	25
Management	<u>2</u>	<u>2</u>
	<u>25</u>	<u>27</u>

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

13. KEY MANAGEMENT PERSONNEL

The total remuneration of key management personnel (including salaries and other benefits) was £67,444 (2022: £63,967).

14. INTANGIBLE FIXED ASSETS

		Computer software £
COST		
At 1 April 2022 and 31 March 2023		<u>2,300</u>
AMORTISATION		
At 1 April 2022		1,275
Charge for year		<u>767</u>
At 31 March 2023		<u>2,042</u>
NET BOOK VALUE		
At 31 March 2023		<u>258</u>
At 31 March 2022		<u>1,025</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022	1,625	30,226	31,851
Additions	-	1,750	1,750
Disposals	-	<u>(14,513)</u>	<u>(14,513)</u>
At 31 March 2023	<u>1,625</u>	<u>17,463</u>	<u>19,088</u>
DEPRECIATION			
At 1 April 2022	325	20,346	20,671
Charge for year	325	5,724	6,049
Eliminated on disposal	-	<u>(14,444)</u>	<u>(14,444)</u>
At 31 March 2023	<u>650</u>	<u>11,626</u>	<u>12,276</u>
NET BOOK VALUE			
At 31 March 2023	<u>975</u>	<u>5,837</u>	<u>6,812</u>
At 31 March 2022	<u>1,300</u>	<u>9,880</u>	<u>11,180</u>

16. STOCKS

	31.3.23	31.3.22
	£	£
Stocks	<u>2,737</u>	<u>5,163</u>

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	120,563	277,474
Other debtors	7,552	7,551
Prepayments and accrued income	<u>43,736</u>	<u>49,425</u>
	<u>171,851</u>	<u>334,450</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	1,467	34,774
Social security and other taxes	8,543	-
VAT	12,107	1,461
Other creditors	33,042	64,347
Accruals and deferred income	<u>94,882</u>	<u>140,713</u>
	<u>150,041</u>	<u>241,295</u>

19. LEASING AGREEMENTS

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

	31.3.23	31.3.22
	£	£
Within one year	16,974	22,421
Between one and five years	<u>27,574</u>	<u>36,835</u>
	<u>44,548</u>	<u>59,256</u>

20. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
Unrestricted funds	368,930	(4,738)	5,967	370,159
Restricted funds				
Access to Work	5,967	-	(5,967)	-
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>374,897</u>	<u>(4,738)</u>	<u>-</u>	<u>370,159</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	781,352	(786,090)	(4,738)
Restricted funds			
Skills for Care	30,878	(30,878)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>812,230</u>	<u>(816,968)</u>	<u>(4,738)</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
Unrestricted funds	368,383	547	368,930
Restricted funds			
Access to Work	5,967	-	5,967
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>374,350</u>	<u>547</u>	<u>374,897</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	764,065	(763,518)	547
Restricted funds			
Skills for Care	29,870	(29,870)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>793,935</u>	<u>(793,388)</u>	<u>547</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

20. MOVEMENT IN FUNDS - continued

DESIGNATED FUNDS

	31.3.23	31.3.22
	£	£
New premises configuration or refurbishment	200,000	200,000
Staffing Commitment Fund	60,000	60,000
Premises Commitment Fund	5,000	5,000
Information Technology Infrastructure	15,000	15,000
Research and development	20,000	20,000
Discretionary fund	9,000	-
General Fund	<u>61,159</u>	<u>68,930</u>
TOTAL DESIGNATED FUNDS	<u>370,159</u>	<u>368,930</u>

New premises configuration or refurbishment

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

Delivery of Service, Staffing Commitment Fund

To cover one month salary and pension payments.

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.

Discretionary Fund

To provide respite for carers.

General Fund

To cover cash flow volatility.

RESTRICTED FUNDS

Access to Work - £ Nil (2022: £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 2023**

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

22. HOLDING ACCOUNTS

The charity operates 'holding accounts' in Luton, Central Bedfordshire, Bedford Borough, Oxfordshire 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 £1,238,761 (2022: £1,669,967).

23. GOING CONCERN

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

England & Wales - Charity number 1041712

Accounts

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

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022
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 2022**

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THE DISABILITY RESOURCE CENTRE
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES	N S Deadman Trustee (retired 10/11/21) B K E Dennis Trustee J Pick Chair K Taylor Trustee A G H Buckley Trustee S Brown Trustee B S Pedersen Trustee G Ormston Vice chair L A Handley Trustee E Chelal (appointed 10/11/21)
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 2022

This has been another year of challenges. The impact of the Covid pandemic continued for most of the year. Staff have worked from home when restrictions applied or if they were isolating. The 'new normal' for us has also meant adapting to delivering face to face services from interim premises in Mayfield Road Dunstable when restrictions were eased. The ability to adapt and work and deliver services to meet changing needs is one of the positive lessons of the last couple of years. Our staff are resourceful and adaptable and we are grateful for what has been achieved often in difficult circumstances.

Achievements

We continue to work with disabled people and their families to meet their needs. Enquiries have been dealt with by phone and email or webchat as well as face to face. Many carers and disabled people and their families faced additional day to day barriers and stress in the lockdowns, due to their vulnerability and many continue to experience isolation. It is important that our staff are continuing to work with them to find solutions. Enquiries about equipment and welfare benefits demonstrate continuing demand and the assistance required towards improving choice and independence. Courses have been delivered online and face to face and many have focused on wellbeing. We have also supported those managing their own health or social care budgets.

Financially we have finished the year with a small surplus of £547 which has been achieved by securing new income and keeping a very close eye on expenditure. Income was reduced due to the ending of a long standing block contract to deliver support with direct payments which was not retendered. The remaining service is now delivered on an individual basis which has been challenging for both service users and staff.

The Board and staff worked productively together to look at our strategic direction and a Business Plan was produced and agreed in February 2022.

Board changes

Evans Chelal was appointed as a Trustee at the AGM in November 2021. He was also appointed as Treasurer. Evans has brought expertise and a fresh analysis which we have welcomed and appreciate very much.

The Future

As a Board we will be working in 2022/23 to maintain our income and existing services and also increase our reach. Our move from Poynters House has opened up new possibilities but our priority is to find suitable premises more appropriate for the needs of our service users, staff and the range of services we provide. The Disability Resource Centre makes a real difference to people's 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

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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 2022. 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 of becoming the first choice for creative solutions to health and disability challenges.

Our core objectives remain the same and following the pandemic we have resumed face to face work as well as telephone and digital services. Once again there has been significant growth in the number of people accessing our services digitally. This is an area for future development and investment as more of the community have the means to access digital services.

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 year 2021/22 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 disability centric 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, grant funding and fundraising. This has been a continuing challenge as the post pandemic era brought additional challenges to those with disability and health conditions; also, to our statutory funders as they tried to return to "normality".

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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 28 staff we have retained and slightly increased the number of volunteers who are regularly active to 19, due to grant funding from the Bedfordshire and Luton Community Foundation allowing us to concentrate on this important area.

Volunteering helps people who donate their time feel more socially connected, our volunteers are older or disabled people and work in the team that fits their skills and aspirations. We have maintained a bank of volunteers who have transferred over from Poynters House and who now work in the Mayfield Centre and the Rufus Centre.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT

Achievement and performance

Charitable activities

The Disability Resource Centre is a charity led by people with lived experience with service users at the centre of its decision making. Our vision is to empower people of all ages with disability, health conditions, mental ill health, and carers to fulfil their potential and aspirations. We exist so that people have somewhere to turn to if they feel alone and need help in any situation and know we are here. We provide holistic support covering all areas that our service-users require and where we cannot support directly, we would connect them to wider services. We provide emotional and practical support with a shared understanding of the individual and family need.

We have managed to retain and deliver our core services despite the inordinate challenge arising from the major changes that occurred in the prior year: A pandemic, the disaggregation of our largest contract and operating from interim premises, resulting in little or no ability to continue our social enterprise expertise.

It has taken a long period of time to settle down, but we are now back onto a good footing offering support to those in receipt of all services.

In 2021/22 the DRC has been funded from contracts with statutory bodies (NHS) and Local Authorities; grant funders (including the BIG Lottery, Skills for Care, The Community Learning Fund and European Social Infrastructure Fund, Bedfordshire and Luton Community Foundation and local authorities) enabling us to deliver our core services. We were very grateful to receive support from grants to work through the challenges presented by the Covid 19 Pandemic legacy.

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
- Disability Confident training
- Carers support service

Services in 2021/22

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

We also helped our local authorities with promoting their winter pressure solutions, administering food vouchers and supporting vaccination programmes.

Overall, in the year 2021-22 we serviced 13,094 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. advice.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

DISABILITY ADVICE SERVICES

5,170 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 52,299 unique visits to our combined websites www.drbeds.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.

Equipment and independent living aids advice 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 and this is still available in addition to face to face services.

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.

Central 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. Events in the community were still impacted until later in the year and however 1531 people made disability or health enquiries when they were seen by our team in the different localities and through virtual stakeholder and service-user events and meetings, Virtual working has allowed us to significantly increase 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 we received 1067 enquiries, many taking advantage of the group sessions run by our expert volunteer. Our Welfare Benefits Advisor saw 243 on a one-to-one appointment securing £324,623 overall for claimants.

This service always has a high demand and this year we relied on grants to continue the delivery. Waiting lists for this service continue to grow as more people face financial difficulties and there is real concern that as the energy crisis grows, we need to increase the number of hours spent on this.

We delivered household support in the form of food vouchers and access to free broadband and sim cards for those eligible. We also worked with the Community Safety team to provide drop-in sessions to residents in Central Bedfordshire.

PERSONALISATION (SELF DIRECTED SUPPORT) SERVICES

In March 2021 the service that we had delivered on behalf of Luton Council to support people in receipt of a care direct payment ended as they moved to a different type of arrangement which was not open to tender.

This change caused a massive challenge to us as the provider, causing financial loss and the complexity of changing from a public sector contract to a sales type arrangement with individuals, many of whom were vulnerable, undergoing major upheaval. A lot of resource was required to deal with the displaced customers, despite funding no longer being received.

However we gained new customers from other council areas who needed a full support service.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

EQUIPMENT SERVICE - Supply chain issues and second hand

There was a world-wide manufacturing supply chain issue which affected the independent living market. It was nearly impossible to get supplies of anything that had aluminium parts so mobility aids including wheelchairs of all descriptions were in short supply. We ran a campaign for donations of unused equipment which was very successful and had grateful customers travelling from all over the southeast to buy stock.

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 due to the pandemic the number of 111 hires in the year, was down on the previous year.

ADVICE CENTRAL

Partnership Development

Advice Central funded by Central Bedfordshire Council for their residents continues to provide a community welfare service which can be accessed by the individual, also by the partners and by statutory bodies who care about people that they encounter and do not have the resources to deal with outside of their stated aim.

The network partnership includes 15 referral partners, 161 associates and 42 mutual aid groups. There were 6,092 enquiries in the year, resulting in 751 cases being managed by Advice Central to resolution as the topic required multiple interventions by our partners and others.

CARERS CENTRAL

Provided to Carers in Luton on behalf of Luton Council.

The team supported 3,843 carers in Luton in the year. They worked closely with the authority to develop the carers strategy including, identification, engagement and the issues that are important to carers. A carers panel was set up with Volunteer carers attending regularly to advise the project on their needs.

EXPERTS BY EXPERIENCE

We have a disability user panel to advise us and others on their needs based on their own lived experience in addition to peer support groups which are more specific in theme.

With space being very limited at the Mayfield Centre we have held many online meetings to ensure that these continued through the extended period of the pandemic.

COMMUNITY SERVICES - Wellbeing and Training.

This year we supported 798 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.

Premises 2021/22

We are operating out of Interim premises, The Rufus Centre in Flitwick and Mayfield Centre in Dunstable. Operations were still impacted by Covid restrictions and the additional needs of our service users.

Clients are very vulnerable, and many were anxious about returning to society as waves continued - despite vaccinations and continued social distancing.

Our services are available in a variety of methods in which customers felt comfortable.

As the communities opened, we became integrated once again. Employees now have a hybrid working pattern which supports this.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT

Financial review

Financial position

Income

DRC recorded a total income of £793,935 compared to the £772,340 that was forecast.

That represents a favourable variance of 2.8%. The charity has seen a 31% drop in income from £1,040,573 recorded in March 2021 and yet due to rigorous financial controls been able to achieve a surplus of £547 at the year end of March 2022.

In addition to the loss of social enterprise opportunity, associated with Poynters House, the major reduction in income was the income for a block contract which had been in place since 1998 due to a change in the authority's strategy. This could have resulted in a more significant income reduction had other grants and new contracts not been gained.

The ability to drastically reduce costs has only been achievable in the last 2 years since exiting the 25-year lease, and all facility liabilities at Poynters House.

The income reduction resulting from exiting Poynters house, significantly impacted the tenancy and room hire segment that which had already dropped from £194k in 2017 to £42k in 20/21 and £Nil in 21/22.

Expenditure

The total costs incurred in 2022 are £793,388 to a budget of £780,595 which is a 1.6% adverse variance.

The staff costs of 77% share of expenditure have increased steadily over the past five years at a time of reducing income and reducing staff numbers. Investment in technology in the year ahead will reduce the need for some of the administrative staff allowing more customer facing positions within a reduced salary budget.

IT costs at 7% Rental and utility costs sit at a 3% and 0.2% of total expenses respectively.

The DRC is actively seeking suitable premises for our operations and employees and expect rental and utility costs to increase.

Balance Sheet

The position of the Charity is robust with total assets increasing by 16% from 2021 to £616,192. The increase is mainly attributed to receivables that had close to £277k. This had a corresponding effect on the cash assets that reduced by £155k representing a 37% drop from the prior year.

The total liabilities for the year ended March 2022 are £241,295 which is an increase of 55% from £156,036. This is fair as the current assets (excluding bank assets) can cover the total liabilities by a factor of 1.4 and current assets including cash would cover total liabilities by 2.5x hence the liquidity of the Charity is in a good position. The net assets sit at £374,897 which is an increase of 0.15% from £374,350 in 2021.

Our focus continues to be to increase and diversify our income streams while concurrently managing our cost structure. It is difficult and it will be hard but based on last year's performance and audited accounts we can be delighted with the activities we undertook in ensuring that people with disability access quality care, education, relevant training and development were empowered to have the same life choices as others.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRATEGIC REPORT

Financial review

Principal funding sources

Contracts of varying value with:

- BLMK Clinical Commissioning Group, Shaw Trust, Nene Valley Clinical Commissioning Group
- Central Bedfordshire Council, Luton Council, Bedford Borough Council

Grants from:

- Community Learning Trust, and the Learning Partnership. Luton (ESIF), Skills for Care
- Compass, Luton Council, NHS, Bedfordshire and Luton Community Foundation.

Investment policy and objectives

The charity maintains deposit accounts which are regularly reviewed.

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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT

Principal risks and uncertainties

Significant areas of risk include:

- Any material changes in national or local government funding objectives towards disability and disability services.
- Finding suitable premises to deliver our charitable objectives
- Further reduction in public sector funds and charitable giving fatigue.
- Cost of Living crisis impact on economy

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 situation 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

The Board of Trustees is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. The Board of Trustees is also responsible for safeguarding the assets of the charitable company and taking reasonable steps for the detection and prevention of fraud and other irregularities.

Future plans

Our vision is to be the first choice for creative solutions to health and disability challenges We work in several sectors, and during this year devised our DASPlus delivery to encompass all the different needs of service users in the Bedfordshire, Luton, Milton Keynes area, aligning services to meet their greatest needs.

In October 2021 the board met to discuss the Strategic plan for 2022 to 2025 and the CEO produced a business plan to support the strategic aims, this was assisted by a Central Bedfordshire funded Scholarship to the Business Growth Plan delivered at Cranfield University. The charity received support also from the University of Bedfordshire in innovation support, we are grateful for the level of support provided during this year from funders and supporters.

Crucial to the success of the plan is a more evolved Customer relationship management database, and a website which allows different users access to the information that they require quickly which is integrated with the CRM. This will require financial investment and resources to ensure that everyone can use the new systems effectively.

We will continue to seek permanent suitable premises to deliver our full services and in the meantime our will use outreach widely across the BLMK area.

Our aspiration is to be a heart-led and head - managed organisation, fulfilling the needs of service users and the ability to provide funders with detailed information.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is governed by its Memorandum and Articles of Association which were set on 14 February 1994.

The charity is registered as a charitable company limited by guarantee. 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 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 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. Evans Chelal was appointed Treasurer at the AGM in 2021 he has an MBA from the prestigious Cranfield University and is an Economist.

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 generally 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 a Business Development Manager and Customer Service Manager.

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 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

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. The plan was rewritten at the beginning of the pandemic and has been updated as we moved through the interim premises locations.

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).

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 2 November 2022 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 2022 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 2022 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.

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.

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.

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

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.

A handwritten signature in black ink, appearing to read 'Robert Brown' followed by a stylized initial 'RB'.

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

2 November 2022

THE DISABILITY RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022


	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations	3	2,110	-	2,110	3,906
Charitable activities					
Information services		458,389	29,870	488,259	470,819
Chargeable services		214,079	-	214,079	409,202
Training and other income		11,150	-	11,150	21,316
Tenancy and room hire		-	-	-	42,058
Investment income	4	57	-	57	245
Other income	6	78,280	-	78,280	93,027
Total		764,065	29,870	793,935	1,040,573
EXPENDITURE ON					
Raising funds	7	2,068	-	2,068	4,305
Charitable activities					
Information services	8	761,450	29,870	791,320	1,033,203
Chargeable services		-	-	-	253
Total		763,518	29,870	793,388	1,037,761
NET INCOME		547	-	547	2,812
RECONCILIATION OF FUNDS					
Total funds brought forward		368,383	5,967	374,350	371,538
TOTAL FUNDS CARRIED FORWARD		368,930	5,967	374,897	374,350

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Intangible assets	14	1,025	-	1,025	1,792
Tangible assets	15	<u>11,180</u>	<u>-</u>	<u>11,180</u>	<u>13,901</u>
		12,205	-	12,205	15,693
CURRENT ASSETS					
Stocks	16	5,163	-	5,163	4,904
Debtors	17	334,450	-	334,450	90,057
Cash at bank and in hand		<u>258,407</u>	<u>5,967</u>	<u>264,374</u>	<u>419,732</u>
		598,020	5,967	603,987	514,693
CREDITORS					
Amounts falling due within one year	18	<u>(241,295)</u>	<u>-</u>	<u>(241,295)</u>	<u>(147,261)</u>
NET CURRENT ASSETS		<u>356,725</u>	<u>5,967</u>	<u>362,692</u>	<u>367,432</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		368,930	5,967	374,897	383,125
PROVISIONS FOR LIABILITIES	20	<u>-</u>	<u>-</u>	<u>-</u>	<u>(8,775)</u>
NET ASSETS		<u>368,930</u>	<u>5,967</u>	<u>374,897</u>	<u>374,350</u>
FUNDS					
Unrestricted funds	21			368,930	368,383
Restricted funds				<u>5,967</u>	<u>5,967</u>
TOTAL FUNDS				<u>374,897</u>	<u>374,350</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 2 November 2022 and were signed on its behalf by:



J Pick - Trustee

THE DISABILITY RESOURCE CENTRE

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(149,995)</u>	<u>(70,306)</u>
Net cash used in operating activities		<u>(149,995)</u>	<u>(70,306)</u>
Cash flows from investing activities			
Purchase of intangible fixed assets		-	(2,300)
Purchase of tangible fixed assets		(5,420)	(14,453)
Interest received		<u>57</u>	<u>245</u>
Net cash used in investing activities		<u>(5,363)</u>	<u>(16,508)</u>
Change in cash and cash equivalents in the reporting period			
		(155,358)	(86,814)
Cash and cash equivalents at the beginning of the reporting period		<u>419,732</u>	<u>506,546</u>
Cash and cash equivalents at the end of the reporting period		<u><u>264,374</u></u>	<u><u>419,732</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 2022**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.22	31.3.21
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	547	2,812
Adjustments for:		
Depreciation charges	8,908	6,569
Loss on disposal of fixed assets	-	3,956
Interest received	(57)	(245)
Movement in provisions	(8,775)	8,775
Increase in stocks	(259)	(585)
(Increase)/decrease in debtors	(244,393)	150,264
Increase/(decrease) in creditors	<u>94,034</u>	<u>(241,852)</u>
Net cash used in operations	<u>(149,995)</u>	<u>(70,306)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21	Cash flow	At 31.3.22
	£	£	£
Net cash			
Cash at bank and in hand	<u>419,732</u>	<u>(155,358)</u>	<u>264,374</u>
	<u>419,732</u>	<u>(155,358)</u>	<u>264,374</u>
Total	<u>419,732</u>	<u>(155,358)</u>	<u>264,374</u>

THE DISABILITY RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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 2022

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.

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 2022**

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

	31.3.22	31.3.21
	£	£
Donations	<u>2,110</u>	<u>3,906</u>

4. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Deposit account interest	<u>57</u>	<u>245</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.22	31.3.21
	Activity	£	£
Grants	Information services	266,400	90,149
Contracts	Information services	221,859	380,670
Direct payments	Chargeable services	43,491	43,035
Service level agreements	Chargeable services	170,588	366,167
Other income	Other income	11,150	21,316
Service charges	Tenancy and room hire	-	17,170
Rent	Tenancy and room hire	-	23,758
Room hire	Tenancy and room hire	-	1,130
		<u>713,488</u>	<u>943,395</u>

6. OTHER INCOME

	31.3.22	31.3.21
	£	£
Government grant	<u>78,280</u>	<u>93,027</u>

During the current year the charity has received £5,781 from an NHS covid legacy grant, £894 from a Central Bedfordshire Council Covid 19 grant, £15,000 from a Luton Borough Council Covid 19 grant and £54,800 from a Central Bedfordshire Council infection control grant.

In the prior year 2021 the charity received £9,237 in furlough monies from the Coronavirus Job Retention Scheme, £38,914 from a National Lottery Covid grant, £17,476 in Covid grants received from Bedfordshire & Luton Council and a £27,400 infection control grant from Central Bedfordshire Council.

7. RAISING FUNDS

Other trading activities

	31.3.22	31.3.21
	£	£
Opening stock	4,904	4,319
Purchases	2,327	4,890
Closing stock	<u>(5,163)</u>	<u>(4,904)</u>
	<u>2,068</u>	<u>4,305</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 9) £	Totals £
Information services	<u>671,857</u>	<u>119,463</u>	<u>791,320</u>

9. SUPPORT COSTS

	Management £	Finance £	Information technology £	Governance costs £	Totals £
Information services	<u>12,943</u>	<u>1,260</u>	<u>55,829</u>	<u>49,431</u>	<u>119,463</u>

10. NET INCOME/(EXPENDITURE)

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

	31.3.22	31.3.21
	£	£
Auditors' remuneration	7,680	7,500
Depreciation - owned assets	8,141	6,061
Hire of plant and machinery	91	250
Other operating leases	2,350	9,143
Deficit on disposal of fixed assets	-	3,956
Computer software amortisation	<u>767</u>	<u>508</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

	31.3.22	31.3.21
	£	£
Trustees' expenses	<u>72</u>	<u>477</u>

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

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

12. STAFF COSTS

	31.3.22	31.3.21
	£	£
Wages and salaries	593,598	707,783
Other pension costs	<u>13,507</u>	<u>13,043</u>
	<u>607,105</u>	<u>720,826</u>

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

	31.3.22	31.3.21
Disability services	25	30
Management	<u>2</u>	<u>3</u>
	<u>27</u>	<u>33</u>

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

13. KEY MANAGEMENT PERSONNEL

The total remuneration of key management personnel (including salaries and other benefits) was £63,967 (2021: £63,665).

14. INTANGIBLE FIXED ASSETS

		Computer software £
COST		
At 1 April 2021 and 31 March 2022		<u>2,300</u>
AMORTISATION		
At 1 April 2021		508
Charge for year		<u>767</u>
At 31 March 2022		<u>1,275</u>
NET BOOK VALUE		
At 31 March 2022		<u>1,025</u>
At 31 March 2021		<u>1,792</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	1,625	24,806	26,431
Additions	<u>-</u>	<u>5,420</u>	<u>5,420</u>
At 31 March 2022	<u>1,625</u>	<u>30,226</u>	<u>31,851</u>
DEPRECIATION			
At 1 April 2021	-	12,530	12,530
Charge for year	<u>325</u>	<u>7,816</u>	<u>8,141</u>
At 31 March 2022	<u>325</u>	<u>20,346</u>	<u>20,671</u>
NET BOOK VALUE			
At 31 March 2022	<u>1,300</u>	<u>9,880</u>	<u>11,180</u>
At 31 March 2021	<u>1,625</u>	<u>12,276</u>	<u>13,901</u>

16. STOCKS

		31.3.22	31.3.21
		£	£
Stocks		<u>5,163</u>	<u>4,904</u>

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

		31.3.22	31.3.21
		£	£
Trade debtors		277,474	76,472
Other debtors		7,551	8,243
Prepayments and accrued income		<u>49,425</u>	<u>5,342</u>
		<u>334,450</u>	<u>90,057</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	34,774	16,449
Social security and other taxes	-	11,754
VAT	1,461	52,402
Other creditors	64,347	41,756
Accruals and deferred income	<u>140,713</u>	<u>24,900</u>
	<u>241,295</u>	<u>147,261</u>

19. LEASING AGREEMENTS

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

	31.3.22	31.3.21
	£	£
Within one year	22,421	17,221
Between one and five years	<u>36,835</u>	<u>64,456</u>
	<u>59,256</u>	<u>81,677</u>

20. PROVISIONS FOR LIABILITIES

	31.3.22	31.3.21
	£	£
Provisions	<u>-</u>	<u>8,775</u>

21. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
Unrestricted funds	368,383	547	368,930
Restricted funds			
Access to Work	5,967	-	5,967
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>374,350</u>	<u>547</u>	<u>374,897</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

21. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Unrestricted funds	764,065	(763,518)	547
Restricted funds			
Skills for Care	29,870	(29,870)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>793,935</u>	<u>(793,388)</u>	<u>547</u>

Comparatives for 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	<hr/> -	<hr/> 2,439	<hr/> 2,439
	365,571	2,812	368,383
Restricted funds			
Access to Work	5,967	-	5,967
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>371,538</u>	<u>2,812</u>	<u>374,350</u>

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

21. MOVEMENT IN FUNDS - continued

Comparative 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><u>1,040,573</u></u>	<u><u>(1,037,761)</u></u>	<u><u>2,812</u></u>

DESIGNATED FUNDS

	31.3.22	31.3.21
	£	£
New premises configuration or refurbishment	200,000	200,000
Staffing Commitment Fund	60,000	60,000
Premises Commitment Fund	5,000	5,000
Information Technology Infrastructure	15,000	15,000
Research and development	20,000	20,000
General Fund	<u>68,930</u>	<u>68,383</u>
TOTAL DESIGNATED FUNDS	<u>368,930</u>	<u>368,383</u>

New premises configuration or refurbishment

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

Delivery of Service, Staffing Commitment Fund

To cover one month salary and pension payments.

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.

THE DISABILITY RESOURCE CENTRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

21. MOVEMENT IN FUNDS - continued

RESTRICTED FUNDS

Access to Work - £5,967 (2021: £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.

22. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

23. 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 £1,669,967 (2021: £2,780,192).

24. GOING CONCERN

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

England & Wales - Charity number 1041712

Accounts

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

Peer support groups
Training Peer leads
Links to other services
Links to volunteering
Social Activities
Wellbeing classes
Carers support
Specialist Fitness sessions

Choice and control

Equipment adjustments
Information, Advice, Guidance
Direct Payments Service
Education and Training
Employment support
Equipment - rehabilitation
Co-creation opportunities
Care Academy

Social Enterprise

Retailing Disability living aids
Rental income
Room hires

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.drbeds.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 visits 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 we 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					
Information services	5	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					
Information services	8	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>368,383</u>	<u>5,967</u>	<u>374,350</u>	<u>371,538</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 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>
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)	<u>248,541</u>
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>739,444</u>	<u>(367,906)</u>	<u>371,538</u>
TOTAL FUNDS			

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>1,142,705</u>	<u>(1,510,611)</u>	<u>(367,906)</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	-
	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	-	18,461
	<hr/>	<hr/>
	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	-	238,717
	<hr/>	<hr/>
	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	-	79
	<hr/>	<hr/>
	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>

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