REAL DPO LTD

England & Wales · Charity number 1061671

Details

Other names	DISABILITY COALITION - TOWER HAMLETS, TOWER HAMLETS COALITION OF DISABLED PEOPLE, REAL
Status	Registered
Legal form	Charitable company
Company number	03213172
Registered	1997-04-04
Register	View on the Charity Commission register

Contact

Address	Real Jack Dash House 2 Lawn House Close London
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Website	www.real.org.uk

Activities

Objects: FOR THE RELIEF OF DISABLED PEOPLE IN THE LONDON BOROUGH OF TOWER HAMLETS AND THE SURROUNDING BOROUGHS WITHIN GREATER LONDON TO ENABLE THEM TO OBTAIN THEIR FULL RIGHTS AND PRIVILEGES AS CITIZENS AND TO OBTAIN THEIR INHERENT RIGHT TO LIFE ON AN EQUAL BASIS WITH OTHERS IN ACCORDANCE WITH THE SOCIAL MODEL OF DISABILITY AND THE UN CONVENTION FOR DISABLED PEOPLE

Activities: Real supports disabled people and people with long term health conditions in Tower Hamlets, to live as independently as they chose, and obtain full rights and privileges as citizens, in accordance with the social model of disability and the UN Convention on the Rights of Persons with Disabilities. We deliver advocacy, information and advice, and engagement and community voice projects

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** LONDON BOROUGH OF TOWER HAMLETS AND SURROUNDING BOROUGHS WITHIN GREATER LONDON
- Tower Hamlets

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£586,351	£538,458	£176,701	16
2024-03-31	£606,659	£624,601	£128,808	16
2023-03-31	£603,417	£664,401	£146,750	11
2022-03-31	£585,166	£575,046	£207,734	13
2021-03-31	£811,206	£746,120	£197,614	11

Trustees

Name	Role	Appointed
David Kevin Burbidge		2023-09-01
Fatima Noor		2026-05-15
Giiasiddin Bakhtovarshoiev		2026-03-04
Grenville Rupert Stanley Bingham		2022-02-16
Ismet Aykan Akkayagil		2025-09-10
Nari Ahn		2026-03-04
Professor Alan John Drew		2023-05-24

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REAL DPO LTD

England & Wales - Charity number 1061671

Accounts

REAL DPO LTD

(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

TRUSTEES' ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

Contents

Chair and Trustees' statement 4

Introduction by our Senior Management Team (SMT) 4

Name, registered office and constitution 5

About Real 5

Quality of Our Work 6

Key principles and objectives 7

Public benefit that is provided by the charity 7

1. Real Support (Advocacy and Advice Service) 8

2. CATCH Real's Hate Crime Advocacy service 10

3. Real Homes Housing Campaign 11

4. Real's Employment Work 12

4.1. Real Employment Support (RES) 12

4.2. Empowered Employment (Employment for Children and Young People) 13

5. Equality Impact Assessments (Cornerstone) 14

6. Engaging Disabled People in Adult Social Care (EDP) 15

7.Engaging Disabled People Survey - Learning Disability 18

8. Embedding Disability Access Programme Phase 2 (Disability Competency 18

Positive impact 18

9. Disability and Wellbeing (Quality of Life) 19

10. Inclusive Construction 20

11. Communities Keeping Well 21

12. Work towards future periods 22

13. Significant events after the year-end 25

14. Administration 25

14.1. Trustees 25

14.2. Statutory Auditors: 26

14.3. Bankers 26

15. Structure, governance and management 26
16. Management pay 27
17. Risk 27
17.1. Approach to risk management 27
17.2. Risk analysis 28
18. Wider economic environment 30
19. Financial information 31
19.1. Share capital 31
19.2. Financial review 31
19.3. Financial reserves policy 31
19.4. Statement as to disclosure of information to auditors 32
19.5. Directors and Trustees' responsibilities 32
19.6. Methods of preparation of accounts 33

Chair and Trustees' statement

The Board of Trustees presents its annual report and accounts for the year ended 31 March 2025. The Board is satisfied with Real DPO Ltd.'s performance during the year and with the organisation's position at 31 March 2025.

The past year was one of significant change for Real. Jack Gilbert, who was appointed CEO in 2023, departed in September 2024. From that point, the organisation was led by the Senior Management Team (SMT), who demonstrated strong capability in financial management, project acquisition, and project delivery. Their leadership ensured continuity and stability, and their collaborative approach was well received by staff. The SMT was supported by HR and fundraising consultants, as well as by Henry Stone, former Chair of the Board.

Real continues to focus its work in and around the London Borough of Tower Hamlets, providing advocacy, employment support, advice, co-production, and engagement services for local people. The organisation works to challenge and remove the barriers created by society—such as inaccessible environments, discriminatory attitudes, and a lack of reasonable adjustments—that prevent Disabled people from fully participating in everyday life. Changes in government and in the fundraising landscape have presented both challenges and opportunities during the year.

Real supports anyone who identifies as Disabled, D/deaf, or as having a long-term condition, in line with the social model of disability. The organisation also shares its expertise with government bodies, statutory agencies, and businesses to help them better understand and meet the needs of Disabled and D/deaf people.

Post–Balance Sheet Event:
Since the end of the reporting period, the Board has appointed Sophie Ede as interim CEO, who joined the organisation in October 2025 and will serve for six months. The Board considers this a positive development that will strengthen leadership capacity and support Real's continued progress.

Introduction by our Senior Management Team (SMT)

In the absence of a CEO, this section has been completed by Real's Senior Management Team.

During this period, Real continued to deliver excellent Advocacy and Advice services to Disabled people in Tower Hamlets and across London, with the service once again achieving Advice Quality Standards in January 2025. The service was also expanded to include dedicated hours of Advice and Advocacy specifically for D/deaf people, including the opportunity to receive support in British Sign Language. This valuable service demonstrates the importance of independent, locally delivered support in ensuring that D/deaf and Disabled people can access the assistance they need.

Real also built on its strong reputation for outstanding Co-production work, collaborating with various statutory bodies to improve accessibility and ensure that Disabled residents' voices were heard by key decision-makers.

We completed our first structured campaign on Housing and continued our research project exploring the quality of life of Disabled people across London.

We also began to strengthen the marketing and delivery of our training packages, generating income by providing private training to a range of organisations. These training sessions focus on Disability Awareness and Reasonable Adjustments, supporting businesses and statutory bodies to better understand and meet the needs of Disabled and D/deaf people.

Name, registered office and constitution

The full name of the charity is Real DPO Ltd, and is a company limited by guarantee. The charity is known as Real, which is a working name registered with the Charity Commission.

The charity changed its name from Disability Coalition – Tower Hamlets on 16 August 2012.

Date of Incorporation: 12th June 1996

Date of Registration: 4th April 1997

We are a registered charity (charity registration number 1061671) and a company limited by guarantee (company number 3213172)

The Registered Office is Jack Dash House, 2 Lawn House Close, London E14 9YQ

About Real

Real DPO is Tower Hamlets oldest and largest D/deaf and Disabled People's Organisation. Our staff and board share lived experience of Disability. As a user-led organisation, founded on the social model of disability, we recognise the complexity of multiple impairments, of identities that intersect diverse protected characteristics and the experiences of those who were born with impairments, and those who acquired their impairments through illness, injury or ageing.

We continue to work towards our Mission and Vision statements and began work to review our strategy this period. We launched the new strategic objectives at the AGM in May 2025.

We work to ensu m health
conditions will ha ble basis with
others in a way t eople. Whilst our
focus is generall to maximising the
impact of our act we work closely
with Inclusion Lo

Tower Hamlets is a multicultural and diverse borough that presents many opportunities and challenges, including working across language barriers. Some of our staff speak community languages such as Bengali/Sylheti and Somali. There are also many national, cultural, ethnic,

LGBTQ+ and/or faith-based intersecting identities amongst our staff and board. Combined with the high number of Disabled staff and board members, this means we are uniquely well placed to effectively work with, support and campaign for Disabled people in all our diversity.

Quality of Our Work

Real is committed to delivering high-quality, rights-based services led by and for Disabled and D/deaf people. We hold two recognised quality standards: the **Advocacy Quality Performance Mark (QPM)** and the **Advice Quality Standard (AQS)**. These standards demonstrate our strong governance, effective casework practice, robust safeguarding and our commitment to continuous improvement.

A key part of maintaining quality across our services is our approach to learning and reflection. Staff undertake regular **peer shadowing**, where colleagues observe each other's practice and exchange constructive feedback. This helps ensure consistency, strengthens skills and supports a culture of openness and shared learning. Staff also participate in frequent **training and upskilling**, both internally and with external organisations, ensuring our work remains current, evidence-based and responsive to the needs of the communities we serve.

During the QPM assessment in April 2024, the assessor highlighted several areas of strong practice within Real:

"The commitment and passion of the Real advocacy team and senior management is very clear: Real is run by and for Disabled people, Real has excellent lived experience leadership practice and members of the Board have used the advocacy services."

"Real has an excellent approach to equality and diversity, evidenced in their recently reviewed Vision and Mission statements which explicitly 'promote intersectional equity and inclusion for all Disabled people'. Real offers opportunities for people who use services to become involved in group advocacy, consultations, campaigns and service development and clearly champions the voices of Disabled people."

"Real works to empower people to self-advocate through the provision of workshops run in community venues, for example on Rights to Information, run in response to feedback from people who use services."

"Support for advocates was positive, fostering good morale, with praise for open, transparent and compassionate staff management practices. Learning was highly valued across the organisation."

"Real is committed to addressing systemic issues, with campaigns led by Disabled people, for example around housing issues and rights to reasonable adjustments."

Key principles and objectives

We adhere to the following principles:

We want to help our members:

- have the same life chances as everyone else
- access their rights, including human rights
- overcome discrimination
- live independently*.

* Independently means living with any support they need, where they choose, how they want, with the money to do it.

We want to be:

- accessible
- person-centred
- friendly and supportive
- empowering
- professional

We want the organisation to have an excellent reputation: to be trusted by Disabled people and their families, and have good two-way communications; and to be a key player in the London Borough of Tower Hamlets and more widely in (North East) London.

We aim to be an excellent employer, offering a supportive and accessible work environment for a diverse staff and volunteer team.

Public benefit that is provided by the charity

In forming our mission, objectives and the principles underlying them, the Trustees have given due regard to the Charity Commission's published guidance on public benefit.

Real provided the following services in furtherance of its charitable objectives:

- Real Support (Advocacy and Advice service)
- Real's Hate Crime Advocacy Service
- Real's Housing Campaign
- Real Employment Support
- Employment for Children and Young People
- Equality Impact Assessments (Cornerstone)
- Engaging Disabled People in Health and Social Care
- Embedding Disability Access Programme Phase 2 (Disability Competency Programme)
- Disability and Wellbeing (Quality of Life)
- Inclusive Construction

- Communities Keeping Well

1. Real Support (Advocacy and Advice Service)

Real Support brought together all of Real's Advocacy and Advice activity into one accessible and person-centred service for d/Deaf and Disabled people in Tower Hamlets. Our advocates and advisers used their own lived experience of disability to provide meaningful, practical and effective support that enabled people to make informed choices, challenge discrimination, and navigate complex systems. This holistic approach ensured that each person received tailored information, advocacy or guidance based on their specific circumstances and aspirations.

We were particularly pleased that during this period Real Support expanded its reach at grassroots level. As part of the Tower Hamlets Connect consortium, our advocates and advisers delivered appointment-based support directly within GP practices in PCN5. These were Harley Grove Medical Centre, Tredegar Practice, Ruston Street Clinic and Grove Road Surgery. Providing the service in trusted community health settings allowed more Disabled residents to access early help and social welfare support through a simple and familiar route.

We also strengthened our inclusion offer for D/deaf residents by introducing dedicated British Sign Language appointments and integrating SignLive interpretation. This ensured that D/deaf people were able to communicate directly with us in their preferred language, widening access across the borough.

Across all components of Real Support, the service was delivered independently, in line with the Advocacy Charter, and with a consistent focus on empowerment, equality and user-led practice.

Impact

Real Support provided a wide range of advocacy and advice to Disabled people with physical, sensory and neuro-impairments, as well as older people and young people in transition. The service supported individuals with social care, housing, benefits, health, education, employment, public transport and broader quality of life issues.

Across the reporting period, Real Support worked with 255 clients often on multiple issues:

• 137 clients supported through Tower Hamlets Connect

• 100 clients supported through the All Inclusive Project

• 18 clients supported through the Disability Law Service partnership

In total, Real Support assisted 255 Disabled people. Many individuals presented with multiple and complex needs. The accessible, reassuring and independence-focused nature of the service was repeatedly highlighted in feedback.

Feedback

We consistently received positive feedback from clients who valued the clarity of explanations, the independence of the service, and the empathetic way advocates and advisers worked with them.

- 90% of participants reported increased independence and an enhanced quality of life.
- 90% reported a clearer understanding of how to access essential support and funding. Such as for carers' assistance which enabled holidays or respite that would have otherwise been unattainable.
- Furthermore, 80% highlighted the value of help with external communications, particularly with services like Motability and grants application.

Case study 1

TW is a young adult with multiple disabilities including significant visual and hearing impairments and mobility challenges. She had limited access to healthcare and education earlier in life due to neglect. Referred by her GP's social prescriber, TW was supported by a Real Adviser who carried out a holistic assessment, assisted with PIP and LCWRA applications, facilitated re-referrals to medical specialists and connected her with employment support. TW secured an enhanced PIP award, gained better access to healthcare, and became more confident in managing her care planning.

Case study 2

RB was a single mother caring for three Disabled children with complex health needs. She experienced severe financial hardship and housing insecurity. An adviser supported her to apply for a Discretionary Housing Payment as well as the Resident Support Scheme for essential white goods. These interventions reduced stress, improved living conditions and helped her maintain a stable home environment. RB described the experience as emotionally positive and said she finally had room to breathe.

Case study 3

A client facing a Section Twenty One eviction notice was supported to understand that their rent arrears were caused by missing Universal Credit housing payments. The adviser helped the client contact the landlord, set up a repayment plan and submit a Discretionary Housing Payment application. The client was also linked to food banks and the Resident Support Scheme. This stabilised the situation and prevented escalation.

Case study 4

A parent seeking more suitable housing for a Disabled child was unsure how to apply for medical priority and how to challenge a decision if refused. An adviser arranged a legal clinic appointment with a specialist and explored additional support including grants, travel support and referrals to relevant organisations.

Client reflections on Real Support included:

"You listened and supported me throughout"

"Thank you dearly for your help and compassion."

Funding

Although Real Support functioned as a single integrated service for Disabled people, it was funded by several complementary streams. Advocacy and Advice delivered within the Tower Hamlets Connect consortium was funded by the London Borough of Tower Hamlets and managed by Age UK East London as the lead partner. The All Inclusive Project was funded by the Mayor's Grant and enabled in-depth holistic support for Disabled residents who needed tailored, person-centred intervention. The Disability Law Service partnership was funded by Propel and jointly shaped and resourced with Disability Law Service to expand access to free legal advice, particularly in welfare benefits and housing matters.

2. CATCH Real's Hate Crime Advocacy service

Alongside Real Support, Real also supported Disabled people who had experienced hate crime through its role in the pan-London Communities Against Hate partnership, funded by MOPAC. Real primarily supported victims of hate crime in Tower Hamlets, although support extended to other boroughs when needed. The service provided emotional support, practical help with rights and options, assistance with police reporting, links to housing and counselling, and participation in multi-agency case management where appropriate.

Real supported 42 people during the reporting period.

Case study

A Disabled man experienced sustained verbal abuse from a housemate. Despite repeated complaints, the landlord failed to act. The client had complex mental and physical health needs and the situation was unsafe. A safeguarding alert was raised and concerns were reported to the landlord and local authority. The adviser advocated for the client's right to safe accommodation, documented incidents, liaised with multiple professionals, explored housing alternatives and provided emotional support. The client was later detained under the Mental Health Act for treatment and the case was transferred appropriately to a hospital advocate. The case emphasised the importance of safeguarding, multi-agency collaboration and timely intervention.

3. Real Homes Housing Campaign

From November 2023 to October 2024, Real delivered the *Real Homes* housing campaign within the Engagement and Co-production team. The project was funded by Trust for London following the division of the Strengthening Voices, Realising Rights partnership into its individual DPO members.

The project aimed to upskill DPO staff and Co-production members in housing rights and campaigning, and to ensure that housing issues affecting Disabled people received greater attention from housing associations, the local authority and wider stakeholders. Real successfully achieved these aims.

Real staff and Co-production members surveyed local Disabled residents about their housing experiences and identified fire safety and Personalised Emergency Evacuation Plans (PEEPs) in social housing as the campaign focus. These issues were consistently raised as central to safety, independence and equal access to housing services. The campaign reached a wide audience including Real members, Tower Hamlets Disabled residents, MPs, councillors, housing organisations, social housing providers, unions and the London Fire Brigade.

Strong engagement

- 22 Real members expressed interest in joining the Co-production group, with 13 becoming regular members.
- 14 Co-production sessions were delivered in person, online or hybrid.
- Members strengthened their knowledge of housing rights, campaigning and fire safety legislation through shared learning from Real staff, external workshops, sessions from other DPOs such as Inclusion London, and hands-on involvement in campaign planning and outreach.
- Co-production members reported increased confidence in campaigning, and one member stated they now felt ready to lead their own campaign.
- Staff also developed greater confidence and knowledge in campaigning and housing rights through collaboration with sector experts and partners.

Stakeholder engagement and awareness raising

- Staff and Co-production members attended 8 events, including the Tower Hamlets Housing Research event, Mayoral hustings and Housing and Health sessions with SOAS and Medact.

- Real organised or attended 42 meetings, including 7 council meetings, 4 government consultations, 3 housing association meetings and 18 meetings with local and national housing organisations.

- Real consistently raised awareness of the lack of strong fire safety protections for Disabled people in social housing.

- MP Apsana Begum made a dedicated visit to Real's office to discuss the campaign's findings, hear directly from Disabled residents and explore how she could support efforts to strengthen fire safety protections.

- Campaign visibility grew through social media, with councillors and external housing organisations sharing our content and generating over 4,000 views on X.

- A Real staff member published an article in *Inside Housing* outlining the need for more robust fire safety legislation.

- The campaign also reached MP Rushanara Ali, who in September 2024 announced the introduction of residential PEEPs—an encouraging step forward for Disabled residents.

Contribution to Real's strategic objectives
In addition to the project aims, the project also met some of Real's strategic objectives. Co-production members were able to express their views in our co-production sessions and participate in their communities by taking part in the outreach aspect of the project. The project also impacted attitudinal change around disability with the projects connections with external housing organisations who were able to learn from the data gathered. In this way, Real were also able to advocate for better access to services within housing associations.

Conclusion
The *Real Homes* campaign successfully upskilled staff and Co-production members, increased attention to housing issues affecting Disabled people and strengthened engagement across the housing sector. It generated meaningful influence locally and nationally, reinforced the leadership of Disabled people and contributed to positive shifts in understanding, awareness and practice.

4. Real's Employment Work

In the area of employment, Real delivered two complementary projects this year: *Real Employment Support (RES)* and *Empowered Employment*. Together, they focus on both sides of the employment journey—supporting Disabled and D/deaf people directly, and equipping professionals to create more accessible, disability-aware employment pathways. This dual approach ensures that as Disabled and D/deaf people gain skills, confidence and knowledge, employment services and employers also become better informed, more inclusive and more responsive to their needs.

4.1. Real Employment Support (RES)

The Real Employment Support (RES) project aims to enhance the inclusivity and effectiveness of Employment Support Services for Disabled and D/deaf people by upskilling

Job Centre Plus staff and other employment professionals. The project only began recently, and early activity has focused on building a strong foundation for future delivery.

To reach Disabled and D/deaf people who may benefit from support, Real ran an extensive outreach campaign across recruiter fairs, universities, Disability societies and LinkedIn. This approach successfully identified a diverse group of clients, including Disabled and D/deaf students preparing to enter the workforce, jobseekers encountering barriers and people navigating issues around reasonable adjustments, confidence and understanding of their rights. Through this outreach, we identified 18 clients and have so far delivered workshops to 8 people.

These early workshops helped Real understand the kinds of challenges Disabled and D/deaf jobseekers face and what knowledge gaps exist within employment services. This insight will directly inform the training we will deliver to Job Centre Plus next year, using Real's expertise in Disability Awareness and Reasonable Adjustments. The training will support employment professionals to give better advice, recognise reasonably adjusted opportunities and help Disabled and D/deaf jobseekers access work on an equal basis.

As the project develops, we expect RES to contribute to Disabled and D/deaf people having increased income, improved standard of living and greater independence, while also supporting attitudinal change within Employment Support Services.

4.2. Empowered Employment (Employment for Children and Young People)

Following our successful Care Technology collaboration as part of last years 'Engaging Disabled People in Health and Social Care' work with PA Consultancy we were offered the chance to support their Social Value work. *Empowered Employment* provided CV, interview and employment-readiness workshops for D/deaf and Disabled young people aged 16–25. Funded by the Department for Education as part of their Social Value programme, the project reached 17 young people nationally through in-person workshops in Manchester and London, an online workshop and 1:1 support via email and video call.

The workshops helped young people build confidence, learn to advocate for their reasonable adjustments, improve their CVs and interview techniques, identify skills needed for future careers and develop interpersonal skills that support workplace interactions. Activities such as creating career collages, practising interview answers and exploring reasonable adjustments enabled young people to understand their strengths and feel more prepared for employment.

Participants described the in-person workshops as "very good," with many saying they left feeling more confident. One young person said they *loved* receiving advice about handling complicated interview questions. Another said, "It's good that I can ask for the things I need," after learning how to request reasonable adjustments. Several young people said the tasks were "fun," and that they would like similar workshops regularly so they could meet other Disabled and D/deaf young people facing similar challenges. One participant particularly appreciated the relaxed drop-in format, saying it made them feel less anxious about taking part.

The online workshop supported 11 young people and involved guided CV development, skills identification and group mock interviews. These activities helped participants grow more confident in communicating their strengths and interacting with others. One participant said they felt "better about going to interviews" and that there was "nothing to worry about." Another shared, "I've never had an interview, but I'm confident about it now." Others described the session as meaningful and appreciated the opportunity to speak openly about their concerns.

This is a word cloud that shows the most common words in the workshop feedback: Skills, Interviews, Adjustments, Confident and Support.

Several young people requested further interview-focused sessions and 1:1 support, showing enthusiasm for continued learning.

The project met all aims. Young people left feeling more confident, better prepared for employment, more able to advocate for their needs and better connected to their peers. The work also contributed to Real's strategic objectives by enabling young people to express their views, participate more fully in their communities and access services and activities that meet their needs both in and outside of work.

5. Equality Impact Assessments (Cornerstone)

The Tower Hamlets Cornerstone Project is a partnership between Tower Hamlets Council for Voluntary Service (THCVS) – the infrastructure organisation supporting the voluntary sector in London Borough of Tower Hamlets and six community groups and organisations including Real.

This two-year project, funded by The National Lottery, aims to influence more inclusive decision-making across public sector agencies in Tower Hamlets. The project aims to create a model for voluntary sector partnership for public sector bodies wanting to work with local communities to address inequalities within policy making services in Tower Hamlets.

The project aims to achieve this by creating a partnership that brings together community organisations led by and representing people across the diversity of lived experiences in Tower Hamlets by partners working together, and with public sector bodies, to create a good practice guide and resource for carrying out Equality Impact Assessments (EqIAs) across the borough.

As part of the project Real has recruited two volunteer panel members with lived experience of Disability who will represent Disabled voices on the residents panel. These residents will be upskilled in Equality and Diversity, Intersectionality and Equality Impact Assessments.

The project has selected the upcoming Violence Against Women and Girls (VAWG) Strategy to be the EQIA that the panel contributes to.

Following this, the panel will create and Best Practice Guide to EQIAs and host a learning event for statutory partners which will be reported on in next years report.

6. Engaging Disabled People in Adult Social Care (EDP)

This commission asked Real to gather service user views on what is working well and what is not within Tower Hamlets Adult Social Care's current Co-production practice, and to identify what needs to happen next to strengthen Co-production. The focus was on Disabled and D/deaf people's experiences of individual Co-production during the Adult Social Care assessment and support planning process. The findings will inform both the Tower Hamlets Adult Social Care Co-production Strategy and the practitioner Co-production toolkit.

Participants had a wide range of experience with Adult Social Care, from as little as 3 months to more than 25 years, with some people having used services throughout their lives. We conducted one-to-one interviews with 17 people and held a focus group with 8 participants.

What people valued

Many participants were positive about their social workers, noting that they were kind, committed and tried to understand and help them. People said they felt listened to and that their needs and wishes were taken seriously. Positive feedback also related to the range of care available, including transport, carer respite and day services, and appreciation for support during financial assessments for care contributions. Some people highlighted the importance of family involvement in assessments. Participants valued being able to take part in community life and said that a well-resourced care package enabled them to do so. Receiving care at home, rather than in institutional settings, was also seen as a key benefit.

What needs to improve

Participants also described feeling overlooked or disempowered due to limited involvement in decision-making, inconsistent communication and wider systemic power imbalances. People shared concerns about unclear communication channels, high staff turnover and delayed responses that disrupted their access to other services. They stressed the need for a more person-centred approach that respects their preferences, offers accessible communication and provides regular check-ins. Some people with learning disabilities said professionals sometimes addressed their families instead of them directly, and autistic participants reported a lack of adjustments such as quiet spaces. Overall, participants emphasised the need for greater transparency, consistency and genuine involvement to build trust and improve their experience of Adult Social Care.

This project supported Disabled and D/deaf people to express their views and to be better able to access services.

Equality, Diversity and Inclusion information

Table 3: Age of participants

25-34	23.81%
35-44	28.57%
44-54	23.81%

55-64	14.29%
75-84	4.76%
85+	4.76%

Table 4: Ethnicity of participants

Asian or Asian British: Bangladeshi	52.38%
Asian or Asian British: Pakistani	4.76%
Asian or Asian British: Vietnamese	4.76%
Black or Black British: African	4.76%
Black or Black British: Caribbean	9.52%
Mixed: White and Black Caribbean	4.76%
White British	19.05%

Table 5: Impairment type of participants

Learning Disability	42.86%
Long standing illness	9.52%
Mental Health condition	4.76%
Physical impairments	33.33%
Visual impairment	4.76%
Prefer not to say	4.76%

Table 6: Marital status of participants

Married	19.05%
Single	57.14%
Widowed	9.52%
Prefer not to say	14.29%

Table 7: Religion of participants

Christian	29%
Muslim	52%
No religion	5%
Prefer not to say	14%

Table 8: Sexual Orientation of participants

Asexual	4.76%
Heterosexual	61.90%
Prefer not to say	33.33%

Table 9: Gender of participants

Man	47.62%
Women	42.86%
Prefer not to say	9.52%

Table 10: Caring and childcare responsibilities

No	61.90%
Yes	14.29%
Prefer not to say	23.81%

Table 11: Which service do they belong to

Community Learning Disability Service	48%
Hospital social work teams	10%
Locality/neighbourhood teams	38%
Mental Health Team	5%

7.Engaging Disabled People Survey - Learning Disability

Real was commissioned by Tower Hamlets Council to engage with the Learning Disabled community and support people to complete a survey about local authority services.

We completed 37 surveys with Learning Disabled clients, ensuring that people who might otherwise be excluded were supported to share their views. Without this involvement, many would not have had their voices heard.

This project helped Disabled people to express their views and access services.

8. Embedding Disability Access Programme Phase 2 (Disability Competency

Real received funding from Public Health to continue the Embedding Disability Access Programme (EDAP) and to develop a new Disability Competency Toolkit (DCT). This phase of the programme aimed to co-design practical strategies with Disabled people to improve access to healthcare services. It was delivered across three Primary Care Networks (PCNs 6, 8 and 1) in Tower Hamlets and was structured into five phases: Training (based on real-life experience), Action Planning and Access Audits, Implementation, Review and Sustaining Change.

The programme was designed to improve healthcare accessibility and foster a more inclusive environment for Disabled and D/deaf patients. We delivered 18 training modules: 8 face-to-face sessions and 10 online sessions. Participants received a comprehensive learning pack containing a Best Practice Guide, an Accessible Communication Guide, a flowchart of the programme process, Disability Competency Programme training slides and the Disability Competency Toolkit. The toolkit acted as a self-assessment tool for surgeries and provided useful references to strengthen knowledge and confidence around disability.

In total, 526 people directly benefitted from the programme.

We also contributed to a promotional video that was shown on 27 February 2025 at the Disability Competency Programme: Sharing Good Practice event hosted by Real. The video helped raise awareness of the programme and demonstrated its practical outcomes. The event supported shared learning and encouraged collaboration around implementing reasonable adjustments across North East London.

Positive impact
The programme led to significant and sustained improvements across surgeries. Reasonable adjustments implemented included:

- low desks for wheelchair users
- colour-contrasted seating
- reception staff guiding patients into the waiting area
- quiet waiting areas
- tablets for BSL interpretation at reception
- one-to-one discussions with patients to gather feedback

- accommodating guide dogs
- adding sound to automatic doors

Clear communication, patience and proactive problem-solving were identified as essential to providing equitable healthcare. The programme also encouraged a "can-do" attitude among staff, fostering compassion, inclusion and greater disability confidence.

Feedback from participants highlighted the transformative impact of the programme:

"It was very valuable to participate in this audit phase."

"I learnt so much; I'm now more aware of the barriers people face."

"Great to have people with lived experience delivering the training."

"The Programme made me more aware of Disabled people's requirements and to take these into consideration when providing healthcare. I realised people had prejudices, and the training improved their understanding around Disabled people's access needs, which was a very positive outcome."

These changes have been essential in enabling Disabled and D/deaf people to access services, facilities and activities that meet their needs. The programme has also contributed to improved attitudes around disability, supporting Real's strategic objectives.

9. Disability and Wellbeing (Quality of Life)

Real entered the second year of our Research project measuring the Quality of Life of Disabled people across London. To carry out the research, we are using a standardised interview tool called the Personal Outcomes Scale, which was recently approved by the World Health Organisation as a research tool. Real's Head of Programmes has existing expertise, having interviewed over 500 people using the Personal Outcomes Scale in her previous work, and being a Master Trainer.

This year we began our training programme, training 5 staff as interviewers and 2 as trainers. We also recruited and trained 12 volunteer interviewers who are also Disabled people. All training was co-delivered with at least one local Disabled person who was able to give feedback on the interview process and interviewers skills.

As part of volunteer recruitment, we trialed using the paid version of LinkedIn to try to reach a new audience. This was successful, and we recruited volunteers with a variety of age ranges, ethnicities and impairments including local language speakers and BSL users. Of the 12 volunteers, 10 were not known to Real prior to this project.

We also continued to market the opportunity to take part in interviews; advertising on social media, flyering in the community and promoting at local events, however we did not receive the interest we had hoped for.

We started to collect feedback from people who declined to take part and held a focus group with a mix of people who had been interviewed, as well as those who declined. We identified key factors contributing to people not participating:

- The tool is not widely recognised enough for people to feel that the report alone is incentive enough to take part

- Disabled people are feeling 'consultation fatigue' from being asked to provide their lived experience to many projects

- Real's project was competing with University Research and projects run by larger organisations who could offer a voucher incentive for taking part.

We have adapted our approach and continue to use our existing networks to reach out to potential participants, including running information sessions about the tool with partner organisations. We are confident that although our overall dataset will be smaller than anticipated it will still be rich, useful information.

10. Inclusive Construction

This short-term project was delivered in co-production with Transport for London (TfL) and Tower Hamlets Council as part of a wider ongoing programme. Real was invited to participate because partners recognised that, demographically, Disabled people had been underrepresented in the project to date. Real's strong track record in community-based accessibility audits, along with our role as a pan-disability organisation, positioned us well to provide a diverse group of volunteers with a wide range of lived experience and impairments.

Following an initial meeting with the co-production partners, the project scope and action plan were agreed. The key elements included:

- Recruiting a small group of local Disabled people with diverse impairment backgrounds
- Organising and delivering a training session to refresh and adapt participants' auditing skills
- Conducting a local walkabout session to assess nearby construction work
- Reviewing findings and producing a summary of issues and recommended actions

After a short pause over the Christmas period, a further audit took place at a construction site in Bromley-by-Bow. One of the volunteer auditors lived on the estate, which provided valuable insight into how residents experience disruption from ongoing construction works. This enabled the group to identify a different set of challenges linked to living near—or within—buildings undergoing extensive refurbishment.

Volunteer Stakeholders

The group consisted of around twelve volunteers representing a wide range of impairment groups, including mobility, sensory, mental health, and long-term health conditions.

Although many volunteers had not met one another before, a strong sense of cohesion quickly developed. Their enthusiasm and commitment were evident throughout the project. Importantly, this work attracted several new volunteers who had not previously engaged with Real's Engagement Team—something we view as a very positive development for broadening our reach and strengthening community involvement.

Outcomes

- Staff and volunteer stakeholders were able to apply their existing knowledge and transferable skills, while also developing new ones.
- Our co-production partners are now actively exploring further opportunities for Real to support similar work.
- Volunteer engagement remained high, with many participants continuing to be involved or expressing interest in other Real projects.
- Several volunteers have progressed into training to become professional Access Auditors, opening up new development and employment opportunities.
- Based partly on the success of this project, we were nominated for a construction industry award. Although we did not win, being shortlisted reflects the strong impact of the work in a highly competitive field.

11. Communities Keeping Well

Real was funded by Public Health to support their Communities Keeping Well team to improve their engagement with d/Deaf and Disabled residents. Real was tasked to deliver training to develop the Locality Delivery teams' knowledge and skills to maximise the effectiveness of communication with d/Deaf and Disabled residents during outreach work and the likelihood that residents will choose to and be able to participate in programme events and activities.

Real delivered:

- 1x 4 hour face to face training
- 1 x 2 hour face to face training
- 1 x 2 hour online training
- Events self-assessment
- Events checklist
- Short slide deck

Participants reported that through the training they:

- gained a basic understanding of different types of apparent and non-apparent disabilities
- learned how to tailor short outreach conversations to communicate more effectively with people with different types of disability
- became able to brief volunteers on the basic dos and don'ts of effective communication with Disabled and D/deaf people

- developed a basic understanding of the statutory requirements for making reasonable adjustments
- learned how to plan inclusive events
- gained clarity on the limits of their own knowledge and where to seek further guidance

We trained 40 people in total. Participants said the training helped them think more deeply about communication, inclusivity and how to meet access needs in a holistic way. It supported them to have conversations they had previously been unsure or anxious about by equipping them with the language and confidence to engage meaningfully. They also reported feeling better prepared to plan inclusive events. The training highlighted the demand for continued learning, as only so much can be covered in a half-day session.

Feedback included:

"The overall training was interesting and informative. What I found most useful was the unpicking of terminology and how to effectively plan inclusive events."

"Very informative and engaging. Good amount of time to have group discussions to think outside the box."

"Excellent session."

This project helps ensure Disabled and D/deaf people are more able to access services, facilities and activities that meet their needs, by ensuring they are included in how activities are planned and delivered and have an equal say. The project also supports attitudinal change around disability through increased awareness and confidence among participants.

12. Work towards future periods

We have had a team working to build Real a new website, with the aim of it being modern, user friendly, and accessible. We hope to launch this towards the end of 2025.

Real launched its new strategy in May 2025 (which was created during this reporting year) and will now focus on three new Strategic Priorities with Objectives and Key Results:

Priority 1: Provide high quality services that reach and empower a diverse range of D/deaf and Disabled people

Objective 1.1: Reach more people and expand our impact. Specifically, increase the number of people using our services by 15%.

We aim to achieve this by launching targeted campaigns to engage the following people; Local language speakers, young people aged 18-30, D/deaf individuals.

We also hope to expand our services into at least one new London Borough.

Objective 1.2: Use social media more effectively to grow engagement and reach. Specifically, increase social media followers by 10% in the next twelve months.

We aim to achieve this by posting at least three times per week across all platforms. We will also trial one new social media platform (TikTok or BlueSky) in an attempt to reach more people.

Objective 1.3: Invest in our staff to enhance skills, professional development and inclusivity.

We aim to achieve this by:

- Developing and implementing a clear staff development pathway, ensuring at least 60% of staff engage in professional development opportunities.
- Deliver training on the Cultural Model of D/deafness and the Social Model of Disability to 100% of staff within the first six months of this strategy.
- Integrate the two intentions (above) into organisational policy and practice, ensuring they are reflected in service delivery and staff engagement.

Objective 1.4: Champion best practice across all services.

Key Results:

1. Maintain Advice Quality Standards and Quality Practice Mark accreditations.
2. Review our communication strategy to ensure it follows best practice for accessible communications.

Priority 2: Provide a stronger, more financially resilient organisation

Objective 2.1: Diversify our funding streams to ensure financial sustainability and growth.

Key Results:

1. Secure 20% increase in grant and trust funding by the start of the financial year, 2027.
2. Launch and market our training programme catalogue, generating revenue from at least five local businesses.
3. Develop and implement a corporate fundraising programme, securing at least one corporate partnerships by the end of the first year.

Objective 2.2: Improve our governance by increasing trustee diversity and engagement.

Key Results:

1. Increase the number of active trustees to a minimum of five people.

2. Ensure that trustees represent the diverse communities we support, including D/deaf, Disabled, and other underrepresented groups.

3. Develop a strong induction programme for trustees that is complete by 100% of trustees in their first three months.

Objective 2.3: Use our resources more effectively to maximise impact and sustainability.

Key Results:

1. Conduct a cost-benefit analysis of staff retention and development versus recruitment, presenting findings and recommendations within 6 months.

2. Increase volunteer engagement by 20% and create a dedicated role to support volunteers.

3. Develop and launch a Corporate Social Responsibility (CSR) offer, securing at least 1 corporate partnerships or commitments within year 1 (2025/26).

Priority 3 – Develop a diverse and engaged membership

Objective 3.1: Strengthen Membership and Engagement

Key Results:

1. Conduct a **survey of current members** to understand their needs and preferences.

2. Publish a **clear statement** on what it means to be a member of Real by July 2025, as informed by the survey and members at our AGM.

3. Host **4 exclusive members-only events per year**, aiming for at least 20% increase in attendance per event.

Objective 3.2: Grow and Diversify Real's Membership

Key Results:

1. Increase membership by **20% annually**

2. Run at least **3 membership recruitment campaigns** focused on underrepresented groups; young Disabled people (18–30), local language speakers, and D/deaf individuals.

4. Launch an **Allies Membership** and a **Corporate Membership** opportunity, securing at least 5 new corporate members in the first year.

Objective 3.3: Improve Membership Experience and Tracking

Key Results:

1. Implement a **peer support initiative**, with at least 2 active groups by year-end.

2. Use the **CRM more effectively** by ensuring 100% of all members' engagement is tracked and reported.

3. Establish a feedback loop where at least 70% of attendees provide input on improving the membership experience.

13. Significant events after the year-end

As of October 2025, Alan Drew has stepped into the position of Chair. Previous chair, Gren Bingham remains on the board. Real also appointed Sophie Ede, as Interim CEO on a consultancy basis for 6 months. Sophie has experience leading a DDPO and is tasked with continuing the work to diversify funding and delivering the strategy.

14. Administration

14.1. Trustees

Real currently has 4 trustees and are actively recruiting to reach a minimum of 6.

Name	Position	Date elected	Date resigned
Grenville Rupert Stanley Bingham	Chair *(stepped down October 2025)*	16/02/2022	
Henry William Stone		02/12/2015	21/11/2025
Professor Alan John Drew	Chair *(from October 2025)*	24/05/2023	
David Kevin Burbidge		01/09/2023	
Ismet Aykan Akkayagil		10/09/2025	
Owais Niaz			01/05/2024
Jasveer Maan		31/01/2025	03/02/2025

The day-to-day management of the organisation and its services was delegated to the Senior Management Team; Head of Finance & Head of Programmes during this period.

Meena Khanom	Head of Finance
Ellen Kennedy	Head of Programmes

14.2. Statutory Auditors:

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
KT6 7AL

14.3. Bankers

CAF Bank Ltd
25 King's Hill Avenue
West Malling
Kent
ME19 4JQ

15. Structure, governance and management

Real's legal name is Real DPO Ltd. It is a registered charity and a company limited by guarantee. Real was previously called "Disability Coalition - Tower Hamlets and changed its name to Real DPO Ltd on 16 August 2012.

Its governing documents are the Articles of Association which were last reviewed and revised at the time of the name change. The Articles of Association make reference to a supplementary document referred to as the Charity Protocol which is reviewed annually by the board and covers practical issues such as the arrangements for general meetings and board meetings, the role description and person specifications for trustees and key officers, and the trustees' code of conduct and conflicts of interest policies.

The Articles of Association state that Real must have at least 6 trustees. Trustees are elected at the AGM, serve for a maximum period of 3 years but can be re-elected for a further period thereafter (if they so wish). The longest-serving third of trustees retire at each AGM. Trustees may also be co-opted until the next AGM.

In this period 4 trustees were re-elected at the AGM and 1 (Jasveer Mann) was coopted by the board – it was agreed that this was the best course of action given that Real has below minimum trustees and the board felt the candidate had strong skills and lived experience they could bring to the role.

Newly elected trustees undertake an induction programme that comprises an initial discussion with the Chair, followed by a half day group session with the Senior Leadership Team on Trustee's role, duties and responsibilities, organisational policies and procedures, finance and funding, risks, reserves, legal liabilities and contracts and any other issues of importance to the Board of Trustees, currently and for the immediate future.

Prior to the meeting an induction pack is given to each new Trustee containing the Charity Commission's 'The Essential Trustee: what you need to know', the last two sets of Board of Trustees' papers and minutes, a paper on the social model of disability, last year's annual report and accounts, the Charity Protocol and the organisation's key policies including the Equal Opportunities policy.

During 2024-2025, the trustees aimed to meet every eight weeks.

16. Management pay

The pay level of the CEO and SMT is determined by the board. A thorough review of pay levels and benchmarking of salaries was carried out as part of restructuring in 2019. Thereafter, there have been annual inflationary increases determined by the board and applied throughout the organisation. To inform the board, a paper would be prepared referencing the available resources with a range of inflationary measures and their financial impact.

17. Risk

17.1. Approach to risk management

The trustees have examined major risks to which the organisation was exposed, reviewed them and put in place systems and procedures to manage them. During the previous year the board developed a new approach to identifying and managing risk, creating a risk register and reviewing it at every other board meeting (so quarterly).

The risk register considers the edits and amendments proposed at the last board meeting and categorises them into the following 5 areas:

- governance
- reputation
- services
- finance
- HR.

It then orders them, within each section, in order of residual risk, high to low.

17.2. Risk analysis

The following table represents the latest analysis of significant residual risks.

RISK	IMPACT	PROB	ACTION	RESIDUAL RISK
FINANCES: Risk to Going Concern	**HIGH**	**HIGH**	Timely progress in several of the business development areas can be evidenced, with several new grant and delivery opportunities in the near term pipeline. Business development and going concern modelling are in place. The Board and senior managers are currently assessing progress on a monthly basis. Very conservative projections for 2024/25 indicate positive contribution to reserves by year end. However, as with any change in business model, this needs to be monitored closely until bedded in, when risk will be mitigated. Prioritising new grant opportunities, core funding and tender opportunities.	**MEDIUM-HIGH**
GOVERNANCE: Risk of ensuring good governance over organisation	**HIGH**	**Low**	The Board have taken the following steps: Creating an audit/finance committee to enable detailed scrutiny of finance and risk; increased the frequency of Board meetings, which are now hybrid; participating in the Refresh programme to advance our strategic planning; reviewing the financial, fundraising and risk reporting	**Low**
GOVERNANCE: Risk to board capacity	**HIGH**	**MEDIUM -HIGH**	Engaging in active trustee recruitment including working with Tower Hamlets Volunteer Centre promoting diversity of lived experience, skills, and intersectional identity; Succession planning. Risk reduces upon recruitment of 3-4 new members. 1 new trustee	**MEDIUM-HIGH**

			has been vetted by the Board and co-opted.	

RISK	IMPACT	PROB	ACTION	RESIDUAL RISK
MANAGEMENT: Quality of leadership	**HIGH**	**HIGH**	Engaging in active recruitment of an Interim-CEO who was appointed in October 2025.	**MEDIUM**
OPERATIONS: Risk associated with delays in partnership work programmes	**HIGH**	**MEDIUM**	There are several delivery programmes where Real is a partner in a consortium lead by another agency. Real makes every effort to mobilise in a timely fashion, but occasionally delays amongst the partnership, impacts on our work. There are also occasions when public sector partners, with whom we are contracted to work, impose delays. Real mitigates these risks by ensuring that this is documented and where appropriate reported to the commissioner/grant giver, and by keeping to our own revised delivery schedule.	**MEDIUM-LOW**
OPERATIONS: Specific delivery delays	**HIGH**	**MEDIUM**	Risk registers for each programme are being maintained by Head of Programmes and monitored at board meetings. These are RAG rating every month.	**LOW**
REPUTATION	**HIGH**	**LOW**	Having a service delivery role in Tower Hamlets as well as being a DPO responsible for voicing Disabled community concerns could be the source of reputational risk. This is mitigated by a) by engaging with and managing relations with senior officers and	**MEDIUM** Over recent months, this has been implemented and currently we enjoy a very high level of

			politicians, and acting professionally. consistently. transparently and authentically at all times; b) broadening our funding base and the reach of our influence beyond Tower Hamlets; c) Presenting and promoting our ongoing work so that it has maximum reach and impact; d) Connecting all our activity to the change we want to see in the world (Theory of Change).	reputational respect, precisely because we powerfully advocate and advise in constructive ways. Powerful interventions on Scrutiny in relation to Inclusion in Leisure Centres
OFFICE SPACE	**HIGH**	**MEDIUM**	There are continued risks relating to having a space to operate from. We have contingency plans in place should we need to vacate at short notice. All potential spaces are explored and measured against a key checklist; any new space must be fully accessible and affordable.	**MEDIUM**

18. Wider economic environment

As with all charities, we remain concerned about the ongoing impact of the wider financial situation facing the UK, and the potential implications this continues to have on our work.

Throughout 2024–25, the UK economy has remained under significant pressure, with inflationary costs, reduced public spending, and continued fiscal tightening affecting both individuals and organisations. The resulting austerity measures being applied to many public sector bodies; including several of our key funders, continue to present risks to our future income and the sustainability of some of our services.

These measures also have a severe and disproportionate impact on our main constituency. National data consistently shows that Disabled people are more likely to live in poverty, and that people living in poverty are more likely to be Disabled. These inequalities are further exacerbated among certain ethnic groups, such as the Bangladeshi community.

Given the diverse demography of Tower Hamlets, these trends are of particular concern. We continue to use this evidence to advocate for targeted funding and to encourage funders and policymakers to address the specific challenges faced by our communities.

19. Financial information

19.1. Share capital

Our organisation is a company limited by guarantee and therefore has no share capital.

19.2. Financial review

During the year ended 31 March 2025, Real DPO Ltd achieved a strong financial position, reporting a total income of £586,351, slightly lower than £606,659 last year. We had a corresponding total expenditure of £538,458, compared to £624,601 last year, resulting in a net surplus of £47,893, all on unrestricted funds. This marks a significant improvement compared to the previous year's deficit of £17,942.

Operational efficiency continues to be a priority, and where possible, we have worked to contain costs without compromising service delivery or operational quality. Whilst we are pleased with the increase in the surplus, we will continue to monitor and review our financial strategy to ensure sustainable growth and stability.

This has meant that our total reserves now stand at £176,701 comprising £17,677 restricted reserves and £159,024 of unrestricted reserves.

The improved financial position provides a stable foundation to continue serving beneficiaries and pursue opportunities for growth in the coming year.

Building on this year's achievements, the charity aims to:

- Expand its reach to more beneficiaries
- Strengthen partnerships with funders and community organisations
- Continue refining service delivery to ensure high quality and value for money

Trustees are encouraged by the progress made and remain committed to further enhancing the organisation's impact.

19.3. Financial reserves policy

The Trustees recognise the importance of maintaining adequate reserves to ensure the charity's financial stability, safeguard against unforeseen risks, and support continuity of services for Disabled and D/deaf people in Tower Hamlets and beyond.

General reserves are defined as unrestricted funds held by the charity that are not designated for specific purposes or projects. These funds provide a financial cushion to cover short-term operational needs, as well as unforeseen circumstances that may arise.

Real aims to maintain unrestricted reserves equivalent to three to six months of core operating expenditure.

Based on 2024/25 annual unrestricted expenditure of £260,343, this equates to a reserves target range of £65,086 (minimum) to £130,171 (maximum). General reserves of £159,024 at the year-end represented 7.33 months of unrestricted operating costs.

This level is considered sufficient to cover potential shortfalls in income, manage unexpected increases in expenditure, and provide a buffer during periods of transition or strategic change.

Reserves levels are reviewed quarterly by the Board of Trustees. Any exceptional use of reserves requires explicit Board approval. If reserves fall below the minimum target, the Trustees will agree a recovery plan within six months. This plan may include cost controls, fundraising initiatives, or reallocation of resources to restore reserves to the target level.

This policy will be reviewed annually to ensure it remains appropriate in light of Real's financial position, risk environment, and strategic priorities

19.4. Statement as to disclosure of information to auditors

The trustees, in their capacity as directors, state that in so far as each of the directors at the time this report was approved are aware:-

a) There is no relevant audit information of which the auditors are unaware, and

b) The trustees have taken all steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

19.5. Directors and Trustees' responsibilities

The trustees (who are also directors of Real DPO Ltd for the purposes of company law) are responsible for preparing the Trustees' 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. 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 these 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 2019 (FRS 102);
- 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 operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 auditor is unaware; and

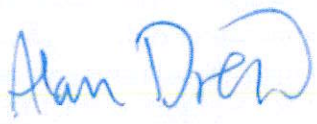
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

19.6. Methods of preparation of accounts

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 16th December 2025 and signed on their behalf by:



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Alan Drew

Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:
REAL DPO LTD

(Limited by Guarantee)

Opinion

We have audited the financial statements of Real DPO Ltd (the 'charitable company') for the year ended 31 March 2025 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025, 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 Auditor's 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 course of 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on page 32), 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.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but, is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in 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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The

risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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 auditor's 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.

K.C. Fisher

Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

16th December 2025

REAL DPO LTD
STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income					
Donations and legacies	2	308	7,812	8,120	2,231
Charitable activities	3	304,139	269,967	574,106	599,602
Investments	4	4,125	-	4,125	4,826
Other		-	-	-	-
Total		308,572	277,779	586,351	606,659
Expenditure					
Raising funds	5	-	7,812	7,812	1,687
Charitable activities	6	260,343	270,303	530,646	622,914
Total		260,343	278,115	538,458	624,601
Net income/(expenditure)	10	48,229	(336)	47,893	(17,942)
Transfers between funds	16	(1,263)	1,263	-	-
Net movement in funds		46,966	927	47,893	(17,942)
Reconciliation of funds					
Total funds brought forward	16	112,058	16,750	128,808	146,750
Total funds carried forward	16	£159,024	£17,677	£176,701	£128,808

The Statement of Financial Activities includes all recognised gains and losses.

All income and expenditure derive from continuing activities.

The notes form part of these Financial Statements.

REAL DPO LTD

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025		2024	
FIXED ASSETS		£	£	£	£
Tangible fixed assets	13		-		323
CURRENT ASSETS					
Debtors	14	120,712		54,780	
Cash at bank and in hand		202,457		288,703	
		323,169		343,483	
LIABILITIES					
Creditors: Amounts falling due within one year	15	146,468		214,998	
NET CURRENT ASSETS			176,701		128,485
TOTAL NET ASSETS	17		£176,701		£128,808
Represented by:					
THE FUNDS OF THE CHARITY					
Unrestricted Funds	16		159,024		112,058
Restricted Funds	16		17,677		16,750
TOTAL CHARITY FUNDS	16		£176,701		£128,808

These Financial Statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 16th December 2025 and signed on its behalf by:

.....
Alan Drew
Chair

The notes form part of these Financial Statements

REAL DPO LTD

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Net income/(expenditure) for the reporting period (as per the Statement of financial activities)		47,893	(17,942)
Adjustments for:			
Depreciation	13	323	1,930
Bank interest receivable	4	(4,125)	(4,826)
(Increase)/decrease in debtors		(65,932)	101,375
Increase / (decrease) in creditors		(68,530)	(92,948)
Net cash provided by/(used in) operating activities		(90,371)	(12,411)
Cash flows from investing activities			
Bank interest received		4,125	4,826
Purchase of tangible fixed assets		-	-
Net cash provided by/ (used in) investing activities		4,125	4,826
Change in cash and cash equivalents in the reporting period		(86,246)	(7,585)
Cash and cash equivalents at the beginning of the reporting period		288,703	296,288
Cash and cash equivalents at the end of the reporting period		£202,457	£288,703

	2025	2024
Analysis of cash and cash equivalents		
Cash at bank and in hand	£202,457	£288,703

The notes form part of these Financial Statements

1. ACCOUNTING POLICIES

General information and basis of accounting
Real DPO Ltd is a registered charity (no. 1061671) and a private company limited by guarantee (no. 03213172) registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office is given in the Reference and Administrative Details in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition
Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Grants and donations are only recognised when the charity has unconditional entitlement to the resources. In the case of performance–related grants and contracts, the income is only recognised once the related services have been delivered. Where grants are awarded with specified or implied timeframes the income is recognised on a straight-line basis over the grant period.

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual Report.

Gifts in kind
Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised.

Gifts in kind for sale of distribution are included in the accounts as gifts only when sold or distributed by the charity.

Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

Donated services and facilities
These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value of the charity of the service or facility received.

Debtors and creditors receivable/payable within one year
Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as expenditure.

1. ACCOUNTING POLICIES / cont.

Expenditure recognition
Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

Governance costs include the preparation and audit of statutory accounts, trustee meetings and any legal advice obtained on governance or constitutional matters.

Tangible fixed assets and depreciation
Fixed assets costing more than £500 are capitalised and depreciation over their estimated useful life at the following rates:

Office equipment and furniture	3 years straight line
Computer equipment	2 years straight line

Pensions
The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting
Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for specific purposes.

Restricted funds are those funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases
Operating lease rentals are recognised on a straight-line basis over the period of the lease term.

Taxation
As a registered charity, the company is exempt from income and corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and is therefore included in the relevant costs in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	Total 2025	Total 2024
	£	£	£	£
Donations	51	-	51	44
Grants – ATW	-	7,812	7,812	1,687
Other grants	257	-	257	500
	£308	£7,812	£8,120	£2,231

Of the £2,231 recognised in 2024, £544 related to unrestricted funds and £1,687 related to restricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Grants and contracts				
IAA Hate Crime	18,540	-	18,540	18,270
Advocacy THC	79,403	-	79,403	29,004
Engagement – Public Health	69,667	-	69,667	33,333
Engaging Disabled People	92,567	-	92,567	188,042
Engaging – Accessible Communications	-	-	-	75,000
Engagement – Other	40,542	-	40,542	11,780
LCF – TCOYL	-	-	-	36,453
LCF – Then & Now	-	-	-	67,620
Cornerstone Inclusion London	-	-	-	7,375
Cornerstone Tower Hamlets	400	-	400	28,064
Quality of Life - Propel	-	117,144	117,144	47,814
DLS – Advice Propel	-	34,341	34,341	13,555
Inclusive Advice	-	30,000	30,000	12,500
Trust for London – Housing project	-	43,108	43,108	30,792
Mental Health Alliance	3,020	-	3,020	-
City Bridge Foundation (Employment)	-	45,374	45,374	-
	£304,139	£269,967	£574,106	£599,602

Of the £599,602 recognised in 2024, £390,868 related to unrestricted funds and £208,734 related to restricted funds.

4. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Bank interest	£4,125	-	£4,125	£4,826

All of the £4,826 recognised in 2024 related to unrestricted funds.

5. EXPENDITURE ON RAISING FUNDS

	Direct costs	Support costs	Total 2025	Total 2024
Costs incurred in seeking ATW grant	£7,812	£Nil	£7,812	£1,687

All of the £7,812 (2024: £1,687) expenditure recognised in 2025 was charged to restricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support costs £	Total 2025 £	Total 2024 £
IAA Hate Crime	16,663	836	17,499	17,448
Advocacy THC	61,037	9,472	70,509	33,879
Engagement – Public Health	46,959	13,171	60,130	39,765
Engaging Disabled People	50,051	11,096	61,147	190,325
Engaging – Accessible Communications	-	-	-	63,407
Engagement – Other	5,635	24,603	30,238	11,597
LCF – TCOYL				38,503
LCF – Then & Now				73,913
Core	-		-	4,677
Cornerstone Inclusion London	-	-	-	7,429
Cornerstone Tower Hamlets	20,820	-	20,820	28,908
LCRF	-	5,449	5,449	14,409
Quality of Life - Propel	85,058	35,109	120,167	41,758
DLS – Advice Propel	22,750	10,383	33,133	13,334
Inclusive Advice	18,318	11,662	29,980	12,560
Trust for London-Housing project	27,303	15,210	42,513	31,002
City Bridge Foundation (Employment)	20,090	18,971	39,061	-
	£374,684	£155,962	£530,646	£622,914

Of the £530,646 (2024: £622,914) expenditure recognised in 2025, £260,343 (2024: £397,435) was charged to unrestricted funds and £270,303 (2024: £225,479) was charged to restricted funds.

7. ANALYSIS OF DIRECT COSTS

	2025 £	2024 £
Salaries and pension	340,279	430,934
Freelance and temporary staff	-	-
Staff costs	8,992	2,551
Volunteers' expenses	171	10
External meetings	345	663
Membership and subscriptions	2,179	2,598
Marketing	159	444
Project partner costs	14,101	-
Other project costs	14,785	41,540
IT costs	1,454	3,063
Postage and stationery	31	9
	£382,496	£481,812

8. ANALYSIS OF SUPPORT COSTS

	2025 £	2024 £
Salaries and pension	101,454	75,681
Freelance and temporary staff	10,174	18,043
Staff costs	597	2,799
Volunteers' expenses	-	-
Membership and subscriptions	463	-
External meetings and events	1,232	294
IT support and maintenance	16,904	21,958
Insurance	2,659	2,169
Rent	8,000	8,000
Telephone	2,638	2,469
Office expenses	358	531
HR advice	6,143	2,640
Depreciation	323	1,930
Bank charges	60	88
Health and safety	-	-
Governance costs (see Note 9)	4,957	4,500
	£155,962	£141,102

9. GOVERNANCE COSTS

	2025 £	2024 £
Trustees' expenses (note 12)	675	552
Statutory Auditor's remuneration	4,247	3,900
Filing costs	35	48
	£4,957	£4,500

10. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2025	2024
This is stated after charging:		
Auditor's remuneration - audit services	£3,575	£3,260
- non-audit services (accountancy)	£672	£640
Depreciation	£323	£1,930
Operating lease rentals	£8,000	£8,000

11. STAFF COSTS

	2025 £	2024 £
Salaries	400,322	455,936
Social security costs	31,048	38,520
Pension costs	10,363	12,159
	£441,733	£506,615

No employee received employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees based on full-time equivalents was 12.4 (2024: 12.7). The average monthly number of employees was 16 (2024: 16).

Total employee benefits received by key management personnel amounted to £36,484 (2024: £45,937).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance contributions and employer's pension costs.

12. TRUSTEES' REMUNERATION AND EXPENSES

The trustees received no remuneration during either year. Trustees' insurance of £675 (2024: £552) was met by the charity for 5 trustees (2024: 9).

13. TANGIBLE FIXED ASSETS

	Furniture Fixtures and Equipment	Computer and Office Equipment	Total
	£	£	£
Cost:			
At 1st April 2024	5,784	67,308	73,092
Additions	-	-	-
Disposals	-	-	-
At 31 March 2025	-	-	-
Depreciation:			
At 1st April 2024	5,784	66,985	72,769
Charge for year	-	323	323
Eliminated on disposal	-	-	-
At 31 March 2025	-	67,308	73,092
Net Book Value:			
At 31 March 2025	£Nil	£Nil	£Nil
At 31 March 2024	£Nil	£323	£323

14. DEBTORS

	2025	2024
	£	£
Trade debtors	51,486	12,010
Accrued income	63,047	27,585
Prepayments	6,179	14,585
Other debtors	-	600
	£120,712	£54,780

15. CREDITORS: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	7,576	11,791
Social security and other taxes	5,740	9,995
Accrued expenses	54,286	50,649
Deferred income	78,620	139,765
Other creditors	246	2,798
	£146,468	£214,998

Deferred income of £78,620 (2024: £139,765) included above relates to grant income received during the year but relating to a future accounting period.

Deferred income analysis

	2025	2024
	£	£
Deferred income brought forward	139,765	206,042
Additions during the year	78,620	139,765
Amounts released to income	(139,765)	(206,042)
Deferred income carried forward	£78,620	£139,765

16. MOVEMENT IN FUNDS

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General funds	112,058	308,572	260,343	(1,263)	159,024
	112,058	308,572	260,343	(1,263)	159,024
Restricted funds					
LCRF	3,591	-	(5,449)	1,858	-
ILS – SFC	6,881	-	-	-	6,881
Quality of Life – Propel	6,057	117,144	(120,167)	-	3,034
DLS Advice – Propel	221	34,341	(33,133)	-	1,429
Inclusive Advice	-	30,000	(29,980)	-	20
Trust for London – Housing project	-	43,108	(42,513)	(595)	-
ATW	-	7,812	(7,812)	-	-
City Bridge Foundation (Employment)	-	45,374	(39,061)	-	6,313
	16,750	277,779	278,115	1,263	17,677
Total funds	£128,808	£586,351	£538,458	£Nil	£176,701

A description of the above funds can be found in the Trustees' Report.

Comparative information for the movement in funds in the previous financial year is as follows:

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General funds	113,916	396,238	(397,435)	(661)	112,058
	113,916	396,238	(397,435)	(661)	112,058
Restricted funds					
LCF – TCOYL	1,844	36,453	(38,503)	206	-
LCRF	18,000	-	(14,409)	-	3,591
LCF – Then & Now	6,109	67,620	(73,913)	184	-
ILS – SFC	6,881	-	-	-	6,881
Quality of Life – Propel	-	47,814	(41,758)	1	6,057
DLS Advice – Propel	-	13,555	(13,334)	-	221
Inclusive Advice	-	12,500	(12,560)	60	-
Trust for London – Housing project	-	30,792	(31,002)	210	-
ATW	-	1,687	(1,687)	-	-
	32,834	210,421	(227,166)	661	16,750
Total funds	£146,750	£606,659	£ (624,601)	£Nil	£128,808

17. NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	Total Funds £
Fixed assets	-	-	-
Current assets	305,492	17,677	323,169
Current liabilities	(146,468)	-	(146,468)
As at 31 March 2025	£159,024	£17,677	£176,701

Comparative information for the analysis of net assets between funds in the previous financial year is as follows:

	Unrestricted Funds £	Restricted funds £	Total Funds £
Fixed assets	323	-	323
Current assets	326,733	16,750	343,483
Current liabilities	(214,998)	-	(214,998)
As at 31 March 2024	£112,058	£16,750	£128,808

18. RELATED PARTY TRANSACTIONS

There have been no transactions with related parties during the year ended 31 March 2025 or the preceding year other than those set out in notes 11 and 12.

19. CONTINGENT ASSETS

Total grant funding awarded as at 31 March 2025 but not yet received and recognised as income due to the recognition criteria not being met amounts to £105,521 (2024: £256,367).

REAL DPO LTD

England & Wales - Charity number 1061671

Accounts

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

TRUSTEES' ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

TRUSTEES' ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

CONTENTS	**PAGES**
Trustees' Annual Report	3 - 32
Independent Auditor's Report	33 - 36
Statement of Financial Activities	37
Balance Sheet	38
Cash Flow Statement	39
Notes to the Financial Statements	40 - 48

REAL DPO

TRUSTEES' ANNUAL REPORT 2023-2024

TRUSTEES' ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 1

1. Chair and Trustees' statement 5

2. Introduction from our Senior Management Team 5

3. Name, registered office and constitution 6

4. About Real 6

Vision and Mission 6

4.1 Key principles and objectives 7

5. Public benefit that is provided by the charity 7

5.1. Real's General Advocacy Services 8

5.2. Real's Hate Crime Advocacy Services 9

5.3. Real's Housing Campaign 10

5.4. Then & Now 11

5.5. Engaging Disabled People 12

5.6. Talking About Disability (Cornerstone) 13

5.7. Equality Impact Assessments (Cornerstone) 13

5.8. Engaging Disabled People in Health and Social Care 14

5.9. Embedding Disability Access Programme Phase 18

5.10. Accessible Communications 20

5.11. Disability and Wellbeing (Quality of Life) 21

5.12. DLA Advice (Propel) 21

5.13. All Inclusive Information 22

5.14. Improving Access to Vaccines 24

5.15. Communities Keeping Well 24

6. Plans for future periods 24

7. Significant events after the year-end 25

8. Administration 25

8.1. Trustees 25

8.2. Statutory Auditors 26

8.3. Bankers 26

9. Structure, governance and management 26

9.1. Management pay 27

10. Risks 27

10.1. Approach to risk management 27

10.2. Risk analysis 27

10.3. Wider economic environment 29

11. Financial information 29

11.1. Share capital 29

11.2. Financial review 30

11.3. Financial reserves policy 30

11.4. Statement as to disclosure of information to auditor 31

11.5. Directors' and Trustees' responsibilities 31

11.6. Methods of preparation of financial statements 32

1. Chair and Trustees' statement

The Board of Trustees present their annual report and audited financial statements for the year ended 31 March 2024. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the trustees' annual report and financial statements of the charitable company. The Board is satisfied with Real DPO Ltd's performance during the year and the position at 31 March 2024.

The past year has been one of consolidation for Real where our focus has been on establishing a smoothly running sustainable organisation in the face of contracting local council funding and, as mentioned in the last annual report, departure of the CEO in early 2023 with Jack Gilbert appointed in August 2023.

Real focuses its work in and around the London Borough of Tower Hamlets (LBTH) delivering advocacy, employment, advice, coproduction and engagement support to local people. Real works to break down barriers and limitations imposed by society, such as inaccessible environments, discriminatory attitudes, and lack of accommodations, which prevent Disabled People from fully participating in society. Real supports anyone who identifies themselves as Disabled or D/deaf or who has a long-term condition in line with the social model of disability. We also bring our experience in doing this to help various government, statutory and business organisations in better addressing the needs of Disabled and D/deaf people.

The board is actively seeking additional members to help strengthen Real and to deal with vacancies the succession policy creates as it rotates people out of the board.

This was the first period under Gren Bingham as the current Chair.

2. Introduction from our Senior Management Team

In the absence of a CEO, this year this section has been completed by Real's Senior Management Team.

In this period Real continued to deliver excellent Advocacy and Advice services to Disabled People in Tower Hamlets and across London. This valuable service continues to show the importance of Independent, locally delivered services in ensuring that Disabled people can access the support that they need.

Real also built on it's successful reputation of outstanding Coproduction work, working across various statutory bodies to improve Accessibility and ensure that Disabled residents had their voices heard by key decision makers.

We also launched our first structured Campaign around Housing and a brand new, groundbreaking research project. This work will expand on the skills of our staff and members and provide new opportunities for us moving forward.

We have also begun to build a better picture of a client's journey through Real, recognising that often someone comes to us for support from a specific service and finds other areas of our work that may interest or benefit them. This is something we hope to expand on further in the next year by better marketing these opportunities and reaching more new members.

3. Name, registered office and constitution

The full name of the charity is Real DPO Ltd, and is a company limited by guarantee. The charity is known as Real, which is a working name registered with the Charity Commission.

The charity changed its name from Disability Coalition – Tower Hamlets on 16 August 2012.

Date of Incorporation: 12th June 1996
Date of Registration: 4th April 1997

The Registered Office is Jack Dash House, 2 Lawn House Close, London E14 9YQ

4. About Real

Real DPO is Tower Hamlets oldest and largest Disabled People's Organisation. Our staff and board all share lived experience of Disability. As a user-led organisation, founded on the social model of disability, we recognise the complexity of multiple impairments, of identities that intersect, diverse protected characteristics and the experiences of those who were born with impairments, and those who acquired their impairments through illness, injury or ageing.

We're a registered charity (charity registration number 1061671) and a company limited by guarantee (company number 3213172).

During this period we reviewed our Mission and Vision statements as part of our work planning the new Strategy, expected in 2025.

Vision

A world without barriers where Disabled people are respected and empowered, and experience equity.

Mission

- We empower all Disabled people to lead their best lives.
- We promote intersectional equity and inclusion for all Disabled people. We work together to ensure services meet all Disabled people's needs and recognise our diverse lived experiences.
- We combat discrimination, prejudice and ignorance against individuals, and challenge systemic barriers.

We work to ensure everyone with lived experience of disability or long-term health conditions will have their human rights protected and upheld on an equitable basis with others in a way that reflects the, The United Nations Convention on the Rights of People with Disabilities. Whilst our focus is generally on Tower Hamlets and East London, we are committed to maximising the impact of our activities for the benefit of all Disabled people, which is why we work closely with Inclusion London and national Deaf and Disabled People's Organisation (DDPO) structures, as well as others.

Tower Hamlets is a multicultural and diverse borough that presents many challenges, including working across language barriers. Some of our staff speak community languages

such as Bengali/Sylheti and Somali. There are also many national, cultural, ethnic, LGBTQ+ and/or faith-based intersecting identities amongst our staff and board. Combined with the high number of Disabled staff and board members, this means we are uniquely well placed to effectively work with, support and campaign for Disabled people in all our diversity.

4.1 Key principles and objectives

The purposes of the charity as set out in its governing document is that for the relief of Disabled people in the London Borough of Tower Hamlets and the surrounding boroughs within Greater London to enable them to obtain their full rights and privileges as citizens and to obtain their inherent right to life on an equal basis with others in accordance with the social model of Disability and the UN Convention for Disabled People.

We adhere to the following principles:

We want to help our constituents:

- have the same life chances as everyone else
- access their rights, including human rights
- overcome discrimination
- live independently*.

* Independently means living with any support they need, where they choose, how they want, with the money to do it.

We want to be:

- accessible
- person-centred
- friendly and supportive
- empowering
- professional

We want the organisation to have an excellent reputation: to be trusted by Disabled people and their families, have good two-way communications; and to be a key player in the London Borough of Tower Hamlets and more widely in (North East) London.

We aim to be an excellent employer, offering a supportive and accessible work environment for a diverse staff and volunteer team.

5. Public benefit that is provided by the charity

In forming our mission, objectives and the principles underlying them, the Trustees have given due regard to the Charity Commission's published guidance on public benefit. Real provided the following services in furtherance of its charitable objectives:

1. Real's General Advocacy Service
2. Real's Hate Crime Advocacy Service
3. Real's Housing Campaign
4. Then & Now
5. Taking Control of Your Life

6. Talking About Disability (Cornerstone)
7. Equality Impact Assessments (Cornerstone)
8. Engaging Disabled People in Health and Social Care
9. Embedding Disability Access Programme Phase 2
10. Accessible Communications
11. Disability and Wellbeing (Quality of Life)
12. DLS Advice (Propel)
13. All Inclusive Information
14. Improving Access to Vaccines
15. Communities Keeping Well

5.1. **Real's General Advocacy Service**

Our Advocacy Service provides advocacy and support to people with physical, sensory and neuro-impairments (including older people and young people in transition). The services we provide are delivered with the aims:

- to empower Disabled people to access services and challenge discrimination
- to provide information and support, and
- to enable people to make informed choices and support them to be heard on specific issues.

We deliver this service in line with the Advocacy Charter, a nationally recognised set of operational standards. Real also holds the Advocacy Quality Performance Mark, originally awarded in 2017 and renewed in 2024.

The areas in which we provide support most often include:
- social care
- housing
- legal issues
- health
- employment support services
- education and training opportunities
- leisure opportunities.

Our advocates don't tell people what to do. Instead, we support them to make their own choices and access appropriate services to ensure they can fully engage and have control over decisions and circumstances affecting their daily lives. Advocates always make clients aware of the service's independence. This is explained when a new case is opened. Much of the work done involves the local authority's adult social care service; the advocate always works on behalf of the client. Other professionals are aware of the advocate's independence because the advocate is clear that they are working on behalf of the client and take instruction from them and that any correspondence relating to a client will be shared with them. It is explained to other professionals that information is shared with the client and requests to withhold information or correspondence from the client will be declined.

Tower Hamlets Connect

Real main Advocacy service is delivered as a member of the Tower Hamlets Connect (THC) consortium of local organisations providing information, advice and advocacy, and the front-door of TH Adult Social Care, funded by LBTH.

THC is managed by Age UK and delivered by consortium partners in the borough of Tower Hamlets: Apasen, Island Advice Centre, Bromley by Bow Centre, Positive East, Real and Tower Hamlets Law Centre. It provides a free service to anyone in Tower Hamlets who may benefit from additional support, Real's contract provides this support for anyone who is Disabled or has a long-term health condition.

While the funding for Real's advocacy comes from the local authority, the organisation is independent and none of the work done is directed or controlled by the local authority.

During the year, Real's advocates have supported people with variety of issues: 40 independent advocacy and 60 of advocacy enquires. These range across all the areas we provide support on, the largest areas of support have been with housing, social care, and benefits. We have worked with numerous clients from across the borough and supported many clients with multiple health conditions and disabilities. This is great progress, and the team has been working hard to provide excellent service to our clients and to reach our annual target.

Our clients have been very content with our service and gave positive feedback. Clients reported they had been given a lot of support by the Advocate and that the service was delivered in a way which met their access and communication needs.

5.2. **Real's Hate Crime Advocacy Service**

Real is part of the, The Mayor's Office for Policing and Crime (MOPAC) funded pan-London Communities Against Hate (CATCH) Partnership. The partnership consists of Galop, The Monitoring Group, The Community Security Trust, TellMAMA (Measuring Anti-Muslim), Choice in Hackney, Stay Safe East and Real. The organisations specialise in different forms on Hate Crime, with the latter three being DPOs that support people who have experienced Disability Hate Crime.

Real joined the partnership with a focus on support for people in Tower Hamlets, Southwark, Greenwich and Lewisham. As the partnership covers the whole of London, Real has also supported people from other boroughs. The Hate Crime Advocacy service gives people a safe space to talk about their experience, informs them of their rights, explores options available to them and can provide practical support to report to police and access other services such as housing or counselling, sometimes through local multi-agency case management processes.

CATCH Case Study:

Real Advocacy received a referral through the CATCH triage service.

Issue: Client was facing issues of harassment, verbal abuse and threats of violence, from an individual who was not a family member, and wanted to obtain a restraining order. Client had reported three incidents to the police.

Barriers: Client had had a stroke earlier in the year. Client had received a letter from the police after reporting the incidents but had no ongoing support.

Impact: Client had reduced trust in police, due to lack of support with the issue. Threats of violence had impacted client's ability to live her life as usual.

A Hate Crime advocate from Real signposted the client to the Rights of Women helpline, to obtain legal advice on getting a restraining order. The client asked for the advocate's support in chasing up the police, as she had not heard anything since reporting the incidents and did not feel comfortable speaking to them independently. With crime reference numbers the advocate spoke to the police and crime management service, to understand what had happened with the case, and to relay this to the client. Crime management relayed that the police had visited the perpetrator at his address. The Advocate informed the client about how they could appeal the decision to close the case.

After working together for over a month the client told advocate that she felt much better in herself and more relaxed, had not seen the perpetrator in a while, and was happy to close the case. The Advocate gave emotional support to the client throughout the case, and client expressed that they were grateful for advocate's help and regular communication.

5.3. Real's Housing Campaign

In November 2023, Real began a housing campaign project which will end October 2024. This is sat in the Engagement and Co-production team and is funded by Trust for London following the division of the Strengthening Voices Realising Rights campaign into its individual DPO members.

The project's aim is for DPOs to upskill their staff and participating membership in housing rights and campaigning. The focus of the campaign is to be decided by the DPO and co-produced with its members. Initially, we had planned to concentrate on the private rent sector but given that the majority of our active members live in social housing we decided to switch to this area of housing.

To begin with, staff working on the project began researching housing rights and training while promoting the opportunity to join the project's co-production group. Once we had formed a group, we co-designed a survey to circulate with Disabled residents of social housing in Tower Hamlets to find out what housing issues they faced. We have attended training sessions and consultations on housing issues and shared these opportunities with the co-production group.

We analysed the results of the survey and identified three areas which were prominent in the results: fire safety and emergency evacuation procedures; housing register applications; and housing disrepair. As a group, we discussed these themes and what opportunities they presented to campaign on. Opinion was varied on which theme we

should chose, but the decision was made to focus on fire safety, as this presented the greatest chance of having some impact in the short timescale of the project.

As of the end of 2023/24, the co-production group is designing a survey to better understand Disabled residents of social housing's understanding of fire safety and emergency evacuation measures. The results of this will inform the campaign and provide evidence for it. We will approach the council and housing associations and campaign for them to make changes based on the results of the survey, and issues affecting Disabled people nationally.

5.4. THEN (Tower Hamlets Employers Network) & NOW (Network of Workers)

In the final year of the THEN and NOW project, our team both extended our reach to a greater number of employers and delivered considerably more hours of tailored advice to these employers. Across all activities, including our one-to-one advice service and 2-hour shared learning and development workshops, 66 different organisations have meaningfully engaged with THEN. Hosting workshops on legislative duties like 'Navigating Reasonable Adjustments' and bespoke Disability Awareness Training to a number of different organisations, we have worked hard to help these employers better understand how to support D/deaf and Disabled people both in and into the workplace with the overall objective of narrowing the disability poverty, employment and earnings gap.

Through our one-to-one advice service, this project delivered over 600 hours of advice across its lifespan. In year two of the project, we had increased partnership working with the Legal Advice Centre, and we collaboratively introduced a system that enabled their team to provide complex legal advice through us and thus avoid the potential of a conflict of interest. This also increased expertise and capacity within Real's project team.

Multiple THEN members have hired more than one Disabled staff member into their organization this year, and one has also increased the hours of a Disabled worker after seeking our support on reasonable adjustments that consequently enabled the employee to perform without difficulty. Furthermore, our team has worked in partnership with far more organisations and developed strong relationships from our reputation – e.g., through our presence at community events or on forums such as the Employability Partnership Forum and the GLA's Building a Fairer City Committee, or through simply word-of-mouth from our consistent commitment to deliver both the value and impact in line with the aims of the Local Community Fund.

Finally, we have delivered all of the resources we aimed to – namely, the ten inclusive employment guides that were co-produced with NOW, and the directory of resources so residents could find accessible training and support opportunities – and above, with the creation of two additional guides that were requested by members of THEN and NOW. We have met and exceeded almost all our targets, though when there is a shortfall (or we decided to deliver in a slightly different, more efficient way) this has been explained in length under the relevant outcome.

5.5. Taking Control of Your Life

Taking control of your life project (TCOYL) was a service that helped Disabled residents of Tower Hamlets make informed decisions about their independence, choice and freedom. The project had a wide remit of what we could help them with, from grant applications to researching befriending services, local activities and helping them look for jobs.

The project's aim was to help Disabled people to increase their control and independence over their lives and we worked with them to help them achieve this through their goals and objectives. Unfortunately, the project's funding ended in 2023, however, we have continued some of this work through our new 'All Inclusive Information' project described later in the report.

In the final year of this project Real produced 53 action plans and provided assistance and resources to clients with complex needs. The project had good coverage of clients across the area and age ranges and most of our clients had multiple impairments, which not only shows our success in reaching a wide audience but also reaching clients with complex needs, who need our support the most.

We also held 2 coproduction meetings and strengthened our membership of the coproduction group to 16 members. We had a lot of interest from professionals in participating in sessions with the co-production group; and local Disabled people attended who shared their perspectives and experiences.

This year, the first coproduction session the team delivered was "FYI...Your Right to Information" to help clients access to information. The session focused especially on Subject Access Requests and covered its history, the eligibility to make a request, processes within different institutions, the role of different agencies, reasonable adjustments and what to do when it goes wrong.

The second session was a workshop on Complaints. The session was on 'Writing Your Own Complaint'. This was a topic which our clients expressed an interest in, and one that has been in high demand. Our aim with this session was to upskill our clients to uphold their rights and empower them to work towards their goals by learning to structure a complaints letter, knowing what evidence is required, the process involved and their rights.

Participants feedback "the session was very informative, interaction with time for discussion." The participants were incredibly engaged and were eager to learn and share anecdotes from their own experience.

Clients and professionals have given great feedback, and our service was greatly valued, especially as there are not many organizations locally that support clients with grants and action planning. Clients reacted very positively to being supported by a user-led organisation and from staff with lived experience. Clients also described that staff were very empathetic and helpful.

5.6. Talking About Disability (Cornerstone)

Real is part of a two-year partnership project, led by Inclusion London and funded by the National Lottery, which is bringing Deaf and Disabled People's Organisations (DDPOs) together to evaluate the messaging used by DDPOs and develop strategies to improve them.

Working with strategic communications experts, eight DDPOs came together and developed the Talking About Disability guide. It's based on extensive research on how effective we are as a DDPO sector talking about disability, the social model and our organisations. Coproduction groups found that current communication strategies are failing to resonate with the public on disability issues. The guide gives organisations the best chance of persuading and motivating new people to support DDPOs, while staying true to their values and the people who already support them.

The plan is to seek further funding to develop a peer network so that DDPOs can regularly come together to get feedback on messaging, create unified campaigns and learn together.

5.7. Equality Impact Assessments (Cornerstone)

The Tower Hamlets Cornerstone Project is a partnership between Tower Hamlets Council for Voluntary Service (THCVS) – the infrastructure organisation supporting the voluntary sector in London Borough of Tower Hamlets and six community groups and organisations including Real.

This two-year project, funded by The National Lottery, aims to influence more inclusive decision-making across public sector agencies in Tower Hamlets. The project aims to create a model for voluntary sector partnership for public sector bodies wanting to work with local communities to address inequalities within policy making services in Tower Hamlets.

The project aims to achieve this by creating a partnership that brings together community organisations led by and representing people across the diversity of lived experiences in Tower Hamlets by partners working together, and with public sector bodies, to create a good practice guide and resource for carrying out Equality Impact Assessments (EqIAs) across the borough.

As part of the project Real has recruited two volunteer panel members with lived experience of Disability who will represent Disabled voices on the resident's panel. These residents will be upskilled in Equality and Diversity, Intersectionality and Equality Impact Assessments.

The project has selected the upcoming Violence Against Women and Girls (VAWG) Strategy to be the EqIA that the panel contributes to.

Following this the panel will create and Best Practice Guide to EqIAs and host a learning event for statutory partners which will be reported on in next year's report.

5.8. Engaging Disabled People in Health and Social Care

The Engaging Disabled People in Health and Social Care project is our partnership project with Tower Hamlets Council, providing a critical friend role within the local authority as well as engaging Disabled people in coproduction work to inform decision makers.

This funding allowed our CEO and Head of Programmes to participate in various strategic and statutory boards such as Tower Hamlets Together, the Health and Wellbeing Board and the Safeguarding Adults Board.

We also delivered three Coproduction projects within this time period, the Hostels and Wheelchairs Recommissioning and a deep dive into Care Technology use within the borough.

Hostel Recommissioning

We were commissioned to Develop ways of working with hostel residents on the risk assessment and support planning aspects of induction as well as information sharing protocols.

We carried out 1.1 in-depth interviews with the following.

- 3 interviews with Edward Gibbons residents
- 3 x Founders House residents
- 2 x staff members of Edward Gibbons
- 2 x staff members of Founders House

Residents did seem happy with the induction, support planning and risk assessment which we are asked to report on; however, we found issues with their wider journey.

Some residents report feeling they have been abandoned and do not feel they have support to achieve long terms aims of independence and moving on from hostels. Many residents express a strong desire to move into their own home and move towards to it. Many residents report feelings of isolation, lack of activities to fill their time. Many residents expressed wanting their 'life back', moving to their own place, having a job, learning life skills like cooking and reconnecting with family and maintaining their relationships. A few residents expressed they are not supported to become more independent, especially when it comes to moving, they have expressed wanting a housing officer to support them. Cooking as also been a salient issue for residents, for those who cannot they want to be taught, and those who can want to be given a chance to cook.

As well as independence, residents want to see the hope that things can change. The hope does not always need to resonate into a tangible outcome like housing or being

substance free but also increased connection or feeling optimistic and a possibility of a life outside the hostel.

Residents report issues of misbehaviour and feel perpetrators should face consequences of their actions and there should be some retribution. There have also been incidents involving thefts, leading residents feeling insecure in their homes. As with misbehaviour, residents feel more action needs to be taken to prevent crime and punish offenders. Residents attribute misbehaviour and thefts to substance misuse.

Residents have reported the hostel have tried to accommodate access needs arising from disability such as placing residents with mobility issues or wheelchair services on ground or first floor, if the lift stops working, it is repaired urgently. Adaptions are made to the property for the disabled resident to better use the property and they are supported to attend medical appointments. Although there seems to be good practise to meet different access needs of client impairment, embedding Disability Awareness training would to be advisable. Staff mentioned they had not received any Disability Awareness training and thought it would be a good idea to have it as part of their core training. Residents felt staff were not trained in areas of Addiction and did not show empathy.

From our findings, we have found what works well is:

- Establishing expectations between the hostel and residents and providing clarity to both parties of their responsibilities.
- Having time to build rapport with residents to build up trust.
- Working in collaboration and removing the "us and them" mentality.
- Flexibility to respond to residents which meets their needs and preferences.
- Ensuring there is regular and consistent communication and interaction in a way that suits residents.
- Not giving up, residents may seem resistant to support in some situations however, by "being there for them", so they are able to request support when they need it.

As a result of our work, a project will commence looking at wider coproduction within the hostels commissioning and provision services.

Wheelchair Recommission

The commission required Real to seek, report and analyse the experiences of wheelchair service users of the last five years. A retrospective account of what worked well and what did not work well was required. Real wanted to utilise its experience to elicit some of the critical success factors for commissioners to include in the recommissioning of the service. User involvement and coproduction is an important part of Real's way of working. With a timescale of two months from start to completion, we needed to attenuate our engagement methods while keeping an element of user involvement in the design of the process.

We used focus groups and a survey for data collection.

Our Findings

- Referral pathways do not incorporate existing healthcare systems (which are used by professionals and GPs) and add barriers for information sharing.
- Staff are described as "lovely", "friendly", "caring", "professional" and "helpful".
- Service users would like more information on wheelchair budgets and for it to consider individual circumstances.
- Equipment scored the highest rating with a 7.7 out of 10.
- Service users whose children were 17 or 18 informed us that their most recent contact was a long time ago. In their experience once the service users turn 18, the service disappears.
- Even if the service users were happy with the service and equipment, they face barriers within wider life such as Transport and Housing.
- Nearly all of the service users wanted to see an out of hours provision, either having appointments in the evening or weekends.
- Service users want to see regular updates and be kept in the loop.
- Many service users were dissatisfied with the lack of information sharing and joined up working between the wheelchair services and other statutory services.

We developed critical success factors and recommendations from our coproduction We believe the following critical success factors would be useful in developing Key Performance Indicators for the service.

- Overall, a value-based approach to the service i.e. a set of values based on the experience of users are used to assess contractors. (https://www.cebm.ox.ac.uk/resources/reports/defining-value-basedhealthcare-in-the-nhs)
- A consistent point of contact.
- Improved responsiveness.
- Prevention/early intervention.
- Professionals, especially GPs, know about the service and how to make a referral.
- All staff are Disability aware and understand the impact of the impairment(s) on lived experience and how the service needs to adapt.
- Tower Hamlets Care Tech or Independent Living Service is part of the integrated care system that aims to connect health and social care as many people need services from both types of care.
- User engagement with each other and the service.
- Develop resources to make services reachable, ensuring service users can contact staff and receive a response in a timely manner, reduce waiting lists
- Putting personalisation at the centre of assessments and equipment allocation.
- Combining the social care and clinical assessment in one service and one assessment.
- Using an incorporated systems for making referrals.
- Increasing number of suppliers for equipment.
- To co-create a user group and a carers/parent group.

- To co-create regular reviews and catch ups held every three months.
- Information sharing with other health teams for better customer service.
- Creating a working group including statutory bodies to ensure service users can use their wheelchair fully within the wider eco system.
- For potential service providers to be able to provide evidence of good work at the procurement stage.
- The most popular equipment to be held in-house to reduce waiting times for equipment.
- Upskilling service users with training on use, repair, and maintenance.
- Further explore experiences of service users and repeat satisfaction survey annually.
- Disability Awareness training.
- Service users to be part of the tender process.

As a result of our project, service users have been involved in the tender process, a user group has been set up.

Care Technology

We were commissioned to increase awareness of Care Technology.

We developed a road show, where we discuss barriers to independence, what products could help and barriers to accessing Care Technology.

Organisation	Audience	Type of session	Numbers
Age UK	Older persons	Showing products and q&a	12
Sonali Gardens	Older persons	Showing products and q&a	15
Sundial Centre	Older people	Stall	14
Toynbee Hall	Older people	Showing products and q&a	7
Bikeworks	Mixed group	Learning bike techniques	15
ICM Centre	Learning Disability	Showing products and q&a	6
Carer's Centre	Carers	Focus group	2
Vibrance	Learning Disability	Showing products and q&a	4
Create	Learning Disability	Showing products and q&a	13
Older Persons Group - Age UK	Older persons	Introduction to the project	30
Art and Soul group	Mixed group	Introduction to the client	7
Vibrance	Stakeholder interview		1
ICM	Stakeholder interview		1
Sonali Garden	Stakeholder interview		1
International Day of Disability	Mixed group	Stall	65
Total			193

We received 94% of good to fantastic rating. Barriers to accessing Care Technology included lack of awareness, procedural barriers such as needing a referral, not knowing who to contact, stigma, lack of support to use it, worries about maintenance, getting family and carers on board, unsuitability for certain impairments and fear.

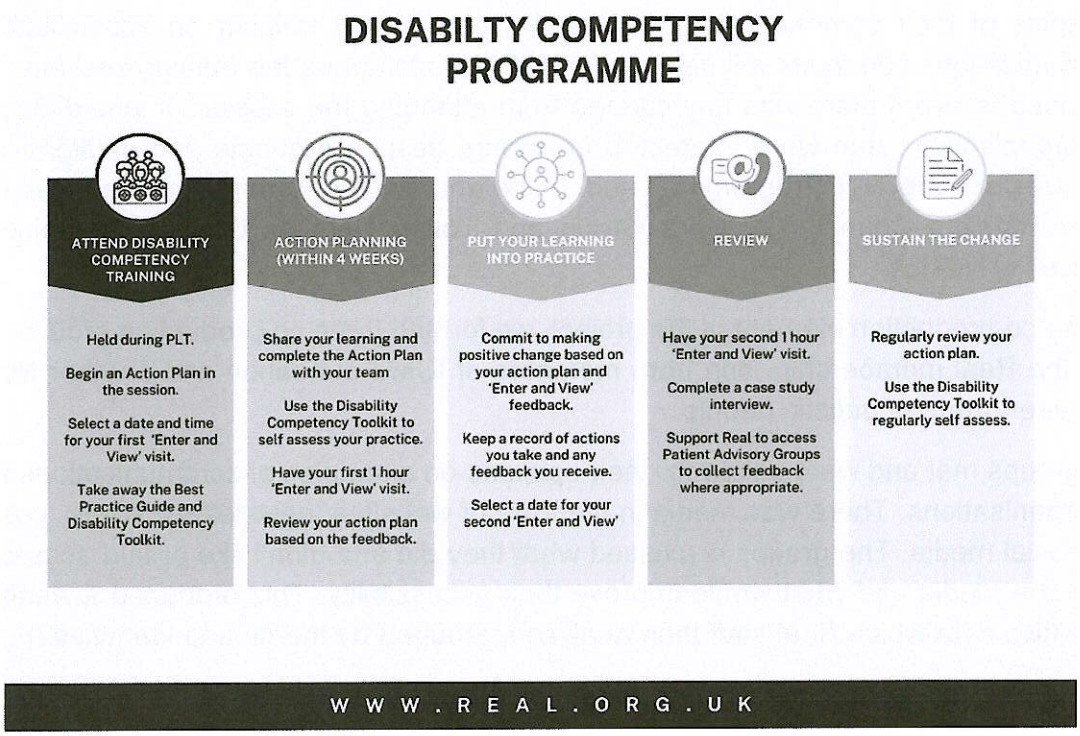
Due to this project, we have been successful in achieving further coproduction work on raising awareness and usage of Care Technology and working with PA Consulting.

5.9. Embedding Disability Access Programme Phase 2

After the success of last year's Embedding Disability Access Pilot we are in the process of delivering our Disability Competency Programme across the wider Primary Care Network within Tower Hamlets. We received £100,000 to provide training to GP practices across three Primary Care networks. The training will take on board learning from the pilot and continue to be delivered by people with lived experience of Disability. We will again work alongside DeafPlus and ICM Foundation as partners and this time enlist the support of C-Pen to support with the logistics such as attendance booking, room booking

and evaluation. We will also carry out Access Audits and identify room for improvement with individual practices using the framework below. We have created a Learning pack consisting of a Best Practice Guide, Data around Disability in Tower Hamlets, condensed slides of trainings, a Toolkit which practices can use to self-assess and examples of easy read and BSL.

We have delivered two training sessions this financial year and will deliver 15 more in the next financial year using a mix of online and face to face delivery.



5.10. Accessible Communications

Real's Accessible Communications for All project concluded in November 2023. The project sat in the Engagement and Co-production Team and had the aim of working with local health and social care services to analyse and improve the accessibility of their communications. The analysis was provided by groups of local Disabled people. The funding came from Northeast London Integrated Commissioning Integrated Care System via London Borough of Tower Hamlets, on behalf of the Tower Hamlets Together partnership (THT).

We reached out to organisations within THT to join the project. This involved submitting examples of their communications for analysis, to attend training on accessibility of communications and to submit new communications following the training session. This was used to see if there was any change from attending the session. It was difficult to find organisations that were interested in joining, despite requests and petitions from ourselves and the THT Programme Lead. In the end, we had communications staff from Tower Hamlets Council, GP Care Group and Tower Hamlets Council for Voluntary Services (THCVS).

For the co-production element of the project, we formed three co-production groups: one from the Real membership, one from members of ICM Foundation and another from a local peer group of autistic people.

The groups met and were asked for their opinions on examples of communications from the organisations. There was media in the form of websites, newsletters, flyers, posters and social media. The groups discussed what they did and didn't like or find accessible about the media and what would improve their accessibility. This produced a wealth of qualitative data which Real staff then analysed, grouped by theme and identified trends.

With this information, we co-produced a best practice guide on accessible communications and a feedback and training session which we delivered to the communications teams. Members of the co-production groups participated in the session to give direct feedback to attendees. Only staff from THCVS and GP Care Group attended, and the latter left halfway through the sessions. We offered alternative dates for the session to Tower Hamlets Council comms team, and to GP Care Group to finish the session, both to no avail. However, the feedback from THCVS on the session was very positive, rating the session 10/10 and commenting that they, "liked the fact that not only staff from Real were present but that some of the service users were also there (who had personally been involved in the research). I found their comments and input hugely valuable."

Feedback on the project from the co-production groups was also positive, with an average rating of 8/10 for their overall experience and the majority answering that if communication teams took onboard the project's recommendations, accessibility would be improved. However, the poor engagement from TH Council and GP Care Group was noted, and some of the co-production group thought this showed a lack of interest in accessibility and disability as a whole.

The project has produced a training package which can be offered to other organisations, and since the conclusion of the project, Real has been working with THT to try to improve the project's reach.

5.11. Disability and Wellbeing (Quality of Life)

We have been funded by Propel to run a research project exploring the quality of life of D/deaf and Disabled people across London. We began mobilising the project in November 2023 and are funded until November 2025.

To carry out the research, we are using a standardised interview tool called the Personal Outcomes Scale, which was recently approved by the World Health Organisation as a research tool. Real's Head of Programmes has existing expertise, having interviewed over 500 people using the Personal Outcomes Scale in her previous work, and being a Master Trainer. The Research Coordinator and Senior Research Officer working on the project have been trained by our Head of Programmes in the tool.

We have developed promotional materials to market the research, explaining what participants can expect, why they should get involved, and the overall goal of the research. We have started interviewing participants, who we have reached through Real's existing networks, membership and engagement. One of the barriers we experienced in recruiting participants was that not all people who we recognise as Disabled when using the social model of disability see themselves as Disabled. We have developed impairment specific flyers to try and overcome this barrier, so that people with those impairments understand that our research includes them.

Each participant that has taken part in the research has received a personalised report afterwards. This report details what is and isn't working, and anything the person would like to start doing, across eight domains: learning, friends and family, rights, choices, money, happiness, health and social inclusion. The report also gives a numerical score for the person's quality of life in each domain, which can give an indication of where there is room for improvement in the person's quality of life. The interview process has supported individuals to reflect on what they want for themselves, how much control they have over their life and whether they are getting the right support. The personalised report can be used as a powerful tool for self-advocacy. It can be shared with professionals or family involved in the person's life as evidence of what needs to be in place for their quality of life.

We have developed a volunteer role description and marketing materials for the role, as we look to recruit D/deaf and Disabled volunteers to be trained as researchers. Looking forward to the future of the project, we will be promoting the project across London to recruit participants. This will help us to engage with a wide range of people to hear their experiences and expand our membership base. Once we have interviewed more participants, we will be able to analyse the data to identify the key needs and issues for D/deaf and Disabled people in London. This will then inform our future work and allow us to take an evidence-based approach in terms of what needs to change.

5.12. DLS Advice (Propel)

This project is also funded under the Propel umbrella. It is a joint programme between Real and Disability Law Service which aims to increase access to free legal aid for Disabled People. The project recognises that Disabled people may find accessing legal advice intimidating or not even realise it is something they are entitled to but are comfortable speaking to their local DDPO about their situation. Real will support an

Advisor to complete the Level 3 NVQ in Advice who will be able to triage cases, advising on some within their remit and referring to a legal advice clinic if needed.

The project will also support a coproduction group to look at what else could make legal advice more accessible for Disabled people and, in the second year, will bring on a second DDPO from another London Borough.

We are currently in the planning stage and have held two workshops where staff from both organisations came together to learn about shared ways of working and develop a theory of change. We hope to start delivering advice from May 2024.

5.13. All Inclusive Information

This is a new project for Real which started in November 2023 funded by the Mayors Community Grant Funding. This project takes our learning from the Taking Control of Your Life project and aims to provide tailored , holistic support to Disabled people in Tower Hamlets. We will work with Disabled clients across a range of impairment types to help them to access services, increase their independence and improve their overall wellbeing.

We know that a lot of Disabled people find it difficult to access services and resources they need to help them. The project's aim is to provide information and support to help residents to access the services and resources to which they are entitled.

The most common enquires are related to:

- help to identify what support is available to people, in the community. This could include help to access leisure centers, befriending services, local activities, and access other local services.

- support to obtain items and services related to Disability – such as assistive technology or white goods that clients cannot afford without some financial aid, we can help with grant applications and information on financial support.

Case Study:

Client	The client has cerebral palsy and is a wheelchair user. They were rehoused last year into independent living, after living with their mother. The client had a few issues they needed support with, but one of the main issues was initially getting a new laptop to aid in assistive tech sessions, restart hobbies and search for job opportunities. The client felt like they were stuck at home all day with nothing to do and said they did not want to feel bored anymore. Furthermore, they felt that getting a laptop would be a step in the right direction in starting fresh and gaining control and choice over their life once again.

Action	The adviser informed the client about the Honeywood Trust and recommended this organisation to the client, due to previous positive experience and outcomes with them. The adviser visited the client a couple of times as client preferred to discuss details of the application in person, and the adviser would update the client regularly by phone on how close they were to completing the application on client's behalf. One of the main challenges the adviser faced was liaising back and forth between the client and the Honeywood Trust trustee about the specification of the laptop. When the adviser initially discussed with the client their specification of the laptop they wanted, they said they preferred something with a big screen/monitor due to their eyesight, a wireless mouse as well as a stylus/pen due to pain in one their hands. However, after the application was submitted and reviewed by the trustee, they wanted to further liaise with the client regarding their requirements of the laptop and put forward some of their own suggestions. The Honeywood Trust recommended a desktop computer for the client instead which they believed would more comfortably suit the client needs. The client initially agreed to this but further decided that they wanted a printer and requested the adviser to ask the Trust if they provide printers also. Essentially, the adviser ensured they were communicating the client's needs to the Trust as clearly as possible and that the Trust's suggestions and advice were clearly relayed back to the client. It helped that the Honeywood Trust kept good communication with both the adviser and the client and were understanding and willing to answer the client's questions.
Outcomes	The client was able to work out the best option for them and received a computer and printer which all parties agreed benefitted the client greatly. The client will be able to use the computer comfortably and it can be a useful tool with which the client will be able to search for job opportunities and carry on with their assistive technology sessions which is important for client to gain new skills and no longer feel digitally excluded. The client feels confident that they will be able to resume their hobbies and interests using the computer and is hopeful and positive about their future, as they feel more in control of their life.
What they reported about the service?	The client is happy and grateful for the service. They thanked the adviser for their help and support with the grant application. They felt that having this service meant that they had support in finding the right organisation to apply for the grant and help to collate the information needed for the grant application.

5.14. Improving Access to Vaccines

At the start of 2024 we were offered a small amount of funding to do some coproduction work looking at the barriers Disabled People and their carers face when seeking vaccines with the aim of designing ways to increase the uptake of the Spring vaccine programme.

Real facilitated several coproduction workshops which were well attended and very engaging. The group developed several promotional posters and messaging and devised a comprehensive communication plan using a range of options including targeted emails, social media, networking and events promotion. The communication was very well received and the Winter vaccine programme for 2024 mirrors a lot of the messaging developed by Real!

In the final report we fed back the barriers, and potential solutions to Public Health in the hope that they make changes and improvements for the winter season.

5.15. Communities Keeping Well

The Communities Keeping Well programme is a council and public health initiative working with eight communities in Tower Hamlets to prevent type 2 diabetes, coronary heart disease and respiratory disease. Over two years, residents will come together through a series of community events to design and lead activities to support a healthier life.

Real have received £5,000 to develop a training programme for staff involved in the programme to help increase the effectiveness of communications with Disabled residents and increase their participation in the programme. We delivered the training to 12 staff members and provided a slide deck, checklist and guidance on disability-inclusive event planning for them to disseminate to outreach volunteers on the programme.

We are also providing ongoing support and advice for locality delivery teams, dependent on the questions and issues that emerge. This will take place in 2023/24 and we will report on this in the next Trustees' report.

6. Plans for future periods

Real continues to focus on diversifying its funding streams and is currently seeking funding from City Bridge Foundation and The Heritage Lottery Fund for long term projects as well as seeking Core Cost Grants such as Garfield Weston Foundation and John Ellerman Foundation.

Real's current strategy comes to an end in 2025 and we already taking steps to coproduce our new strategy with the team. This includes our rebranded Mission and Vision statements as well as developing a new website. We are planning a strong focus on diversifying funding, expanding our geographical reach and marketing the products we have developed as part of our previous work such as the successful Accessible Communications training.

Using our new Charity SalesForce CRM, we will continue to monitor our reach and actively seek to reach those who we do not currently reach such as younger people. We plan to maximise relationships with local Universities and the partner from our Care Technology

programme, PA Consulting to do this more effectively. This will enable us to better reach and involve diverse communities and community organisations in the borough and beyond.

7. Significant events after the year-end

After just over a year in post Jack Gilbert left his position as CEO of Real in September 2024. Real has a very strong two-person Senior Management Team who have demonstrated their ability to deliver financial management, project acquisition, and project delivery in a professional manner that the staff relate to well. Considering this, the board has decided to have the SMT run Real with some additional board oversight and some input from a long-standing professional adviser for Real, a business psychologist, rather than immediately replace the CEO.

8. Administration

8.1. Trustees

Real currently has 5 trustees. Trustees who served during the year and to the date of this report were as follows:

Name	Position	Date elected	Date resigned
Grenville Rupert Stanley Bingham	Chair from 22/5/24	16/02/22	
Henry William Stone	Vice-chair from 22/5/24	02/12/15	
Professor Alan John Drew		24/05/23	
Jasveer Maan		Co-opted 31/01/25	
David Kevin Burbidge		01/09/23	
Yusuf Can Zeyrek		24/05/23	01/12/23
Owais Naiz		19/06/21	01/05/24
Mahendra Kumar Rastogi		13/05/17	24/05/23
Martha Mary Stafford		13/05/17	24/5/23

The day-to-day management of the organisation and its services has been delegated to the Senior Management Team; Head of Finance & Head of Programmes.

Meena Khanom	Head of Finance
Ellen Kennedy	Head of Programmes

8.2. Statutory Auditors

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton, Surrey, KT6 7AL

8.3. Bankers

CAF Bank Ltd
25 King's Hill Avenue
West Malling
Kent
ME19 4JQ

9. Structure, governance and management

Real's legal name is Real DPO Ltd. It is a registered charity and a company limited by guarantee. Real was previously called "Disability Coalition - Tower Hamlets and changed its name to Real DPO Ltd on 16 August 2012.

Its governing documents are the Articles of Association which were last reviewed and revised at the time of the name change. The Articles of Association make reference to a supplementary document referred to as the Charity Protocol which is reviewed annually by the board and covers practical issues such as the arrangements for general meetings and board meetings, the role description and person specifications for trustees and key officers, and the trustees' code of conduct and conflicts of interest policies.

The Articles of Association state that Real must have at least 6 trustees. Trustees are elected at the AGM, serve for a maximum period of 3 years but can be re-elected for a further period thereafter (if they so wish). The longest-serving third of trustees retire at each AGM. Trustees may also be co-opted until the next AGM.

Newly elected trustees undertake an induction programme that comprises an initial discussion with the Chair, followed by a half day group session with the Chief Executive on Trustee's role, duties and responsibilities, organisational policies and procedures, finance and funding, risks, reserves, legal liabilities and contracts and any other issues of importance to the Board of Trustees, currently and for the immediate future.

Prior to the meeting an induction pack is given to each new Trustee containing the Charity Commission's 'The Essential Trustee: what you need to know', the last two sets of Board of Trustees' papers and minutes, a paper on the social model of disability, last year's trustees' annual report and financial statements, the Charity Protocol and the organisation's key policies; including the Equal Opportunities policy.

In 2023-2024, the trustees aimed to meet every eight weeks.

9.1. Management pay

The pay level of the CEO and SMT is determined by the board. A thorough review of pay levels and benchmarking of salaries was carried out as part of restructuring in 2019. Thereafter, there have been annual inflationary increases determined by the board and applied throughout the organisation, although none were afforded in the last year. To inform the board, a paper would be prepared referencing the available resources with a range of inflationary measures and their financial impact.

10. Risks

10.1. Approach to risk management

The trustees have examined major risks to which the organisation was exposed, reviewed them and put in place systems and procedures to manage them. During the previous year the board developed a new approach to identifying and managing risk, creating a risk register and reviewing it at every other board meeting (so quarterly).

The risk register takes into account the edits and amendments proposed at the last board meeting and categorises them into the following 5 areas:

- governance
- reputation
- services
- finance
- HR

It then orders them, within each section, in order of residual risk, high to low.

10.2. Risk analysis

The following table represents the latest analysis of significant residual risks.

RISK	IMPACT	PROB	ACTION	RESIDUAL RISK
FINANCES: Risk to Going Concern	**HIGH**	**HIGH**	Timely progress in several of the business development areas can be evidenced, with several new grant and delivery opportunities in the near term pipeline. Business development and going concern modelling are in place. The Board and senior managers are currently assessing progress on a monthly basis. Very conservative projections for 2024/25 indicate positive contribution to reserves by year end. However, as with any change in business model, this needs to be monitored closely until bedded in, when risk will be mitigated. Prioritising new grant opportunities, core funding and tender opportunities.	**MEDIUM-HIGH**

RISK	IMPACT	PROB	ACTION	RESIDUAL RISK
FINANCES: Risk to Strategic Funding	HIGH	MED	Strategic funding now identified as £100,000, i.e. less than prior year. Have identified sources of new funding to retain staff in short/medium term. Identified sources of grant aided core funds, (multi borough) grant funding and contract/tender opportunities. Board monitoring all income generation.	MEDIUM
GOVERNANCE: Risk of ensuring good governance over organisation	HIGH	Low	The Board have taken the following steps: Creating an audit/finance committee to enable detailed scrutiny of finance and risk; increased the frequency of Board meetings, which are now hybrid; participating in the Refresh programme to advance our strategic planning; reviewing the financial, fundraising and risk reporting	Low
GOVERNANCE: Risk to board capacity	HIGH	MEDIUM -HIGH	Engaging in active trustee recruitment including working with Tower Hamlets Volunteer Centre promoting diversity of lived experience, skills, and intersectional identity; Succession planning. Risk reduces upon recruitment of 3-4 new members. 1 new trustee has been vetted by the Board and co-opted.	MEDIUM-LOW
OPERATIONS: Risk associated with delays in partnership work programmes	HIGH	MEDIUM	There are several delivery programmes where Real is a partner in a consortium lead by another agency. Real makes every effort to mobilise in a timely fashion, but occasionally delays amongst the partnership, impacts on our work. There are also occasions when public sector partners, with whom we are contracted to work, impose delays. Real mitigates these risks by ensuring that this is documented and where appropriate reported to the commissioner/grant giver, and by keeping to our own revised delivery schedule.	MEDIUM-LOW
OPERATIONS: Specific delivery delays	HIGH	MEDIUM	Risk registers for each programme are being maintained by Head of Programmes and monitored at board meetings. These are RAG (Red-Amber-Green) rating every month.	LOW
REPUTATION	HIGH	LOW	Having a service delivery role in Tower Hamlets as well as being a DPO responsible for voicing Disabled community concerns could	LOW Over recent months, this has been implemented and currently we

			be the source of reputational risk. This is mitigated by a) by engaging with and managing relations with senior officers and politicians, and acting professionally and consistently. Transparently and authentically at all times; b) broadening our funding base and the reach of our influence beyond Tower Hamlets; c) Presenting and promoting our ongoing work so that it has maximum reach and impact; d) Connecting all our activity to the change we want to see in the world (Theory of Change).	enjoy a very high level of reputational respect, precisely because we powerfully advocate and advise in constructive ways. Powerful interventions on Scrutiny in relation to Inclusion in Leisure Centres
OFFICE SPACE	**HIGH**	**MEDIUM**	There are continued risks relating to having a space to operate from. We have contingency plans in place should we need to vacate at short notice. All potential spaces are explored and measured against a key checklist; any new space must be fully accessible and affordable.	**MEDIUM**

10.3. Wider economic environment

As with all charities, we remain concerned by the potential impact of the wider financial situation that the UK faces, and the possible impact this may have upon us.

We are still very concerned about the wider economic situation, and the resultant austerity measures being placed upon public sector bodies, which are our current funders.

These austerity measures will also have a severe and likely disproportionate impact upon our main constituency. From national statistics, you remain more likely to be in poverty if you are Disabled, and more likely to be Disabled if you live in poverty. These numbers increase for particular ethnic groups, such as Bangladeshi.

Given the demography of Tower Hamlets, we hope that we can use this information to encourage more funders to address the particular challenges our constituency faces.

11. Financial information

11.1. Share capital

Our organisation is a company limited by guarantee and therefore has no share capital.

11.2. Financial review

The total income for the year amounted to £606,659, slightly higher than £603,417 last year. We had a corresponding total expenditure of £624,601, compared to £664,401 last year. Operational efficiency continues to be a priority, and where possible, we have worked to contain costs without compromising service delivery or operational quality.

In the previous year, we had a loss of £60,984. This year we made a smaller loss of £17,942 of which £1,858 relates to unrestricted funds. Whilst we are pleased with the reduction in the loss, we will continue to monitor and review our financial strategy to ensure sustainable growth and stability.

This has meant that our total reserves now stand at £128,808 comprising £16,750 restricted reserves and £112,058 of unrestricted reserves.

The management accounts for the year ending 31 March 2025, which include projections up until the year end, shows an estimated surplus. This is impressive considering there was an anticipated loss in the budget for that year.

It also shows an anticipated increase of unrestricted reserves by £19,168 and restricted reserves by £1,050. We will continue to focus on diversifying income streams, improving operational efficiencies, and strengthening partnerships with key stakeholders to ensure the long-term sustainability of the organisation. We are confident that our strategic plans, alongside sound financial management, will allow us to continue to meet our mission effectively.

11.3. Financial reserves policy

The reserves policy of Real is designed to ensure the financial sustainability of the organisation, allowing it to continue to deliver its charitable activities even during periods of financial difficulty, unexpected expenditure, or fluctuations in income.

General reserves are defined as unrestricted funds held by the charity that are not designated for specific purposes or projects. These funds provide a financial cushion to cover short-term operational needs, as well as unforeseen circumstances that may arise.

Real aims to hold general reserves equivalent to a minimum of 3 months of operating expenditure, which is approximately £70,000. This amount has been determined after careful consideration of the charity's operational costs, funding cycle, and risk factors.

Real's general reserves of £112,058 at the year-end represented 4.81 months of unrestricted operating costs based on 2024/25 budget. We aim to increase our reserves to 6 months of operating costs in the next period.

If any expenditure is to be incurred outside of the agreed budget for the year, that expenditure has to be agreed by the full board if it would involve a call on reserves during the year. The board would then consider the impact on reserves by incurring the additional expenditure.

The board has already considered the contribution towards central costs made by each separate project and established that there are adequate reserves to maintain services and

operations across the organisation should any significant income stream not continue, pending any appropriate action or restructuring.

The board is planning to conduct another review of its reserves policy alongside its monitoring of the new fundraising strategy. The objective will be to have a clear understanding of how reserves are developed, and what they are kept for. A key part of this will be understanding where expenditure is avoidable and unavoidable, when different income streams start and finish, to have a more sophisticated model than just in relation to total operating costs.

11.4. Statement as to disclosure of information to auditor

The trustees, in their capacity as directors, state that in so far as each of the directors at the time this report was approved are aware:-

a) There is no relevant audit information of which the auditor is unaware, and

b) The trustees have taken all steps to make themselves aware of any relevant audit information and to establish that the auditor is

aware of that information.

11.5. Directors and Trustees' responsibilities

The trustees (who are also directors of Real DPO Ltd for the purposes of company law) are responsible for preparing the Trustees' 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. 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 these 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 2019 (FRS 102);
- 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 operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 auditor is unaware; and

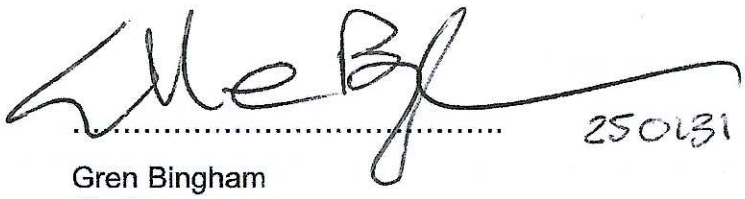
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

11.6. Methods of preparation of accounts

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 31 January 2025 and signed on their behalf by:



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Gren Bingham
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:
REAL DPO LTD

(Limited by Guarantee)

Opinion

We have audited the financial statements of Real DPO Ltd (the 'charitable company') for the year ended 31 March 2024 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024, 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 Auditor's 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 course of 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on page 29), 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.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but, is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in 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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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 auditor's 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.

Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

31 January 2025

REAL DPO LTD

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income					
Donations and legacies	2	544	1,687	2,231	21
Charitable activities	3	390,868	208,734	599,602	602,639
Investments	4	4,826	-	4,826	757
Other					-
Total		396,238	210,421	606,659	603,417
Expenditure					
Raising funds	5	-	1,687	1,687	-
Charitable activities	6	397,435	225,479	622,914	664,401
Total		397,435	227,166	624,601	664,401
Net income/(expenditure)	10	(1,197)	(16,745)	(17,942)	(60,984)
Transfers between funds	16	(661)	661	-	-
Net movement in funds		(1,858)	(16,084)	(17,942)	(60,984)
Reconciliation of funds					
Total funds brought forward	16	113,916	32,834	146,750	207,734
Total funds carried forward	16	£112,058	£16,750	£128,808	£146,750

The Statement of Financial Activities includes all recognised gains and losses.

All income and expenditure derive from continuing activities.

The notes form part of these Financial Statements.

REAL DPO LTD

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
FIXED ASSETS		£	£	£	£
Tangible fixed assets	13		323		2,253
CURRENT ASSETS					
Debtors	14	54,780		156,155	
Cash at bank and in hand		288,703		296,288	
		343,483		452,443	
LIABILITIES					
Creditors: Amounts falling due within one year	15	214,998		307,946	
NET CURRENT ASSETS			128,485		144,497
TOTAL NET ASSETS	17		£128,808		£146,750
Represented by:					
THE FUNDS OF THE CHARITY					
Unrestricted Funds	16		112,058		113,916
Restricted Funds	16		16,750		32,834
TOTAL CHARITY FUNDS	16		£128,808		£146,750

These Financial Statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 31 January 2025 and signed on its behalf by:

Grenville Bingham
Trustee / Director

The notes form part of these Financial Statements

REAL DPO LTD

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Net income/(expenditure) for the reporting period (as per the Statement of financial activities)		(17,942)	(60,984)
Adjustments for:			
Depreciation	13	1,930	8,116
Bank interest receivable	4	(4,826)	(757)
(Increase)/decrease in debtors		101,375	(51,500)
Increase / (decrease) in creditors		(92,948)	211,005
Net cash provided by/(used in) operating activities		(12,411)	105,880
Cash flows from investing activities			
Bank interest received		4,826	757
Purchase of tangible fixed assets		-	-
Net cash provided by/ (used in) investing activities		4,826	757
Change in cash and cash equivalents in the reporting period		(7,585)	106,637
Cash and cash equivalents at the beginning of the reporting period		296,288	189,651
Cash and cash equivalents at the end of the reporting period		£288,703	£296,288

	2024	2023
Analysis of cash and cash equivalents		
Cash at bank and in hand	£288,703	£296,288

The notes form part of these Financial Statements

1. ACCOUNTING POLICIES

General information and basis of accounting
Real DPO Ltd is a registered charity (no. 1061671) and a private company limited by guarantee (no. 03213172) registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office is given in the Reference and Administrative Details in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition
Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Grants and donations are only recognised when the charity has unconditional entitlement to the resources. In the case of performance–related grants and contracts, the income is only recognised once the related services have been delivered. Where grants are awarded with specified or implied timeframes the income is recognised on a straight-line basis over the grant period.

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual Report.

Gifts in kind
Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised.

Gifts in kind for sale of distribution are included in the accounts as gifts only when sold or distributed by the charity.

Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

Donated services and facilities
These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value of the charity of the service or facility received.

Debtors and creditors receivable/payable within one year
Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as expenditure.

1. ACCOUNTING POLICIES / cont.

Expenditure recognition
Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

Governance costs include the preparation and audit of statutory accounts, trustee meetings and any legal advice obtained on governance or constitutional matters.

Tangible fixed assets and depreciation
Fixed assets costing more than £500 are capitalised and depreciation over their estimated useful life at the following rates:

Office equipment and furniture	3 years straight line
Computer equipment	2 years straight line

Pensions
The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting
Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for specific purposes.

Restricted funds are those funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases
Operating lease rentals are recognised on a straight-line basis over the period of the lease term.

Taxation
As a registered charity, the company is exempt from income and corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and is therefore included in the relevant costs in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Donations	44	-	44	21
Grants - ATW	-	1,687	1,687	-
Other grants	500	-	500	-
	£544	£1,687	£2,231	£21

All of the £21 recognised in 2023, related to unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Grants and contracts				
IAA Hate Crime	18,270	-	18,270	18,240
Advocacy THC	29,004	-	29,004	28,797
Engagement – Public Health	33,333	-	33,333	22,500
Engagement – Loneliness & Disability	-	-	-	83,334
Engagement - EDAP	-	-	-	90,000
Engaging Disabled People	188,042	-	188,042	53,958
Engaging – Accessible Communications	75,000	-	75,000	-
Engagement - Other	11,780	-	11,780	-
LCF - TCOYL	-	36,453	36,453	72,905
LCF – Then & Now	-	67,620	67,620	135,243
SVRR				86,496
Cornerstone Inclusion London	7,375	-	7,375	2,625
Cornerstone Tower Hamlets	28,064	-	28,064	8,541
Quality of Life - Propel	-	47,814	47,814	-
DLS – Advice Propel	-	13,555	13,555	-
Inclusive Advice	-	12,500	12,500	-
Trust for London – Housing project	-	30,792	30,792	-
	£390,868	£208,734	£599,602	£602,639

Of the £602,639 recognised in 2023, £307,995 related to unrestricted funds and £294,644 related to restricted funds.

4. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2024	Total 2023
Bank interest	£4,826	£Nil	£4,826	£757

All of the £757 recognised in 2023 related to unrestricted funds.

5. EXPENDITURE ON RAISING FUNDS	Direct costs	Support costs	Total 2024	Total 2023
Costs incurred in seeking ATW grant	£1,687	£Nil	£1,687	£Nil

All of the £1,687 (2023: £Nil) expenditure recognised in 2024 was charged to restricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs £	Support costs £	Total 2024 £	Total 2023 £
IAA Hate Crime	16,662	786	17,448	16,219
Advocacy THC	33,879	-	33,879	35,713
Engagement – Local Voices				-
Engagement – Public Health	31,159	8,606	39,765	23,221
Engagement – Loneliness & Disability	-	-	-	82,157
Engagement - EDAP	-	-	-	83,245
Engaging Disabled People	166,316	24,009	190,325	50,281
Engaging – Accessible Communications	41,211	22,196	63,407	-
Engagement – Other	2,243	9,354	11,597	-
LCF – TCOYL	28,410	10,093	38,503	84,965
LCF – Then & Now	65,494	8,419	73,913	152,790
Core	-	4,677	4,677	40,231
SVRR	-	-	-	85,003
Cornerstone Inclusion London	7,429	-	7,429	2,823
Cornerstone Tower Hamlets	26,149	2,759	28,908	7,753
LCRF	-	14,409	14,409	-
Quality of Life - Propel	25,942	15,816	41,758	-
DLS – Advice Propel	9,019	4,315	13,334	-
Inclusive Advice	9,871	2,689	12,560	-
Trust for London – Housing project	18,028	12,974	31,002	-
	£481,812	£141,102	£622,914	£664,401

Of the £622,914 (2023: £664,401) expenditure recognised in 2024, £397,435 (2023: £341,643) was charged to unrestricted funds and £225,479 (2023: £322,758) was charged to restricted funds.

7. ANALYSIS OF DIRECT COSTS	2024 £	2023 £
Salaries and pension	430,934	319,167
Freelance and temporary staff	-	13,972
Staff costs	2,551	6,877
Volunteers' expenses	10	-
External meetings	663	2,037
Membership and subscriptions	2,598	1,607
Marketing	444	517
Project partner costs	41,447	128,167
Other project costs	3,165	3,480
	£481,812	£475,824

8. ANALYSIS OF SUPPORT COSTS

	2024 £	2023 £
Salaries and pension	75,681	108,120
Freelance and temporary staff	18,043	25,018
Staff costs	2,799	18,263
Volunteers' expenses	-	10
Membership and subscriptions	-	423
External meetings and events	294	214
IT support and maintenance	21,958	8,982
Insurance	2,169	1,860
Rent	8,000	8,000
Telephone	2,469	2,068
Office expenses	531	123
HR advice	2,640	2,542
Depreciation	1,930	8,116
Bank charges	88	100
Health and safety	-	311
Governance costs (see Note 8)	4,500	4,427
	141,102	£188,577

9. GOVERNANCE COSTS

	2024 £	2023 £
Trustees' expenses (note 11)	552	479
Statutory Auditor's remuneration	3,900	3,900
Filing costs	48	48
	£4,500	£4,427

10. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2024	2023
This is stated after charging:		
Auditor's remuneration - audit services	£3,260	£3,260
- non-audit services (accountancy)	£640	£640
Depreciation	£1,930	£8,116
Operating lease rentals	£8,000	£8,000

11. STAFF COSTS

	2024 £	2023 £
Salaries	455,936	385,018
Social security costs	38,520	33,350
Pension costs	12,159	8,919
	£506,615	£427,287

No employee received employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees based on full-time equivalents was 12.7 (2023: 10.7). The average monthly number of employees was 16 (2023: 13).

Total employee benefits received by key management personnel amounted to £45,937 (2023: £64,930).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance contributions and employer's pension costs.

12. TRUSTEES' REMUNERATION AND EXPENSES

The trustees received no remuneration during either year. Trustees' insurance of £552 (2023: £479) was met by the charity for xx trustees (2023: 5).

13. TANGIBLE FIXED ASSETS

	Furniture Fixtures and Equipment £	Computer and Office Equipment £	Total £
Cost:			
At 1 April 2023	5,784	67,308	73,092
Additions	-	-	-
Disposals	-	-	-
At 31 March 2024	5,784	67,308	73,092
Depreciation:			
At 1 April 2023	5,784	65,055	70,839
Charge for year	-	1,930	1,930
Eliminated on disposal	-	-	-
At 31 March 2024	5,784	66,985	72,769
Net Book Value:			
At 31 March 2024	£Nil	£323	£323
At 31 March 2023	£Nil	£2,253	£2,253

14. DEBTORS

	2024	2023
	£	£
Trade debtors	12,010	72,860
Accrued income	27,585	72,985
Prepayments	14,585	10,310
Other debtors	600	-
	£54,780	£156,155

15. CREDITORS: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	11,791	34,221
Social security and other taxes	9,995	9,726
Accrued expenses	50,649	57,957
Deferred income	139,765	206,042
Other creditors	2,798	-
	£214,998	£307,946

Deferred income of £139,765 (2023: £206,042) included above relates to grant income received during the year but relating to a future accounting period.

Deferred income analysis

	2024	2023
	£	£
Deferred income brought forward	206,042	-
Additions during the year	139,765	206,042
Amounts released to income	(206,042)	-
Deferred income carried forward	£139,765	£206,042

16. MOVEMENT IN FUNDS

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General funds	113,916	396,238	(397,435)	(661)	112,058
	113,916	396,238	(397,435)	(661)	112,058
Restricted funds					
LCF - TCOYL	1,844	36,453	(38,503)	206	-
LCRF	18,000	-	(14,409)	-	3,591
LCF – Then & Now	6,109	67,620	(73,913)	184	-
ILS – SFC	6,881	-	-	-	6,881
Quality of Life – Propel	-	47,814	(41,758)	1	6,057
DLA Advice – Propel	-	13,555	(13,334)	-	221
Inclusive Advice	-	12,500	(12,560)	60	-
Trust for London – Housing project	-	30,792	(31,002)	210	-
ATW	-	1,687	(1,687)	-	-
	32,834	210,421	(227,166)	661	16,750
Total funds	£146,750	£606,659	£ (624,601)	£Nil	£128,808

A description of the above funds can be found in the Trustees' Report.

Comparative information for the movement in funds in the previous financial year is as follows:

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General funds	145,900	308,773	(341,643)	886	113,916
	145,900	308,773	(341,643)	886	113,916
Restricted funds					
LCF - TCOYL	13,904	72,905	(84,965)	-	1,844
LCRF	18,000	-	-	-	18,000
LCF – Then & Now	23,656	135,243	(152,790)	-	6,109
ILS – SFC	6,881	-	-	-	6,881
SVRR	(607)	86,496	(85,003)	(886)	-
	61,834	294,644	(322,758)	(886)	32,834
Total funds	£207,734	£603,417	£ (664,401)	£Nil	£146,750

17. NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	Total funds £
Fixed assets	323	-	323
Current assets	326,733	16,750	343,483
Current liabilities	(214,998)	-	(214,998)
As at 31 March 2024	£112,058	£16,750	£128,808

Comparative information for the analysis of net assets between funds in the previous financial year is as follows:

	Unrestricted funds £	Restricted funds £	Total funds £
Fixed assets	2,253	-	2,253
Current assets	419,609	32,834	452,443
Current liabilities	(307,946)	-	(307,946)
As at 31 March 2023	£113,916	£32,834	£146,750

18. RELATED PARTY TRANSACTIONS

There have been no transactions with related parties during the year ended 31 March 2024 or the preceding year other than those set out in notes 11 and 12.

19. CONTINGENT ASSETS

Total grant funding awarded as at 31 March 2024 but not yet received and recognised as income due to the recognition criteria not being met amounts to £256,367 (2023: £339,319).

REAL DPO LTD

England & Wales - Charity number 1061671

Accounts

REAL DPO LTD

(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

Myrus Smith
Chartered Accountants

Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

CONTENTS	**PAGES**
Trustees Annual Report	3-22
Independent Auditors Report	23-25
Statement of Financial Affairs	26
Balance Sheet	27
Cashflow Statement	28
Notes forming part of the Financial Statement	29-36

Real DPO Ltd
Trustees Report 2022-2023

1. Chair and Trustees' statement 5

2. Introduction from our CEO 5

3. Name, registered office and constitution 6

4. About Real 6

4.1 Mission and Values 7

5. Public benefit that is provided by the charity 7

5.1. Accessible Communications for All 8

5.2. It's Our Turn (Loneliness and Disability) 8

5.3. Covid 19 Disability Access Project (CDAP) 10

5.4. Embedding Disability Access Pilot 11

5.5. Engaging Disabled People 11

5.6. Strengthening Voices, Realising Rights: Fair Care London (SVRR FCL) 11

5.7. Then and Now — Disabled People in the Workplace 12

5.8. Advocacy 12

5.8.1. Tower Hamlets Connect 13

5.8.2. CATCH Hate Crime Advocacy 14

5.8.3. Taking Control of Your Life (TCOYL) 14

6. Plans for future periods 15

7. Significant events after the year-end 16

8. Administration 16

8.1. Trustees 16

8.2. Statutory Auditors 17

8.3. Bankers 17

9. Structure, governance and management 17

9.1. Remuneration 18

10. Risks 18

10.1. Approach to risk management 18

10.2. Risk analysis 18

10.3. Wider economic environment 20

11. Financial information 20

11.1. Share capital 20

11.2. Financial review 20

11.3. Financial reserves policy 21

11.4. Statement as to disclosure of information to auditors 21

11.5. Directors and Trustees' responsibilities 21

11.6. Methods of preparation of accounts 22

1. Chair and Trustees' statement

The Board of Trustees present their annual report and accounts for the year ended 31 March 2023. The Board is satisfied with Real DPO Ltd's performance during the year and the position at 31 March 2023.

The trustees would like to acknowledge the hard work, dedication and innovation of Real's management team and staff over a period of continued challenge and change. As ever, they strive to evolve and expand the organisation's work to meet the needs of the disabled people of Tower Hamlets and beyond in line with our aims and objectives. The board is ceaselessly impressed with the resilience, imagination, creativity, competencies, and skills of our staff. Together they continue make a real difference to the lives of disabled people in Tower Hamlets.

During this period, Mike Smith, our Chief Executive, stepped down We thank him for his service and leadership. We appointed Jack Gilbert as Chief Executive in August 2023, and wish to thank out senior managers for their assistance and close working relationship with the Board in the intervening period.

I would also like to thank the rest of the trustees for their time and support. At the end of the reporting period, Henry Stone stepped down as Chair after four years and I was appointed. I am pleased to thank him for his long service and for his agreement to serve as Vice Chair for the time being.

We are actively recruiting new trustees to build Board capacity and diversity .

Gren Bingham, Chair of Trustees

2. Introduction from our CEO

It is always somewhat unusual for a CEO to report on a period prior to their appointment. However, I am pleased to be able to benefit from Real's excellent staff team to be able to offer these insights.

In this period Real continued to build its reputation for excellence in delivering inclusive coproduction with D/deaf and Disabled people, several of these designed, piloted and validated interventions including enter and view, training and guidance in NHS, public health, broader health, wellbeing and independent living contexts. They addressed inequity and service delivery, and improved awareness and practice. Others focussed on Disabled people's experience in the workplace, and developed coproduced training and a series of guides to improve SME Disabled inclusion. As ever, our co-productive methods also provide tangible benefits for all our participants.

We continued to provide high quality individual advocacy and information work both in Tower Hamlets, and in other programmes such as the pan London MOPAC Catch Hate Crime Partnership.

During this period we began to transition to more in person working, with Wednesday as the day staff are expected to be in the office in-person.

Throughout this period Real also continued to be an independent critical friend to public sector partners, successfully campaigning to have home-based support charges taken off the backs of Disabled people. From April 2024 Tower Hamlets will become only the second local authority in the country to use the council tax to spread the costs.

Jack Gilbert, Chief Executive Officer

3. Name, registered office and constitution

The full name of the charity is Real DPO Ltd, and is a company limited by guarantee. The charity is known as Real, which is a working name registered with the Charity Commission.

The charity changed its name from Disability Coalition – Tower Hamlets on 16 August 2012.
Date of Incorporation: 12th June 1996
Date of Registration: 4th April 1997
The Registered Office is Jack Dash House, 2 Lawn House Close, London E14 9YQ

Company Number: 03213172
Charity Number: 1061671

4. About Real

Real DPO is Tower Hamlets oldest and largest Disabled People's Organisation. Our staff and board all share lived experience of Disability. As a user-led organisation, founded on the social model of disability, we recognise the complexity of multiple impairments, of identities that intersect diverse protected characteristics and the experiences of those who were born with impairments, and those who acquired their impairments through illness, injury or ageing.

We work to ensure everyone with lived experience of disability or long-term health conditions will have their human rights protected and upheld on an equitable basis with others in a way that reflects the United Nations Convention for Disabled People. Whilst our focus is generally on Tower Hamlets and east London, we are committed to maximising the impact of our activities for the benefit of all Disabled people, which is why we work closely with Inclusion London and national DDPO structures, as well as others.

Tower Hamlets is a multicultural and diverse borough that presents many challenges, including working across language barriers. Some of our staff speak community languages such as Bengali/Sylhetti and Somali. There are also many national, cultural, ethnic, LGBTQ+ and/or faith-based intersecting identities amongst our staff and board. Combined with the high number of Disabled staff and board members, this means we are uniquely well placed to effectively work with, support and campaign for Disabled people in all our diversity.

4.1 Mission and Values

Real's mission is to:

- Empower Disabled and D/deaf people to lead their best lives,
- and Promote intersectional equity both in relation to services and in addressing structural barriers: in health and other (integrated) services, in employment and business, in the independent living/benefit/housing/criminal justice systems and in legalisation.

We want to be:

- accessible
- person-centred
- friendly and supportive
- empowering
- professional

We want the organisation to have an excellent reputation:

- to be trusted by Disabled people and their families
- to have good two-way communications;
- and to be a key player in the London Borough of Tower Hamlets and more widely in (North East) London.

We aim to be an excellent employer, offering a supportive and accessible work environment for a diverse staff and volunteer team.

5. Public benefit that is provided by the charity

In forming our mission, objectives and the values underlying them, the Trustees have given due regard to the Charity Commission's published guidance on public benefit. Real provided the following services in furtherance of its charitable objectives:

1. Promoting accessible communications
2. Addressing loneliness amongst Disabled people
3. Covid 19 Disability Access Project
4. Ensuring Disability access in primary care
5. Engaging Disabled people in coproduction to improve diverse health/independent living services
6. Improving employer practice in recruitment and the workplace equity and inclusion
7. Campaigning for equity and social justice.
8. Voicing Disabled people's perspectives with local, regional and national policy makers.
9. Real's general Advocacy Service
10. Disability hate crime advocacy
11. Empowering Disabled people to take control of the their lives,
12. Volunteer support
13. Driving change through collaboration.

5.1. Accessible Communications for All

In September 2022, Real secured funding for a new project called Accessible Communications for All. The funding came from Northeast London Integrated Commissioning Integrated Care System via London Borough of Tower Hamlets, on behalf of the Tower Hamlets Together partnership. This was a larger fund issued to Northeast London local authorities who divided the fund and awarded it to local organisations delivering projects that aimed to reduce health inequalities.

The NHS defines health inequalities as, "[...] unfair and avoidable differences in health across the population, and between different groups within society." The NHS also has an Accessible Information Standard. By law (section 250 of the Health and Social Care Act 2012), all organisations that provide NHS care or adult social care must follow the Standard in full from 1st August 2016 onwards. Real's Accessible Communications for All project is predicated on the well-evidenced notion that some of the health inequality experienced by Disabled people is due to inaccessible healthcare communications notwithstanding this legal duty. For example: a leaflet about giving up smoking written and formatted in a way that prevents Disabled people from understanding or engaging with it; or campaigns about loneliness or healthy eating promoted solely on social media.

The Accessible Communications for All project will run under the Engagement, Coproduction and Voice team. It will work with local communications teams and Disabled people to analyse the accessibility of existing healthcare communications. The findings will be used to develop best practice guidance and an assessment toolkit to improve the accessibility of future communications.

The funding awarded was £75,000 and the project was due to start in December 2022. However, because of delays recruiting local health sector communications teams to work with, the project start was postponed to commence April 2023, ending by December 2023. Income and expenditure, together with a full report will therefore appear in Real's 2023/24 Trustees Annual.

However, at the time of the preparation of this report the work has been completed. The self-assessment tools, training and guidance materials have proven themselves to be very impactful. It will be integrated into much of our future work.

5.2. It's Our Turn (Loneliness and Disability)

Loneliness in London was a report commissioned by the Mayor of London from Neighbourly Lab and published in March 2022. It looked in detail at the health impacts of extreme loneliness. Amongst it's findings was that 18% of Deaf and/or Disabled people, and those in acute poverty, fell into this category, and that this was further increased by intersecting BAME or LGBTQ+ identities.

The one-year project between partners Real, ICM Foundation CIC, On Our Radar and the Bromley by Bow Centre facilitated coproduced understandings and solutions to challenges of loneliness for Disabled people.

Participants reported improvements in a sense of connection, confidence and wellbeing. Project elements such as facilitating choice, encouragement and safety, building skills of acceptance and self-knowledge, trying new opportunities and establishing new platforms

for social interactions were linked to the development of these outcomes. The biggest change for participants was in feeling part of their community and in feeling like they have a say in local services.

This project helped Disabled people participate in their communities, by training them as community reporters to engage with the wider Disabled community, decide on what pilots should be tried and creating them. The pilots created activities which met their needs.

Thirteen community reporters were trained to ask peers about their experience of connection and loneliness. Six community concepts were tested and attracted 184 attendances across 30 sessions.

The community concepts have been effective in connecting participants. The partnership working and joint events developed participants' networks and deepened their experience.

- 88% of participants felt connected to others after It's Our Turn, compared to 64% before the project.
- After participation in It's Our Turn, 85% felt confident in their abilities, compared to 61% before the sessions.
- 85% participants thought they regularly tried new activities after the project, compared to 68% before the project.

At it's conclusion, the project could have built momentum: a modest investment would have scaled the trialled activities and used the benefits of the existing partnership.

Understanding individual impact: Ernest – self-expression and confidence
Ernest was referred to the *'Find Your Voice'* workshops at the Bromley by Bow Centre by his social prescriber who felt it would be beneficial for him to attend in order to build his confidence which was something he with which he had struggled.

He said: *"She said that I will be able to express myself to everywhere and everybody in a better way. I was a bit shy talking with other people, so I thought it would be very helpful for me."*

Ernest described how he immediately felt at ease when he joined the programme, and he felt able to start to open up:

"When I started it, I think I was slightly late when I joined in – a session or so – but from the very first day, I understood, yes, this programme was for me, and all of a sudden something left me which was keeping me quiet and not expressing myself to other people. So, from the very first day, I was very open and I was feeling like a different person."

"The criteria, the method they were using, it was giving me more and more chance to write down or try something or say something in front of other people. There was an understanding that this is the time I'm going to open myself, and I said the things that I would not have said anywhere to anybody. I think it was the method, it was the way they were treating us and supporting us... It was different than other seminars or programmes where you hardly get a chance to speak. Here, everybody was given plenty ample time to speak, and nobody was stopping you to say something. Everybody got their turn... It was a different Ernest who was participating, expressing himself and saying things." :

"[Before] I felt a bit shy, and also a bit irrelevant. I remember I used to go to Queen Elizabeth Park for gardening there, and all day I was very quiet, even at the coffee time, I was not talking, I was just keeping inside myself... There's a very good real-life example [of my improved confidence]. *I was in my surgery for a coffee morning a few days back... and I was the person who was almost leading the session."*

5.3. Covid 19 Disability Access Project (CDAP)

From November 2021–July 2022 we received funding from Public Health (shown in the accounts as Engagement- Public Health) to work with our coproduction groups to develop solutions to overcome the barriers identified in work undertaken during the first year of the pandemic, and put people with lived experience at the heart of shaping and designing health services and information.

The remit of this project was more specific than the previous one and was focussed on the delivery of five inter-related elements. The success of this project was based on the strong, trusting relationships we built with our coproduction group members. We focussed on creating a safe space for a number of people, and on building their skills and capacity.

The project involved 5 distinct deliverables:

- Disseminating findings from data collected from over 450 disabled residents in Tower Hamlets.
- Co-creating a Deaf and Disability training course focussed on medical professionals and frontline staff
- A coproduced best practice guide to accompany the training course
- A feasibility study examining the potential of an open-source accessible health website for different groups of disabled people
- Coproducing recommendations with groups of Disabled people relating to accessible vaccine clinics, Covid-19 testing, and a disability health helpline.

In this project, we achieved the following:

- Conducted over 35 workshops
- Engaged around 60 disabled people
- Established 4 coproduction groups
- Organised 2 London-wide events with the Department of Health and Social Care, and the Mayor of London
- Presented project findings to 14 forums and boards
- Created 3 training modules on Deaf and Disability awareness
- Coproduced a best practice guide for healthcare professionals and frontline staff
- Delivered a feasibility study in collaboration with students from Queen May University
- Submitted recommendations on 3 important health topics
- Liaised with key decision makers including the Director of Public Health in Tower Hamlets, the Head of the GP Care Group and local Councillors
- Provided opportunities for our disabled members to speak at local decision-making forums
- Influenced the THT Board to adopt 'disability access' as a strategic priority

- Influenced 3 local vaccine sites to implement 2 of our coproduced recommendations (transparent masks to communicate with Deaf patients, and disposable elbow bands to assist visually impaired patients).

The development of the Deaf and Disability awareness course was a principal strand of this commission. The idea for it emerged from project participants during the prior workshops where people repeatedly reported that frontline staff and medical professionals lacked the necessary skills and experience to adequately support them and meet their access needs. Several common themes emerged across all coproduction groups, most notably: the failure of staff to make reasonable adjustments, the lack of knowledge about how to communicate effectively with disabled people, and the assumption and stereotypes that staff held that made disabled patients feel misunderstood.

5.4. Embedding Disability Access Pilot

This innovative and rigorous programme, focusing on Primary Care Networks, built on work undertaken since 2020 in response to the pandemic, including CDAP, when it became very apparent within health and wellbeing contexts that there was an urgent need to address Disabled access. Real brought together Disabled people with diverse experience of sensory and mobility impairments, and neurodiversity, and also lead a partnership that enabled us to include more Disabled people with particular experiences by involving Deaf Plus (Deaf and hard of hearing) and ICM (Learning disability / difficulty).

During this period Real began the process of developing the training specifications and building the programme, including videos. Much of the delivery, including enter and view, and in-depth training and guidance materials took place in 2023/24 and will be reported then. Based on this work, and the very positive impacts of the pilot, a further two-year programme has been commissioned. As with Accessible Communications this work, founded on years of learning and expertise, has proven itself to have much broader reach and impact.

5.5. Engaging Disabled People

Developed with the integrated commissioning team, who needed a user-led Disabled organisation with local knowledge to utilise the co-productive development tools we had now established to assist a range of Tower Hamlets Together, the local integration of NHS/ local authority services, with feedback and advice, amplifying the voice of Disabled people. Numerous services bid internally for our assistance. The contract commenced in December 2022 and runs to 31 March 2024, whereupon we expect it to be renewed. A full report will appear in the 2023/4 Annual Report.

5.6. Strengthening Voices, Realising Rights: Fair Care London (SVRR FCL)

As reported in the previous annual report this was originally conceived as a partnership programme across several DPOs concerned with social care charging. As was also reported, an independent review during 2022/23, identified that as a result of successful campaigns in two local authority areas (one of which is Tower Hamlets), and other circumstances outside the control of the partnership, the original conception needed to be

changed. This was agreed by our funder, with whom we remain on excellent terms, and our revised programme gained approval in the final quarter of 2023. It will therefore be reported on in the next Annual Report.

5.7. Then and Now — Disabled People in the Workplace

According to the 2021 Census, in Tower Hamlets over 60% of Disabled people are aged 25-64 with the large majority first qualifying as a Disabled person under the Equality Act whilst at work. In 2016, the All Party Parliamentary Group (APPG) on Disability commissioned a report that found up to 48,000 disabled people are managed out of their jobs every year.A 2020 report by the Department for Work and Pensions (DWP) and the Department of Health and Social Care found that disabled people move out of work at about twice the rate of non-disabled people, while workless disabled people move into work at around a third of the rate of non-disabled people.Other reports found a large number of Disability Confident employers do not actually employ any Disabled people.

From 2020 until Oct 2023, Real was funded by Tower Hamlets Council's Local Community Fund to deliver a ground breaking employment project designed to address the structural barriers faced by Disabled people, using coproduction to build interventions that increased inclusion in recruitment and workplaces amongst SMEs, a key part of the employment market that had not been addressed.

During this programme, we supported 150+ employers, gave over 600 hours of advice, ran 35 coproduced training workshops and wrote 13 unique SME-focussed guides, developed over 11 co-production sessions. 236 of our volunteers gained or retained employment.

Employers' feedback

'The delivery of the service was a perfect example of being open, accessible and understanding of anything that we may not have known. It's given me more confidence to be natural with a Disabled person.'

'It's amazing, and we always speak with enthusiasm as an organisation about Real, and how much you have enabled us to grow as an organisation, by helping us remove barriers and be as inclusive as possible. Their feedback on our processes and suggestions for best practices have helped us streamline our disability access work and drastically changed our recruitment practices for the better.'

As a result of this work and our interventions, the Mayor of London's Fairer City Programme has made Disabled inclusion in SMEs a priority in 2024. Real is now working with East London Business Alliance to advise on strategy and develop a broader sub regional programme.

5.8. Advocacy

Our Advocacy Service provides advocacy and support to people with physical, sensory and neurodiversity (including older people and young people in transition). The service we provide are:

- to empower Disabled people to access services and challenge discrimination
- to provide information and support, and

- to enable people to make informed choices and support them to be heard on specific issues.

We deliver this service in line with the Advocacy Charter, a nationally recognised set of operational standards. Real also holds the Advocacy Quality Performance Mark, originally awarded in 2017 and renewed in 2020.

The areas in which we provide support most often include:

- social care
- housing
- legal issues
- health
- employment support services
- education and training opportunities
- leisure opportunities.

Our advocates don't tell people what to do. Instead, we support them to make their own choices and access appropriate services to ensure they can fully engage and have control over decisions and circumstances affecting their daily lives. Advocates always make clients aware of the service's independence. This is explained at when a new case is opened. Much of the work done involves the local authority's adult social care service; the advocate always works on behalf of the client. Other professionals are aware of the advocate's independence because the advocate is clear that they are working on behalf of the client and take instruction from them and that any correspondence relating to a client will be shared with them. It is explained to other professionals that information is shared with the client and requests to withhold information or correspondence from the client will be declined.

5.8.1.Tower Hamlets Connect

Real main Advocacy service is delivered as a member of the Tower Hamlets Connect (THC) consortium of local organisations providing information, advice and advocacy, and the front-door of TH Adult Social Care, funded by LBTH.

THC is managed by Age UK and delivered by eight consortium partners in the borough of Tower Hamlets: Apasen, Island Advice Centre, Bromley by Bow Centre, deaf Plus, Positive East, Real and Tower Hamlets Law Centre. It provides a free service to anyone in Tower Hamlets who could benefit from adult social care services; has a disability or an impairment.

While the funding for Real's advocacy comes from the local authority, and much of its work concerns social care, the organisation is independent and none of the work done is directed or controlled by the local authority.

During the year, Real's advocates have supported people with 120 issues: 50 independent advocacy and 70 of advocacy enquires. These range across all the areas we provide support on, the largest areas of support have been with housing, social care, and benefits.

Our clients have been very content with our service and gave positive feedback. Clients reported they had been given a lot of support by the Advocate and was delivered in a way which met their access and communication needs.

100% of respondents stated that they would recommend our services to other clients in their feedback.

5.8.2. CATCH Hate Crime Advocacy

Real is part of the MOPAC funded pan-London Communities Against Hate (CATCH) Partnership. The partnership consists of Galop, The Monitoring Group, The Community Security Trust, TellMAMA, Choice in Hackney, Stay Safe East and Real. The organisations specialise in different forms of Hate Crime, with the latter three being DPOs that support people who have experienced Disability Hate Crime.

Real joined the partnership with a focus on support for people in Tower Hamlets, Southwark, Greenwich and Lewisham. As the partnership covers the whole of London, Real has also supported people from other boroughs also. The Hate Crime Advocacy service gives people a safe space to talk about their experience, informs them of their rights, explores options available to them and can provide practical support to report to police and access other services such as housing or counselling, sometimes through local multi-agency case management processes.

CATCH Case Study

Real Advocacy received a referral through the CATCH triage service. The client was experiencing ongoing hate crime from their neighbour. Both the client and perpetrator live in housing association flats. The perpetrator stands at the top of the shared stairwell, shouting insults at the client based on his disability and race. The client had been experiencing this for many years and had been taking recordings of the hate crime and reporting it to police and the housing association. The advocate listened to the client's experience, provided emotional support, and talked through their options with them. The client decided they would like the advocate to contact a senior manager at their housing association, and the Hate Crime Outcome and Performance Officer for their area in the Metropolitan Police. The advocate approached them and explained the client's situation and their distress at no action being taken by their housing association or police. Both professionals investigated the client's case, and action was taken shortly after.

The perpetrator was issued with a Community Protection Notice. The hate crime continued, and the housing association and police took the case to court where an Injunction was granted.

5.8.3. Taking Control of Your Life (TCOYL)

This is a service, funded by Local Community Grant, that helps Disabled residents of Tower Hamlets make informed decisions about their independence, choice and freedom. The project has a wide remit of what we can help them with, from grant applications to researching befriending services, local activities and helping them look for jobs.

The project's aim is to help Disabled people to increase their control and independence over their lives and we work with them to help them achieve this through their goals and objectives.

Our team of advisers assisted clients with most things that relate to their disability:

1. Reach a certain goal in life – for example, start your own business, open a bank account, or move out for the first time – but you are finding it difficult to achieve this goal because of disability related barriers.
2. Help to identify what support is available to you, in the community and nationally. This could include help to access social care, benefits advice, or other services like accessible cooking classes or a gym.
3. Support to obtain items and services related to your disability – like assistive technology or therapeutic massages – that you cannot afford without some financial aid.

In this financial year, we supported 45 of our clients with a wide range of different issues, including applications for charitable grants, personal health budgets and finding courses and volunteering opportunities. We helped clients to secure a mobility scooter, attend accessible events, obtaining accessible technology and finding accessible cooking classes.

Our clients have been very content with our service and gave positive feedback- 90% of our clients reported feeling more independent and 85% also reported the services they accessed have had positive effect on their life, while 90% of our clients reported they feel more in control and have greater choice.

6. Plans for future periods

The Trustees and senior managers recognised that the business model of the last decade focussing on localised public sector grants and contract, was no longer a sustainable way forward. Concrete steps to diversify funding began to be taken in 2022/23 and have continued in 2023/24. As a result we expect next year to report a substantially increased turnover, and a much larger number of programmes being resourced from national and London funding programmes, and by 2024/25 to have returned to making a nett contribution to unrestricted reserves.

Currently we are renewing Real's theory of change and rebranding to better connect our activities to the impact they have on the individual lives of Disabled People and the broader social change. This is being integrated into a multi-stakeholder long term strategic planning process, our first since before the pandemic.

Using our new Charity SalesForce CRM, we are upgrading our segmented engagement, marketing and communications. This will enable us to better reach and involve diverse communities and community organisations in the borough and beyond.

We are also developing a Charter for Real Change which will set out in plain english a vision of change and the values underpinning it. We will be using this as an engagement tool, asking individuals, groups, charities, public sector bodies, and businesses to sign up and join us on the journey. This includes foundations, contractors, sponsors, and donors.

It has been agreed at Board level, and in whole staff meetings, that the ongoing business model will contain the following elements:-

1. Ongoing public sector contract and grant delivery in Tower Hamlets
2. Following up our unique track record of outstanding practice in coproduced, Disability-inclusive change interventions of both NHS and integrated services, and in

health equity, to build influence and development opportunities across the North East London ICB and neighbouring areas.

3. Following up our well respected Then and Now project, to build our activity and influence in this field improving Disabled people's equitable access to inclusive recruitment and employment. This includes Disability-inclusive practice amongst SMEs, employment support agencies and campaigns.
4. Real is actively modelling the potential costs/benefits of launching our first donation-based fundraising campaign in 2024/25; soliciting donations from individuals, community organisations, businesses, from sponsored activity and in other ways.
5. Real will explore expanding it's operational foot print into areas not served by a DPO. We will do so without compromising our local Tower Hamlets connections. We note many organisations such as AgeUk East London, East End CAB and Mind in Tower Hamlets, Newham and Redbridge, have followed this path.
6. Developing our Applied Research programme: November 2023 saw the start of our Propel Quality of Life community research. Based on a standardised tool for people with learning disabilities, this programme will seek to develop the approach to validate it's use for all Disabled people. We are also participating in a funding bid for 2024/5 with Kings College, London and are seeking other opportunities in a community research hub programme.
7. Developing our activity in heritage and community safety programmes.

7. Significant events after the year-end

In August 2023, Jack Gilbert was appointed Chief Executive.

8. Administration

8.1. Trustees

Real currently has 5 trustees.

These are the appointments and departures since 1 April 2022.

Name	Position	
Gren Bingham	Chair	Appointed Chair 24/05/23
Henry Stone	Vice-Chair	
Alan Drew	Audit/Finance	Appointed 24/05/23
Owais Niaz		
David Burbidge		Appointed 01/09/23
Yusuf Can Zeyrek		Appointed 24/05/23 Resigned 01/09/23
John Sharp		Resigned 16/05/22
Mahendra Rastogi		Term ended 24/05/23
Martha Stafford		Term ended 24/05/23

The day-to-day management of the organisation and its services has been delegated to a Chief Executive Officer.

8.2. Statutory Auditors

Myrus Smith Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

8.3. Bankers

CAF Bank Ltd
25 King's Hill Avenue
West Malling
Kent ME19 4JQ

9. Structure, governance and management

Real's legal name is Real DPO Ltd. It is a registered charity and a company limited by guarantee. Real was previously called "Disability Coalition - Tower Hamlets and changed its name to Real DPO Ltd on 16 August 2012.

Its governing documents are the Articles of Association which were last reviewed and revised at the time of the name change. The Articles of Association make reference to a supplementary document referred to as the Charity Protocol which is reviewed annually by the board and covers practical issues such as the arrangements for general meetings and board meetings, the role description and person specifications for trustees and key officers, and the trustees' code of conduct and conflicts of interest policies.

The Articles of Association state that Real must have at least 6 trustees. Trustees are elected at the AGM, serve for a maximum period of 3 years but can be re-elected for a further period thereafter (if they so wish). The longest-serving third of trustees retire at each AGM. Trustees may also be co-opted until the next AGM.

Newly elected trustees undertake an induction programme that comprises an initial discussion with the Chair, followed by a half day group session with the Chief Executive on Trustee's role, duties and responsibilities, organisational policies and procedures, finance and funding, risks, reserves, legal liabilities and contracts and any other issues of importance to the Board of Trustees, currently and for the immediate future.

Prior to the meeting an induction pack is given to each new Trustee containing the Charity Commission's 'The Essential Trustee: what you need to know', the last two sets of Board of Trustees' papers and minutes, a paper on the social model of disability, last year's annual report and accounts, the Charity Protocol and the organisation's key policies including the Equal Opportunities policy.

In 2022-2023, the trustees aimed to meet every six or seven weeks.

9.1. Remuneration

In response to changing market conditions making recruitment at all levels more challenging, a pay review process was initiated. This resulted in Level 1 - market rate equalisation from £22,500 to £24,500, Level 2 - market rate equalisation from £27,000 to £28,000, Level 3 - increase from £33,000 to £35,000 to reflect additional responsibilities, and other staff - 5% increase.

There is one member of staff paid at or over £60,000 per annum.

10.Risks

10.1.Approach to risk management

The trustees have examined major risks to which the organisation was exposed, reviewed them and put in place systems and procedures to manage them. During the previous year the board developed a new approach to identifying and managing risk, creating a risk register and reviewing it at every other board meeting (so quarterly).

The risk register takes into account the edits and amendments proposed at the last board meeting and categorises them into the following 5 areas:

- governance
- reputation
- services
- finance
- HR.

It then orders them, within each section, in order of residual risk, high to low.

10.2.Risk analysis

The following table represents the latest analysis of significant residual risks.

RISK	IMPACT	PROB	ACTION	RESIDUAL RISK
FINANCES - Risk of not achieving diversified business model (see 6)	**HIGH**	**HIGH**	Timely progress in several of the business development areas can be evidenced, with several new grant and contract opportunities in the near term pipeline. Business development and going concern modelling are place. The Board, CEO and senior managers are currently assessing progress on a monthly basis. Very conservative projections for 2024/25 indicate positive contribution to reserves. However, as with any change in business model, this needs to be monitored closely until bedded in, when risk will be mitigated.	**MEDIUM-HIGH**

RISK	IMPACT	PROB	ACTION	RESIDUAL RISK
GOVERNANCE: Risk of ensuring good governance over organisation	**HIGH**	**MEDIUM**	The Board have taken the following steps: Creating an audit/finance committee to enable detailed scrutiny of finance and risk; increased the frequency of Board meetings, which are now hybrid; participating in the Refresh programme to advance our strategic planning; reviewing the financial, fundraising and risk reporting mechanisms; engaging in active trustee recruitment including working with Tower Hamlets Volunteer Centre promoting diversity of lived experience, skills, and intersectional identity; Succession planning.	**MEDIUM-LOW**
OPERATIONS: Risk associated with delays in partnership work programmes	**HIGH**	**MEDIUM**	There are several delivery programmes where Real is a partner in a consortium lead by another agency. Real makes every effort to mobilise in a timely fashion, but occasionally delays amongst the partnership, impacts on our work. There are also occasions when public sector partners, with whom we are contracted to work, impose delays. Real mitigates these risks by ensuring that this is documented and where appropriate reported to the commissioner/grant giver, and by keeping to our own revised delivery schedule.	**MEDIUM-LOW**
REPUTATION	**HIGH**	**MEDIUM**	Having a service delivery role in Tower Hamlets as well as being a DPO responsible for voicing Disabled community concerns could be the source of reputational risk. This is mitigated by a) by engaging with and managing relations with senior officers and politicians, and acting professionally. consistently. transparently and authentically at all times; b) broadening our funding base and the reach of our influence beyond Tower Hamlets; c) presenting and promoting our ongoing work so that it has maximum reach and impact; d) Connecting all our activity to the change we want to see in the world (Theory of Change). By implementing Refresh and the revised business model this risk will reduce.	**MEDIUM-LOW**
WORKPLACE	**HIGH**	**MEDIUM -LOW**	There continues to be a search with the local authority to find suitable accessible ground floor accommodation. In the meantime PEEPs and mitigations are in place in our current first floor office space. We have been told that the space we currently use will at some stage be required for other purposes by LBTH, and have now made direct representations to the Mayor's Office to expedite their assistance.	**MEDIUM-LOW**

10.3.Wider economic environment

As with all charities, we are concerned at the potential impact of the wider financial situation that the UK faces, and the possible impact this may have upon us.

We're still very concerned about the wider economic situation, and the resultant austerity measures being placed upon public sector bodies, which are our current funders.

These austerity measures will also have a severe and likely disproportionate impact upon our main constituency. From national statistics, you're more likely to be in poverty if you are Disabled, and more likely to be Disabled if you live in poverty. These numbers increase for particular ethnic groups, such as Bangladeshi.

Given the demography of Tower Hamlets, we hope that we can use this information to encourage more funders to address the particular challenges our constituency faces.

11.Financial information

11.1.Share capital

Our organisation is a company limited by guarantee and therefore has no share capital.

11.2.Financial review

We had total income of £603,417 compared to £585,166 last year. We had corresponding total expenditure of £664,401, compared to £575,046 last year. In the previous year we had an operating surplus of £10,120, whereas this year we had an operating deficit of £60,984, of which £31,984 relates to unrestricted funds.

Aside from utilisation of restricted reserves for delivery purposes, the operating deficit was caused in part by the ongoing impact of significant contract changes reported last year, the ending of pandemic-related funding programmes, together with several unforeseen one-off costs (for recruitment of the new Chief Executive (for which two recruitment rounds were held) and for HR and Operational freelance management support.

This has meant that our total reserves now stand at £146,750 comprising £113,916 of unrestricted reserves and £32,834 of restricted reserves. Last year the projection for 31 March 2023 given was in fact for £101,913.

The latest forecast to 31 March 2024 shows an anticipated reduction of unrestricted reserves by £23,803 and restricted reserves by £25,952.

Whilst the transition to diversify funding has begun during period to 31 March 2024, the full benefits will not be felt until year ending 31 March 2025.

As is clear from the extended section 6 Plans for the Future, and Section 10.2 Risk Analysis. The Board, Chief Executive and SMT are now in the midst of making the changes required to achieve long term sustainable growth. Until that bears fruit, it remains the number one risk for the organisation to monitor.

11.3.Financial reserves policy

The reserves policy remains to have three months operating costs. Recognising this is a turnaround period, the Board have instructed the Chief Executive to make the restoration of our reserves to over £150,000 a priority goal by March 2025.

11.4.Statement as to disclosure of information to auditors

The trustees, in their capacity as directors, state that in so far as each of the directors at the time this report was approved are aware:-

There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

11.5.Directors and Trustees' responsibilities

The trustees (who are also directors of Real DPO Ltd for the purposes of company law) are responsible for preparing the Trustees' 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. 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

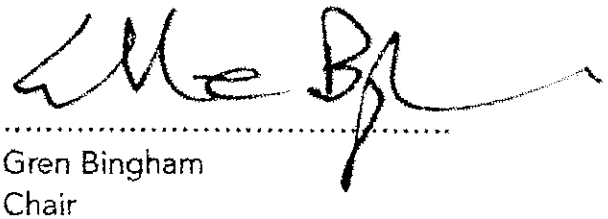
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding 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. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

11.6.Methods of preparation of accounts

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the trustees on 19 Dec 2023 and signed on their behalf by:



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Gren Bingham
Chair

Opinion

We have audited the financial statements of Real DPO Ltd (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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 Auditor's 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 other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Trustees' Report. 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.

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 course of 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but, is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in 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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

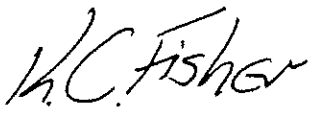
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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 auditor's 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.



Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

20th December 2023

REAL DPO LTD

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income					
Donations and legacies	2	21	-	21	59,297
Charitable activities	3	307,995	294,644	602,639	524,868
Investments	4	757	-	757	30
Other		-	-	-	971
Total		308,773	294,644	603,417	585,166
Expenditure					
Charitable activities	5	341,643	322,758	664,401	575,046
Total		341,643	322,758	664,401	575,046
Net income/(expenditure)	9	(32,870)	(28,114)	(60,984)	10,120
Transfers between funds	15	886	(886)	-	-
Net movement in funds		(31,984)	(29,000)	(60,984)	10,120
Reconciliation of funds					
Total funds brought forward	15	145,900	61,834	207,734	197,614
Total funds carried forward	15	£113,916	£32,834	£146,750	£207,734

The Statement of Financial Activities includes all recognised gains and losses.

All income and expenditure derive from continuing activities.

The notes form part of these Financial Statements.

REAL DPO LTD

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023		2022	
FIXED ASSETS		£	£	£	£
Tangible fixed assets	12		2,253		10,369
CURRENT ASSETS					
Debtors	13	156,155		104,655	
Cash at bank and in hand		296,288		189,651	
		452,443		294,306	
CREDITORS: Amounts falling due within one year	14	307,946		96,941	
NET CURRENT ASSETS			144,497		197,365
NET ASSETS	16		£146,750		£207,734
Represented by:					
FUNDS					
Unrestricted Funds	15		113,916		145,900
Restricted Funds	15		32,834		61,834
	15		£146,750		£207,734

These Financial Statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 19 December 2023 and signed on its behalf by:

Grenville Bingham
Trustee / Director

The notes form part of these Financial Statements

REAL DPO LTD

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Net movement in funds		(60,984)	10,120
Adjustments for:			
Depreciation	12	8,116	9,764
Bank interest receivable	4	(757)	(30)
(Increase)/decrease in debtors		(51,500)	58,712
Increase / (decrease) in creditors		211,005	(56,308)
Net cash provided by/(used in) operating activities		105,880	22,258
Cash flows from investing activities			
Bank interest received		757	30
Purchase of tangible fixed assets	12	-	(5,790)
Net cash provided by/(used in) investing activities		757	(5,760)
Increase in cash and cash equivalents		106,637	16,498
Cash and cash equivalents brought forward		189,651	173,153
Cash and cash equivalents carried forward		£296,288	£189,651

	2023	2022
Analysis of cash and cash equivalents		
Cash at bank and in hand	£296,288	£189,651

The notes form part of these Financial Statements

1. ACCOUNTING POLICIES

General information and basis of accounting
Real DPO Ltd is a registered charity (no. 1061671) and a private company limited by guarantee (no. 03213172) registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office is given in the Reference and Administrative Details in the Trustees' Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition
Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Grants and donations are only recognised when the charity has unconditional entitlement to the resources. In the case of performance–related grants and contracts, the income is only recognised once the related services have been delivered. Where grants are awarded with specified or implied timeframes the income is recognised on a straight line basis over the grant period.

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Report.

Gifts in kind
Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised.

Gifts in kind for sale of distribution are included in the accounts as gifts only when sold or distributed by the charity.

Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

Donated services and facilities
These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value of the charity of the service or facility received.

Debtors and creditors receivable/payable within one year
Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as expenditure.

1. ACCOUNTING POLICIES / cont.

Expenditure recognition
Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

Governance costs include the preparation and audit of statutory accounts, trustee meetings and any legal advice obtained on governance or constitutional matters.

Tangible fixed assets and depreciation
Fixed assets costing more than £500 are capitalised and depreciation over their estimated useful life at the following rates:

Office equipment and furniture	3 years straight line
Computer equipment	2 years straight line

Pensions
The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting
Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for specific purposes.

Restricted funds are those funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases
Operating lease rentals are recognised on a straight line basis over the period of the lease term.

Taxation
As a registered charity, the company is exempt from income and corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and is therefore included in the relevant costs in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
Donations	21	-	21	25
Grants - ATW	-	-	-	1,272
Other grants	-	-	-	58,000
	£21	£Nil	£21	£59,297

Of the £59,297 recognised in 2022 £40,025 related to unrestricted funds and £19,272 related to restricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Grants and contracts				
IAA Local Link	-	-	-	142,510
IAA Hate Crime	18,240	-	18,240	18,639
Advocacy THC	28,797	-	28,797	20,542
Engagement – Local Voices	-	-	-	4,355
Engagement – Public Health	22,500	-	22,500	58,371
Engagement – Loneliness & Disability	83,334	-	83,334	16,667
Engagement - EDAP	90,000	-	90,000	
Engaging Disabled People	53,958	-	53,958	
Engagement - Other	-	-	-	4,932
Engagement - WTT	-	-	-	-
LCF - TCOYL	-	72,905	72,905	72,905
LCF – Then & Now	-	135,243	135,243	135,243
SVRR		86,496	86,496	50,704
Cornerstone Inclusion London	2,625	-	2,625	-
Cornerstone Tower Hamlets	8,541	-	8,541	-
	£307,995	£294,644	£602,639	£524,868

Of the £524,868 recognised in 2022, £266,016 related to unrestricted funds and £258,852 related to restricted funds.

4. INVESTMENT INCOME

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
Bank interest	£757	£Nil	£757	£30

All of the £30 recognised in 2022 related to unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs £	Support costs £	Total 2023 £	Total 2022 £
IAA Local Link	-	-	-	123,055
IAA Hate Crime	10,788	5,431	16,219	19,507
Advocacy THC	35,713	-	35,713	21,691
Engagement – Local Voices	-	-	-	9,867
Engagement – Public Health	17,304	5,917	23,221	59,676
Engagement – Loneliness & Disability	75,083	7,074	82,157	11,733
Engagement - EDAP	65,493	17,752	83,245	-
Engaging Disabled People	40,307	9,974	50,281	-
Engagement - Other	-	-	-	4,623
LCF – TCOYL	50,868	34,097	84,965	64,074
Engagement – WTT	-	-	-	2,913
LCF – Then & Now	98,780	54,010	152,790	133,094
ATW	-	-	-	1,272
Core	-	40,231	40,231	72,230
SVRR	71,750	13,253	85,003	51,311
Cornerstone Inclusion London	2,597	226	2,823	-
Cornerstone Tower Hamlets	7,141	612	7,753	-
	£475,824	£188,577	£664,401	£575,046

Of the £664,401 (2022: £575,046) expenditure recognised in 2023, £341,643 (2022: £317,048) was charged to unrestricted funds and £322,758 (2022: £257,998) was charged to restricted funds.

6. ANALYSIS OF DIRECT COSTS

	2023 £	2022 £
Salaries and pension	319,167	230,710
Freelance and temporary staff	13,972	23,330
Staff costs	6,877	1,079
External meetings	2,037	1,914
Membership and subscriptions	1,607	-
Marketing	517	711
Project partner costs	128,167	145,392
Other project costs	3,480	4,525
	£475,824	£407,661

7. ANALYSIS OF SUPPORT COSTS

	2023 £	2022 £
Salaries and pension	108,120	115,527
Freelance and temporary staff	25,018	5,197
Staff costs	18,263	1,584
Volunteers expenses	10	6
Membership and subscriptions	423	918
External meetings and events	214	150
IT support and maintenance	8,982	14,564
Insurance	1,860	1,791
Rent	8,000	8,000
Telephone	2,068	2,325
Office expenses	123	397
HR advice	2,542	2,545
Depreciation	8,116	9,766
Bank charges	100	96
Health and safety	311	152
Governance costs (see Note 8)	4,427	4,367
	£188,577	£167,385

8. GOVERNANCE COSTS

	2023 £	2022 £
Trustees' expenses (note 11)	479	479
Statutory Auditor's remuneration	3,900	3,840
Filing costs	48	48
	£4,427	£4,367

9. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2023	2022
This is stated after charging:		
Auditor's remuneration - audit services	£3,260	£3,200
- non-audit services (accountancy)	£640	£640
Depreciation	£8,116	£9,764
Operating lease rentals	£8,000	£8,000

10. STAFF COSTS

	2023 £	2022 £
Salaries	385,018	314,631
Social security costs	33,350	24,006
Pension costs	8,919	7,600
	£427,287	£346,237

No employee received employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees based on full-time equivalents was 10.7 (2022: 9.2). The average monthly number of employees was 13 (2022: 13).

Total employee benefits received by key management personnel amounted to £64,930 (2022: £65,302).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance contributions and employer's pension costs.

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees received no remuneration during either year. Trustees' insurance of £479 (2022 : £479) was met by the charity for 5 trustees (2022: 5).

12. TANGIBLE FIXED ASSETS

	Furniture Fixtures and Equipment £	Computer and Office Equipment £	Total £
Cost:			
At 1 April 2022	5,784	67,308	73,092
Additions	-	-	-
Disposals	-	-	-
At 31 March 2023	5,784	67,308	73,092
Depreciation:			
At 1 April 2022	5,784	56,939	62,723
Charge for year	-	8,116	8,116
Eliminated on disposal	-	-	-
At 31 March 2023	5,784	65,055	70,839
Net Book Value:			
At 31 March 2023	£Nil	£2,253	£2,253
At 31 March 2022	£Nil	£10,369	£10,369

13. DEBTORS

	2023 £	2022 £
Trade debtors	72,860	19,554
Accrued income	72,985	77,018
Prepayments	10,310	8,013
Other debtors	-	70
	£156,155	£104,655

14. CREDITORS: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	34,221	10,570
Social security and other taxes	9,726	7,272
Accrued expenses	57,757	79,099
Deferred income	206,042	-
	£307,946	£96,941

Deferred income of £206,042 (2022: £Nil) included above relates to grant income received during the year but relating to a future accounting period.

Deferred income analysis

	2023 £	2022 £
Deferred income brought forward	-	-
Additions during the year	206,042	-
Amounts released to income	-	-
Deferred income carried forward	£206,042	£Nil

15. MOVEMENT IN FUNDS

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General funds	145,900	308,773	(341,643)	886	113,916
	145,900	308,773	(341,643)	886	113,916
Restricted funds					
LCF - TCOYL	13,904	72,905	(84,965)	-	1,844
LCRF	18,000	-	-	-	18,000
LCF – Then & Now	23,656	135,243	(152,790)	-	6,109
ILS – SFC	6,881	-	-	-	6,881
SVRR	(607)	86,496	(85,003)	(886)	-
	61,834	294,644	(322,758)	(886)	32,834
Total funds	£207,734	£603,417	£(664,401)	£Nil	£146,750

A description of the above funds can be found in the Trustees' Report.

Comparative information for the movement in funds in the previous financial year is as follows:

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General funds	156,106	307,042	(317,048)	(200)	145,900
	156,106	307,042	(317,048)	(200)	145,900
Restricted funds					
LCF - TCOYL	5,074	72,905	(64,075)	-	13,904
LCRF	-	18,000	-	-	18,000
WTT	2,716	-	(2,913)	197	-
LCF – Then & Now	21,507	135,243	(133,094)	-	23,656
ILS – PHB	551	-	(567)	16	-
ILS – SFC	11,660	-	(4,766)	(13)	6,881
ATW	-	1,272	(1,272)	-	-
SVRR	-	50,704	(51,311)	-	(607)
	41,508	278,124	(257,998)	200	61,834
Total funds	£197,614	£585,166	£(575,046)	£Nil	£207,734

16. NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	Total funds £
Fixed assets	2,253	-	2,253
Current assets	419,609	32,834	452,443
Current liabilities	(307,946)	-	(307,946)
As at 31 March 2023	£113,916	£32,834	£146,750

Comparative information for the analysis of net assets between funds in the previous financial year is as follows:

	Unrestricted funds £	Restricted funds £	Total funds £
Fixed assets	10,369	-	10,369
Current assets	232,472	61,834	294,306
Current liabilities	(96,941)	-	(96,941)
As at 31 March 2022	£145,900	£61,834	£207,734

17. RELATED PARTY TRANSACTIONS

There have been no transactions with related parties during the year ended 31 March 2023 or the preceding year other than those set out in notes 10 and 11.

18. CONTINGENT ASSETS

Total grant funding awarded as at 31 March 2023 but not yet received and recognised as income due to the recognition criteria not being met amounts to £339,319 (2022: £268,848).

REAL DPO LTD

England & Wales - Charity number 1061671

Accounts

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

Myrus Smith
Chartered Accountants

Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

CONTENTS	**PAGES**
Trustees' Annual Report	3 - 31
Independent Auditors' Report	32 - 34
Statement of Financial Activities	35
Balance Sheet	36
Cash Flow Statement	37
Notes forming part of the Financial Statements	38 - 46

Real DPO Ltd

Trustees Report 2021-2022

1 Chair and Trustees' statement 5

2 Introduction from our CEO 5

3 Name, registered office and constitution 6

4 About Real 6

4.1 Our vision 6

4.2 Our mission 6

4.3 Our values 6

4.4 Our strategic objectives 7

4.5 Our organisational objectives 8

5 Public benefit provided by the charity 10

5.1 Information, Advice and Advocacy (Local Link) 11

5.2 Real's Advocacy Service (Tower Hamlets Connect) 11

5.3 CATCH (hate crime advocacy) 13

5.4 THEN and NOW 14

5.5 Taking Control of Your Life 16

5.6 Covid-19 Outreach and Messaging Project (COMP-D) 19

5.7 Digital Inclusion Project 19

5.8 CDAP 19

5.9 Strengthening Voices, Realising Right (Fair Care London) 22

6 Plans for future periods 22

7 Significant events after the year-end 22

8 Administration 23

8.1 Trustees 23

8.2 Statutory Auditors 23

8.3 Bankers 23

9 Structure, governance and management 23

9.1 Management pay 24

10 Risks 24

10.1 Approach to risk management24

10.2 Risk analysis 25

10.3 Wider economic environment 28

11 Financial information 29

11.1 Share capital 29

11.2 Financial review 29

11.3 Financial reserves policy 29

11.4 Statement as to disclosure of information to auditors 30

11.5 Directors and Trustees' responsibilities 30

11.6 Methods of preparation of accounts 31

1 Chair and Trustees' statement

The Board of Trustees present their annual report and accounts for the year ended 31 March 2022. The Board is satisfied with Real DPO Ltd's performance during the year and the position at 31 March 2022.

The trustees would like to acknowledge the hard work, dedication and innovation of Real's management team and staff over a period of continued challenge and change. As ever, they strive to evolve and expand the organisation's work to meet the needs of the disabled people of Tower Hamlets in line with our aims and objectives. The board is ceaselessly impressed with the resilience, imagination, creativity, competencies, and skills of our staff in dealing with the obstacles and opportunities that come our way. Together they continue make a real difference to the lives of disabled people in Tower Hamlets.

I would also like to thank the rest of the trustees for their time and support throughout the year.

The Board commends to you the annual report.

Henry Stone

Chair

2 Introduction from our CEO

After the start of the pandemic, this year was one of consolidation. Continuing to build our success and reputation as a leading force for positive change through supporting effective coproduction work. This was through a number of projects in our Engagement, Coproduction and Voice team. The effective and compelling were we were able to deliver on behalf Tower Hamlets Council showed that we were a natural ally to helping them deliver good public services, whilst still being able to maintain the "critical friend" role and ensure we maintained our independent thinking and voice.

We also continued to provide high quality advocacy and advice work. We also had the start of an exciting new two-year project with four other London-based Deaf and Disabled People's Organisations.

Predominantly everyone continued to work from home but we did start returning to some office-based working towards the end of the year. And although this meant less opportunities to engage with some of our core constituency, we were able to adapt and evolve to meet the needs of other people in different ways.

Mike Smith

Chief Executive

3 Name, registered office and constitution

The full name of the charity is Real DPO Ltd, and is a company limited by guarantee. The charity is known as Real, which is a working name registered with the Charity Commission.

The charity changed its name from Disability Coalition – Tower Hamlets on 16 August 2012.

Date of Incorporation: 12th June 1996
Date of Registration: 4th April 1997

The Registered Office is Jack Dash House, 2 Lawn House Close, London E14 9YQ

4 About Real

4.1 Our vision

Real's vision is of an equal and diverse society free from the barriers that stop disabled people from living their lives the way they want.

4.2 Our mission

Real's mission is to protect and uphold the human rights of disabled people in Tower Hamlets, and overcome discrimination, to enable disabled people to live as equal citizens.

We aim to help disabled people to live independently - where they choose, how they want, with all the support they need, and with the money and resources they need to do it.

The name "**Real**" is not an acronym, but it does stand for the **real** jobs, **real** education, **real** incomes, **real** choices, and **real** participation in society that all disabled people deserve.

Real does not exist to give disabled people jobs at Real, but we do recognise that having disabled employees and volunteers is one of our strengths because we are more likely to connect and have empathy with the people that we are supporting through shared experience.

4.3 Our values

Our ethos is based on clear values of independence, user involvement, peer support and co-production. The following principles underpin our approach to everything we do:

1. **Human Rights-based**: we support people to achieve their human rights. Disabled people have the same rights as everyone else and should not have to rely on conventional concepts of charity to achieve equality.

2. **Empowering**: we are a people-based organisation. We build relationships based on mutual trust; creating a safe and empowering environment which is encouraging, and collaborative. We believe in supporting people to make choices and live their lives the way that they want, and not making decisions for them. Wherever possible,

interactions with our constituents will seek to impart skills and confidence that support them to take control of their own future.

3. **Inclusive, diverse and respectful**: we respect people and are committed to equality. We value and celebrate diversity, equality and freedom of expression throughout all our activities.

4. **Person-centred and accessible**: we recognise that people have different communication and access needs, and preferences for ways of working, and we seek to work with people their way whenever we can.

5. **User-led**: at all levels of our organisation we are led and controlled by disabled people and influenced by their views.

6. **Accountable**: we aim to be accountable to and representative of the communities we work within. We strive to be open and transparent.

7. **Democratic**: we are run by and democratically accountable to our membership; consisting of disabled people and non-disabled allies.

4.4 Our strategic objectives

Real's four overarching strategic objectives are all focussed on the changes we want to make for, and with, our disabled constituents. All our projects and activities will be set up so that they can work towards achieving one or more of these objectives.

Disabled people have increased income and an improved standard of living

Our research shows that disabled people are more likely to be in poverty and less likely to be in work than the non-disabled population. Even if they are in work, disabled people tend to have lower incomes. This is compounded because many disabled people experience higher costs of living due to their impairments.

Digital exclusion is also a real issue for many disabled people, limiting access to jobs, resources and benefits. Digital exclusion also makes some disabled people financially excluded, or worse off, because they can't access the best deals.

Sometimes access to money can help overcome some of the barriers disabled people experience. This could be achieved through getting jobs, or better-paid jobs, through to obtaining the benefits to which people are entitled.

This objective is about providing access to money and addressing the higher costs of disability, both of which are essential for creating economic equality with others.

Disabled people are more able to live independently, express their views, and participate in their communities

Real's constituents need access to good, meaningful social care and support, delivered in ways that they want.

There is a lack of access to affordable, accessible housing, especially in Tower Hamlets where land values, house prices and rents are high.

Added to this is the issue of representation; disabled people often aren't heard or cannot influence decisions about their lives and neighbourhoods in the ways that they want.

Young disabled people feel particularly excluded from meaningful participation in society. They don't feel understood or given the right support so feel isolated and overly-reliant on families.

This objective is about giving disabled people the voice and means to participate in society as equal citizens.

Disabled people are more able to access services, facilities and activities that meet their needs

Our research found that providers do not make enough reasonable adjustments under the Equality Act, with barriers to inclusion across private and public provision of services. This ranges from the services of the local authority and other providers of public services through to shops and businesses.

Transport, and the environment we live in, are not nearly as accessible as they should be for a wide range of impairments.

People who are not able to access modern technology are getting left behind in a world where more and more things are being done online. They might not be able to get online due to lack of income, knowledge, access to accessible equipment, or confidence.

This objective is about removing the barriers that wider society creates.

There is attitudinal change around disability

People's attitudes are often the biggest barriers to inclusion, with stigma and negative attitudes causing discrimination, lack of aspiration for disabled people, and hate crime and hate incidents.

Negative reporting and valuing of disabled people, especially in some parts of the press, can have a real negative impact and can increase disabled peoples' fear of judgement. Family and other people's expectations of our abilities can make things worse. Some disabled people from minority ethnic groups have reported feeling doubly disadvantaged, especially where there are negative perceptions of disability, or lack of aspiration, from a cultural perspective.

This objective is about addressing the root causes of disadvantage experienced by disabled people by seeking to change perceptions of disability itself.

4.5 Our organisational objectives

Real already has a good reputation amongst key stakeholders. But we also know there is more that we could do, as an organisation, to maximise our chances of achieving our

strategic objectives. We want to be recognised by others as an example of best practice as a user-led organisation of disabled people, and a leading not-for-profit organisation.

Therefore, in parallel with our programmes of work to achieve our strategic objectives, we will also work towards the following five organisational objectives.

Being an effective, efficient, independent, user-led, expert on disability in Tower Hamlets

As well as maintaining our existing quality assurance standards, over the course of this strategy, everything we do will be underpinned by sound quality assurance frameworks.

We want to establish our credentials as the "go to" organisation for facilitating genuine co-production with disabled people. We will do this by using our skill and expertise in supporting disabled people to participate equally in consultations and co-production initiatives by others. We will develop others' knowledge and understanding of the social model of disability and of disability rights, and how best they should meet the access needs of different impairment types.

We will ensure that the collective voice of local disabled people underpins the legitimacy of the representative roles we may have.

Improved reach and connections with our members, constituents and stakeholders

As a user-led organisation of disabled people, seeking to represent the collective voice of our constituency, we want to develop and maintain our ability to connect with a wide group of people and to influence local society for their benefit.

We want to grow our organisational membership and the reach of our projects, implement a new communications strategy and plan to achieve this. In summary we want to be more relevant to more people.

We also want to develop even stronger working links with other voluntary organisations, council and NHS services, housing providers, local colleges and other education providers, and local businesses.

Financial sustainability

Real aims to achieve and sustain a strong financial position, ensuring all projects achieve full cost recovery, and we can build and enhance our reserves. We intend to broaden our overall number and range of funding sources and, in the medium term, develop our capacity to generate trading income.

Understanding the impact of everything we do

We will evaluate the impact of all of our projects and activities, against the outcomes required by funders, and how they meet our own strategic objectives. We will implement a new organisation-wide client management system to drive better communications and connections, and which helps us record our impact across projects.

Contributing to strategic change at local, London and national level

We will establish ways of working that support the gathering of evidence to influence policy and practice. We will do this through user involvement and co-production, and developing a new framework for campaigning and influencing. We want to create system change as well as solve the problems of individuals.

We will contribute to local strategic partnerships such as the Tower Hamlets Together Promoting Independence Board, the Safeguarding Adults Board, and other relevant channels such as the Pan Providers Forum, the Health and Well-being Forum, and the Tower Hamlets Community Advice Network. Where relevant to specific projects we will also work within alliances such as the No Place for Hate Forum.

Our charitable objects are to work "in Tower Hamlets and beyond". Whilst our primary focus will be to support disabled people in Tower Hamlets, we will continue our existing track record of successful collaboration with other organisations in nearby boroughs where that fits with our strategic and operational goals.

We will also continue to network and collaborate with other London DDPOs and infrastructure organisations to influence nationally where appropriate, and amplify our effectiveness and learn from others.

5 Public benefit provided by the charity

In forming our objectives, the Trustees have given due regard to the Charity Commission's guidance on public benefit. One of the organisational objectives detailed in our 5-year strategic plan is to reach more people more effectively. While there is room for improvement, we've been able to both expand and deepen engagement with our community over the financial year 2021-22.

This chapter covers the many and varied areas of work we do to serve Disabled people in Tower Hamlets, showing both the breadth and quality of the support we have provided for the public benefit.

Real provides the following services in furtherance of its charitable objectives:

0. IAA - Information, Advice and Advocacy service (Local link)
1. Real's Advocacy Service (Tower Hamlets Connect)
2. CATCH: hate crime advocacy
3. THEN & NOW
4. Taking Control of Your Life
5. Covid-19 outreach and messaging project
6. Digital Inclusion Project
7. Covid-19 disability access project
8. SVRR (Fair Care London)

5.1 Information, Advice and Advocacy (Local Link)

Local Link ended on 16 July 2021 and was replaced by a new information, advice and advocacy project called Tower Hamlets Connect, which commenced 19 July 2021. Real does not lead the new project and instead is a delivery partner for advocacy services.

5.2 Real's Advocacy Service (Tower Hamlets Connect)

Tower Hamlets Connect is a consortium of local organisations providing information, advice and advocacy.

Age UK East London are the lead organisation for Tower Hamlets Connect. Tower Hamlets Connect is similar to the former Local Link – it features the same local organisations, including Real. Where it differs is that it also incorporates the front-door for Adult Social Care. When people have queries relating to social care, existing care packages or new enquiries, they're initially dealt with through Tower Hamlets Connect.

Real is one of the partner organisations delivering non-statutory advocacy.

During this financial year, it was a slow start to the service, with minimal engagement between partners. This has been while Age UK manage the staff that were transferred from the council and who operate the Tower Hamlets Connect enquiry line.

The latest information from Age UK states that council have agreed a restructure of the first response team and once this is mobilised, Age UK will focus on developing the partnership. This will allow more front-line staff at THC, which will enable more capacity to take on calls and referrals to the service.

Real is contracted to provide 25.5hrs/week of advocacy, 66% of which is expected to be recorded casework. At least 10% of cases should receive feedback forms from clients upon closure. Case notes must be recorded on Age UK's Charity Log.

Real's Advocacy Service

Our Advocacy Service provides advocacy and support to people with physical, sensory and neuro-impairments (including older people and young people in transition). The service we provide are:

- to empower disabled people to access services and challenge discrimination
- to provide information and support, and
- to enable people to make informed choices and support them to be heard on specific issues.

We deliver this service in line with the Advocacy Charter, a nationally recognised set of operational standards. Real also holds the Advocacy Quality Performance Mark, originally awarded in 2017 and renewed in 2020.

The areas in which we provide support most often include:

- social care

- housing
- legal issues
- health
- employment support services
- education and training opportunities
- leisure opportunities.

We don't tell people what to do. Instead, we support them to make their own choices and access appropriate services to ensure they can fully engage and have control over decisions and circumstances affecting their daily lives.

Feedback on THC project

During the year, Real's advocates have supported people with 110 issues: 50 were independent advocacy casework, and 60 were advocacy enquires. These range across all the areas we provide support on, the largest areas of support have been with housing, social care, and benefits.

Our advocacy project has been using the new Customer Satisfaction Questionnaire for the THC contract. During this period, the project has closed 15 advocacy cases and have received 10 feedback reports from the clients. We will continue to get feedback forms to improve and develop our service.

Our clients have been very content with our service and gave positive feedback. Clients reported they had been given a lot of support by their Advocate and this was delivered in a way which met their access and communication needs. All 10 feedbacks from respondents would recommend our services to other clients.

Testimonials

"Thank you so much for your support, I really appreciate it".

"My advocate listened to my views and supported me in the meeting with different professional".

"I would like to say thank you very much to my advocate for the support I received from her."

Clients also report they felt more confident speaking with professionals by themselves after getting support from advocates in meetings who helped them to prepare for it.

The outcomes achieved by some of the clients who requested advocacy support are:

- One of our clients wanted to be able to shower independently but couldn't get help. We supported them to get in contact with the occupational therapy (OT) service and sort out a needs assessment. After liaising with the OT team and providing support during the assessment, the client was able to get equipment for the bathroom and is now able to use the shower without assistance.

- A client who has received a care package of 4 hours a week with Outward, is now excited about having support to live independently after being socially isolated for 5 years. For the last few years, he has only been in the company of his mum. He is now looking forward to extending his network making new connections and being less reliant on his family.

We have signposted our client to our Consortium partners for benefit and specialist housing advice.

5.3 CATCH (hate crime advocacy)

Real is part of the Communities Against Hate (CATCH) Partnership. CATCH is a London wide group of organisations that support people who have experienced Hate Crime. The partnership consists of Galop, The Monitoring Group, The Community Security Trust, TellMAMA, Choice in Hackney, Stay Safe East and Real. The organisations specialise in different forms of hate Crime, with the latter three being DPOs that support people who have experienced Disability Hate Crime.

Real joined the partnership with a focus on support for people in Tower Hamlets, Southwark, Greenwich and Lewisham. As the partnership covers the whole of London, Real has supported people from other boroughs also. The Hate Crime Advocacy service gives people a safe space to talk about their experience, informs them of their rights, explores options available to them, and can provide practical support to report to police and access other services such as housing or counselling.

Real joined in 2020 and provides support related to disability hate crime advocacy. The contract comes from the Mayor's Office for Policing and Crime (MOPAC) and was renewed in October 2021.

Real is funded for 14 hours per week (0.4 full-time equivalent). The contract has been extended by one year and is due to end October 2023.

During this financial year, Real supported 38 people who have experienced Disability Hate Crime.

We support people by:

- providing a safe space to talk
- exploring the options available to people
- advising on rights and how to use them
- supporting them to report to police
- helping to access other support and services, such as counselling or housing.

Case Study

A client accessed the Catch project for help with long-standing abuse from a neighbour in the same block of flats. The neighbour lived on a floor above the client and had been verbally abusing them as well as the client's family and carer; throwing things from the balcony into client's garden; and harassing them.

Our advocate encouraged the client to report the incidents to the police, but the client felt there was no point as they had not taken action before and had said there was not enough evidence. The client's housing association had said that it was a neighbour dispute, with both parties claiming abuse. Our client continued reporting incidents to the housing association, but they felt they were ignoring them and not taking any action.

Our advocate helped the client make a formal complaint to the housing association on grounds of ignoring the client and mis-categorising the client's reports as an ASB/neighbour-dispute, failing to recognise their severity, the hate-motivation and the impact it was having on the client. The client asked for their priority banding on the housing list to be increased. The housing association's response to the complaint did not uphold any of the client's points and left their housing priority unchanged.

From this point on, the client, the advocate and the local law service, worked together, making formal appeals and putting pressure on the housing association to recognise the client's need to move and to offer alternative accommodation. Eventually, after seven months of support, the housing association accepted a higher priority banding and the client successfully bid on a different property.

The client was very pleased with this positive outcome and reported increased well-being; ability to cope; feeling of safety and empowerment.

The project's outcomes achieved throughout the year April 2021 to March 2022 have strengthened the following of Real's strategic objectives:

- Disabled people have increased income and an improved standard of living.
- Disabled people are more able to live independently, express their views, and participate in their communities.

Moving forward

We recently made the operational decision to run our support planning/action planning project, Taking Control of Your Life, alongside our advocacy work. This is because the action planning has more in common with advocacy than it does strict advice. We have created a multi-purpose role which can work across different projects and teams to increase service capacity within the organisation. Having a multi-skilled person in this role means our clients can receive holistic support from one place.

5.4 THEN and NOW

Since 2020, Real has been funded by Tower Hamlets Council's Local Community Fund to deliver an inclusive employment project called THEN and NOW. Multiple data sources have highlighted the employment gap, the earnings gap and the poverty gap between Disabled and non-Disabled people, and Tower Hamlets has the highest levels of unemployment of any borough in East London. Multiple sources have also highlighted that many Disabled people have stopped seeking work, promotions or been managed out of their jobs because of negative experiences with employers and access issues.

Where THEN and NOW works differently to most employment projects, is our main beneficiaries are employers rather than Disabled individuals. Seeking to instead address the structural barriers that Disabled people face in employment that engenders these realities. We firmly believe this approach allows us to deliver more impactfully and is more in line with the Social Model.

The project is a consortium, with us leading and working in partnership with:

Evenbreak: A social enterprise who currently host the UK's only job board designed with accessibility in mind. Evenbreak also provide a 1-1 coaching service for Disabled jobseekers with Advisers who similarly have lived experience of disability.

PurpleSpace: The global leading hub for Disabled employee networks and resource groups.

The Legal Advice Centre: Based in Tower Hamlets, the Legal Advice Centre provides 1-1 expertise to Disabled residents facing more complex issues in the field of employment.

In our second year of operations, some of the work we've achieved includes:

- With the Tower Hamlets Employers Network (THEN), our Advisers have delivered over 91 hours of one-to-one specialised support to 31 different local employers. Some of the specific issues that have arisen through our advice service are:
    - Guidance on implementing reasonable adjustments,
    - How to re-open businesses premises following the Covid-19 pandemic in a way that enables Disabled people to access the service safely and confidently,
    - Registering for the DWP's Disability Confident Scheme, which requires employers to offer Disabled people who meet the essential criteria for an open position an interview at their workplace.

- We held 6 workshops with our partners Evenbreak and PurpleSpace on essential topics like inclusive recruitment, job design and more. We had over 120 expressions of interests in these workshops, and 100% of attendees said that the workshops have helped them to have a better understanding of disability and accessibility.

- With our co-production group, the Network of Workers (NOW), we held 7 workshops on various areas of disability employment. Some highlights include a workshop on building confidence with Evenbreak's career coaches, an educational session on disability employment rights, and our group submission to the Government's consultation on mandatory disability workforce reporting.

- Our co-produced inclusive employment guides have continued to be a valuable resource for employers. Embedded with the views and experiences of NOW at their core, one employer noted how the guides marked a complete shift for their

organisation: 'It's been amazing. We implemented our way of working and reviewed all our policies and procedures according to what we learnt.'

- 100% of THEN members said they would feel more confident employing a Disabled person and better understood their responsibilities under the Equality Act 2010 since engaging with our project.

- Our partnership with the Legal Advice Centre resulted in 62 Disabled Tower Hamlets residents either gaining or retaining employment, which then resulted in better financial outcomes for those individuals.

Case study: THEN Member: The Yard Theatre

The Yard Theatre are a local employer who attended our very first inclusive employment workshop on the benefits of employing Disabled people. Following the workshop, they expressed a desire to review and improve the inclusion and accessibility of their organisation and had a one-to-one advice session with our team. We have since had multiple meetings with them, and through our partnership The Yard Theatre has:

- Gained Disability Confident status and signed up to the Guaranteed Interview Scheme.
- Revised their recruitment process, ensuring all job adverts are easy-to-read and interested Disabled candidates can submit their applications in whatever format would be most accessible for them.
- Advertised open positions on Evenbreak's accessible job board.

- Employed two new Disabled staff members and trained all staff on disability awareness and equality.

"The project has been vital to us as an organisation and has enabled us to achieve a lot in terms of creating broad policies, as well as supporting staff members on an individual level! We have had positive feedback from Disabled people for our recruitment processes since we have been working with Real, so we're really pleased that we have been able to come such a long way in a relatively short period of time with their support. Really looking forward to being able to continue to remove disabling barriers across our organisation with the support of THEN!" – The Yard Theatre

5.5 Taking Control of Your Life

Real's Taking Control of Your Life (TCOYL) project empowers disabled people in Tower Hamlets to have more choice and control in their life by providing in-depth and holistic action planning to support clients to achieve their goals, identify support available to them and help them manage their impairments.

Alongside the 1:1 action planning, we run a co-production network with local disabled people in order to make care services more accessible. The steering group meets every

two months to identify the barriers local disabled people face. We then explore creative solution]s to dismantle these.

We have helped our clients with a wide range of different issues, including:

- Applications for charitable grants.
- Personal health budgets.
- Finding volunteering opportunities.
- Moving out for the first time.

In this financial year, we supported 42 disabled people: we helped them to travel independently, improve their financial independence, increase participation in their community, procure white goods, connect with local services, create holistic support plans, support someone to set up a social enterprise. We helped clients to secure a mobility scooter, attend accessible events, obtain an Education and Health Care Plan, attend peer support networks, a personal budget for the client and his carer, manage their diet and learn to cook, obtaining accessible technology and finding accessible English classes.

85% of our clients reported feeling more independent. 85% also reported the services they accessed have had positive effect on their life, while 76% of our clients reported they feel more in control and have greater choice.

Testimonials

"The service is nice and useful. Service was clear and thankful. Very hand on approach. Very thankful."

"I would highly recommend this service to friends/family as they have helped me so much."

We have held 7 workshops, a joint Health and Social Care workshop with Local Voices, open forum, two sessions on developing the new Adult Social Care Strategy, Direct Payments and Creating Your Care Plan which was delivered by a coproduction member. We have had up 18 people attend our sessions and rated 4.37/5 for usefulness, 4.58/5 for facilitation and 4.68/5 for relevance. Participants have fed back "Facilitator took session regarding both ways of how care is delivered and took questions and concerns and implemented the suggestions into care plan strategy. At the last session she understood all concerns."

We have helped to increase 57% of our client's income.

Our clients report they feel 85% more independent.

Case study: coproduction

The coproduction network met with Joanne Starkie, the Head of Strategy and Policy for Tower Hamlets Council, to develop the new Adult Social Care Strategy. We are pleased that the council have adopted several of our recommendations.

The Adult Social Care Strategy adopted several of our recommendations.

We said: Some people do not know where to go for help. There needs to be accessible, easy to find information on where people go for help, what help is available and who can get it.

Acknowledging that social care support can be difficult to navigate, the council have responded by stating they will provide high quality information and early intervention in multiple settings and refocus their efforts on being easy to contact. They also have included hiring and training "problem solvers" to reach those who have been stuck between teams.

We said: Social workers should be flexible, help people solve problems and find solutions and explain how decisions are made.

The Council agreed with this sentiment and said that they would like a culture change to become more outcome focussed, creative, flexible and adaptive. They want to redesign care at home with people who need support. The redesigned service will have a focus on the goals people want to achieve and on the daytime support options to change so that people have more flexibility and choice in when and where they get support.

We said: People who do not get a Direct Payment from social care should still be able to have a choice over the home care agency they use.

The Strategy now introduces 'Individual Service Funds' as a way of organising care at home, starting with adults with a learning disability. These funds give people choice over support in the same way as a Direct Payment, but without the responsibility of managing the money.

We said: There have been instances when people have had a really negative experience of care or have waited a very long time for an issue to get resolved.

The new model will have clear expectations about the quality and performance of services and how contracts with home care providers will be monitored.

We said: The pandemic has caused some people to feel more lonely and socially isolated. Some people's mental health has suffered. People need support to recover.

The Strategy acknowledges the impact of lockdown and the pandemic in 2021-22. They will carry out specific projects to tackle loneliness, activities that reconnect people and work to become a 'trauma informed borough' so that staff can better support people who've experienced this.

We said: More should be done to tell residents, adult social care service users and carers how their feedback has been acted on and what difference it made.

The strategy acknowledged our concern, and the Council will provide regular updates on how the strategy is going.

5.6 Covid-19 Outreach and Messaging Project (COMP-D)

From January to July 2021, Real undertook a fast-paced Community Outreach Messaging Project (COMP-D) together with their project partners deafPLUS, ICM Foundation, and Health. Commissioned by Public Health Tower Hamlets, the aim of the project was to ascertain what barriers different groups of disabled people had encountered in accessing and understanding Covid-19 information and services.

"Disabled people have been left out of the Covid narrative". "We've been treated like 3rd class citizens." "We've been forgotten."

These are some of the sentiments expressed by our project participants over this period as they have tried to access health information and services during the pandemic.

The project undertook 25 coproduction workshops, over 80 1-1 phone calls, and completed surveys from over 200 disabled residents. In total data was collected from 450 people with a range of disabilities.

Over 100 people from local and regional health services and public health attended a virtual event on August 5th 2021, to hear about our findings, showing an appetite for this work at all levels. Videos and a presentation from the event can be found on our website.

The findings uncovered that the barriers to accessing health services and information were not unique to the Covid-period but were experienced by almost every participant in the pre-pandemic era. This implied that the problems pertaining to access and support for Deaf and disabled people are deeply ingrained within the health care system.

5.7 Digital Inclusion Project

One of the issues identified by the COMP-D above was that many disabled people felt left out because they had low levels of digital inclusion, without access to devices, data, or the knowledge on how to use them well. We received a small amount of funding from the Wakefield and Tetley Trust towards getting some tablet computers so that people who were digitally excluded could continue to volunteer on some of Real's projects and stay involved in board meetings, or just get online.

The project also provided a range of resources that could help people become more digitally included. These were made available to anyone who needed them and were also put on our website, categorised under resources for disabled people themselves, and resources for organisations supporting them.

5.8 CDAP

From November 2021 – July 2022 we received further funding from Public Health to work with our coproduction groups to develop solutions to overcome the barriers identified in COMP-D (see above), and put people with lived experience at the heart of shaping and designing health services and information. This follow on project was called the Covid-19 Disability Access Project (CDAP).

The remit of this project was more specific than the previous one and was focussed on the delivery of 5 inter-related elements. The success of this project was based on the strong, trusting relationships we built with our coproduction groups. We focussed on creating a safe space for a number of people, and on building their skills and capacity.

The project involved 5 distinct deliverables:

a. A coproduced best practice guide to accompany the training course
b. Disseminating findings from COMP-D which collected data from over 450 disabled residents in Tower Hamlets
c. Cocreating a Deaf and disability training course focussed on medical professionals and frontline staff
d. A feasibility study examining the potential of an open-source accessible health website for different groups of disabled people
e. Coproducing recommendations with different groups of disabled people around accessible vaccine clinics, Covid-19 testing and a disability health helpline.

In this project, we achieved the following:

- Ran over 35 workshops
- Engaged around 60 disabled people
- Established 4 coproduction groups
- Organised 2 London-wide events with the Department of Health and Social Care, and the Mayor of London
- Presented project findings to 14 forums and boards
- Created 3 training modules on Deaf and disability awareness
- Coproduced a best practice guide for healthcare professionals and frontline staff
- Delivered a feasibility study in collaboration with students from Queen May University
- Submitted recommendations on 3 important health topics
- Liaised with key decision makers including the Head of Public Health in Tower Hamlets, the Head of the GP Care Group and various local Councillors
- Provided opportunities for our disabled members to speak at local decision-making forums
- Influenced the THT Board to adopt 'disability access' as a strategic priority
- Influenced 3 local vaccine sites to implement 2 of our coproduced recommendations (transparent masks to communicate with Deaf patients, and disposable elbow bands to assist visually impaired patients).

The development of the **Deaf and disability awareness course** was a principal strand of this commission. The idea for it emerged from project participants during the COMP-D workshops where people repeatedly reported that frontline staff and medical professionals lacked the necessary skills and experience to adequately support them and meet their access needs. Several common themes that emerged across all coproduction groups, most notably, the failure of staff to make reasonable adjustments, the lack of knowledge about how to communicate effectively with disabled people, and the assumption and stereotypes that staff held that made disabled patients feel misunderstood.

The training modules are built around the real-life experiences of disabled people accessing health services and information. They combine a variety of methods, including video scenarios, role play, polls, PowerPoint, and discussion points and are led by our coproduction group with support from staff. They focus on reasonable adjustments, accessible communication and behaviour across and within impairment groups.

The best practice guide was developed to accompany the training course but can also be used as an independent resource. The purpose of the guide is to educate frontline staff and medical professionals on how to improve their practices to ensure equal access for their Deaf disabled patients.

Further work from July 2022 is piloting the training and Best Practice Guide for front line health professionals and workers with an added workstream developing exemplar Deaf and disability aware GP practices using the above tools.

Who was involved?

In total, 58 people participated in our CDAP coproduction workshops. Their data has been analysed as part of this project:

- Ranging from 18-75, with the most common age group between 36-45
- With a wide range of impairments, and some identified combinations of impairments that could demonstrate complex needs
- Including a range of ethnicities, with the single biggest group being Asian British Bangladeshi at just under a third of participants, followed by White British, at just under a quarter of all participants. Black British Caribbean was the third biggest ethnicity.
- Slightly more participants identified as women (55.17%), compared to men (44.83%)

The impact of this project is difficult to measure at this stage. We have created a wide range of resources that can help inform practice and shape services in the healthcare sector. We will be rolling out our training programme and best practice guide in 2022-2023. We will work with, individuals and medical establishments to help them implement the changes we have suggested and will then measure the impact of these tools.

There are however a few other areas in which we can measure impact, most notably with project participants. The co-production groups were key to our success. We observed an extensive and diverse selection of personal and professional skill development by most of our volunteer facilitators within these groups through a series of interviews held at the end of the project. Some of these observations include confidence, engagement, knowledge and skills. All of them contributed something valuable.

"It has given me a sense of empowerment that even though I felt could not take part in society as per usual if I had vision, I felt empowered that someone wanted my feedback and input in certain issues."

"I gained more confidence, learning from other participant's experiences. Their testimonies make me a stronger and knowledgeable person, able to deal with problems or any difficulties that I may face."

"It was easy to follow because it was delivered in BSL. The workshop's programme was in order and I found that we respected each other's views and took turns to contribute by raising our hand."

"The project is important as there is a big gap in people's understanding of disabilities and things that effect disabled people, even people that are surrounded by disabled family members or friends/ partners."

5.9 Strengthening Voices, Realising Right (Fair Care London)

We received funding from Trust for London to lead a two-year project seeking to challenge the unfairness of charging for social care, particularly in relation to working age disabled people. This was a collaboration with four other London-based deaf and disabled people's organisations: Richmond AID, Action on Disability, disability advice service Lambeth, and Merton Centre for Independent Living. The project is to show the unfair Impact charging has on disabled people, especially when the costs of being disabled in the capital are significant. During 2022/23 the project was renamed Fair Care London. In total the funding for the project is £500,000 over two years, although not all of that is attributable to Real.

At the year end the project was only just getting going, as we got new staff on board and were still recruiting for the rest of the project team.

6 Plans for future periods

The main development to be carried out within 2022/23 is the implementation of our new strategic funding obtained from Tower Hamlets Council in December 2022 under a competitive tender entitled "Engaging Disabled People in the Transformation of Health and Social Care".

7 Significant events after the year-end

There were several practical problems working with the Fair Care London project, many outside of the consortium's control. We agreed with Trust for London to hold a review of the project during 2022/23. That review was very informative and, as a result, the original project idea was put on hold. Instead, the remaining funds will be allocated to each of the five partner organisations to implement a new change project in a different way. More information on this will be in the 2022/23 annual report.

In October 2022 the CEO advised the Chair that they had been offered a new role. However they had organised an extended start date and wouldn't be leaving until the end of March 2023. A robust process for planning and transition was put in place and consequently there is little detrimental impact on the organisation. At the date of signing of the accounts the board are at the final stages of the recruitment process for the replacement CEO.

There were no other reportable significant events after the year end.

8 Administration

8.1 Trustees

Real currently has 5 trustees who served during the year and to the date of this report:

Name	Position	Date elected	Date resigned
Henry Stone	Chair and Acting Treasurer	02/12/2015	
Mahendra Rastogi		13/05/2017	
Martha Stafford		13/05/2017	
John Sharp		10/05/2019	16/05/2022
Owais Niaz		19/06/2021	
Gren Bingham		Co-opted 16/02/2022	

An AGM has been organised for 24 May 2023 during which the vacancy will be filled alongside other trustees rotating off and becoming eligible for reappointment if they wish.

8.2 Statutory Auditors

Myrus Smith Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

8.3 Bankers

CAF Bank Ltd
25 King's Hill Avenue
West Malling
Kent
ME19 4JQ

9 Structure, governance and management

Real's legal name is Real DPO Ltd. It is a registered charity and a company limited by guarantee. Real was previously called "Disability Coalition - Tower Hamlets and changed its name to Real DPO Ltd on 16 August 2012.

Its governing documents are the Articles of Association which were last reviewed and revised at the time of the name change. The Articles of Association make reference to a

supplementary document referred to as the Charity Protocol which is reviewed annually by the board and covers practical issues such as the arrangements for general meetings and board meetings, the role description and person specifications for trustees and key officers, and the trustees' code of conduct and conflicts of interest policies.

The Articles of Association state that Real must have at least 6 trustees. Trustees are elected at the AGM, serve for a maximum period of 3 years but can be re-elected for a further period thereafter (if they so wish). The longest-serving third of trustees retire at each AGM. Trustees may also be co-opted until the next AGM.

Newly elected trustees undertake an induction programme that comprises an initial discussion with the Chair, followed by a half day group session with the Chief Executive on a Trustee's role, duties and responsibilities, organisational policies and procedures, finance and funding, risks, reserves, legal liabilities and contracts and any other issues of importance to the Board of Trustees, currently and for the immediate future.

Prior to the meeting an induction pack is given to each new Trustee containing the Charity Commission's 'The Essential Trustee: what you need to know', the last two sets of Board of Trustees' papers and minutes, a paper on the social model of disability, last year's annual report and accounts, the Charity Protocol and the organisation's key policies including the Equal Opportunities policy.

9.1 Management pay

During this financial year, we conducted a pay review which led to an adjustment of salaries in the form of a pay rise. A one-off cost of living payment of £500 was also approved by the board.

The CEO's level of pay was set by the board at the time of the creation of the role in 2010. At the time they did this by reference to local pay rate comparisons. Since that point in time there have usually been annual increases determined by the board, although in some years there was no increase. Any percentage increases have applied to all staff in the organisation equally, having been decided by the board in private session. To inform the board a paper is prepared referencing the available resources and a range of inflation measures.

10 Risks

10.1 Approach to risk management

The trustees have examined major risks to which the organisation was exposed, reviewed them and put in place systems and procedures to manage them. Two years ago the board developed a new approach to identifying and managing risk, creating a risk register and reviewing it at every other board meeting (so quarterly).

The risk register takes into account the edits and amendments proposed at the last board meeting and categorises them into the following 5 areas:

- governance
- reputation
- services
- finance
- HR.

It then orders them, within each section, in order of residual risk, high to low.

10.2 Risk analysis

The full risk register currently contains 23 risks, their impact and probability assessments, mitigating actions, and residual risk to the organisation. The following table includes the top six risks, in terms of residual risk.

Risk	Impact	Prob	Assessment and action	Residual risk
1. **Governance -** The risk of not having good governance over the organisation.	Medium	Medium	The board have demonstrated increasing confidence in their responsibilities around an understanding of good governance. However, there are still vacancies on the board due to be filled. There are plans for addressing these at and after the next AGM. Throughout the last year there have been a reduced number of board meetings, partly due to the challenges of organising these online for a board comprising mostly disabled people, and partly because of pressures within the organisation. These have however been mitigated by additional chair's supervision. The Chair has been Acting Treasurer. This has meant continued focus on these activities but it would be better if these roles were separated.	Medium

Risk	Impact	Prob	Assessment and action	Residual risk
2. **Operations -** Risk of not starting up new projects well	High	Medium	We have two major new projects starting at the moment, Accessible Communications and EDP. Although we have our new Head of Programmes, who has been doing great work with the ECV team, there are pressures on them as a result of this new work and with the current CEO moving on.	Medium
3. **Finance** - Risk of being overly dependent on current/ specific funding sources.	High	High	This has been an issue which the board have been aware of for some Time, and historically we have been overly dependent on some major contracts. The strategic plan set a new direction of travel for the organisation, and the current review of the fundraising strategy and action plan is well advanced. Other new funding streams have been achieved in the last year, although still not enough to reduce the residual risk from high to medium. This needs to be a major area of focus in the next six months.	Medium

Risk	Impact	Prob	Assessment and action	Residual risk
4. **HR** - Risk of significant staff absence or pressure on staff due to excessive workloads	High	Medium	The CEO and current coordinators were under significant pressure, but this has been alleviated significantly since the implementation of the operational review, and the recruitment of the Head of Programmes, Communications and Marketing Coordinator, the Projects Administrator, and now the Head of Operations.	Medium
5. **Operational** - Risk of not having an affordable building to operate from.	High	Medium	We continue to negotiate with Tower Hamlets Council on the future of our occupancy of Jack Dash House. These negotiations have been in good faith on both sides, including considering the possibility of alternative accommodation. Although resolution of them is important it is not expected that we will be left "homeless". In any case, our long-term home working due to Covid has demonstrated that we are significantly less dependent on a permanent office space than be used to be.	Low

Risk	Impact	Prob	Assessment and action	Residual risk
6. **Reputation** - Risk of compromising our reputation with the council.	Medium	Low	This is potentially complicated given our role both as a service provider and as an advocate for disabled people. We manage ethical walls between our services and in the past the council has endorsed our processes for this. Controversial decisions are taken at board meetings and/or discussed with the chair/vice-chair. However, as the proportion of our funding comes from THC decreases this will become less of an issue. We also have excellent operational arrangements with many senior stakeholders within THC and its likely therefore that challenging issues can be dealt with at an early stage.	Low

10.3 Wider economic environment

As with all charities, we are concerned at the potential impact of the wider financial situation that the UK faces, and the possible impact this may have upon us.

We're still very concerned about the wider economic situation, and the resultant austerity measures being placed upon public sector bodies, which are our current funders.

These austerity measures will also have a severe and likely disproportionate impact upon our main constituency. From national statistics, you're more likely to be in poverty if you are disabled, and more likely to be disabled if you live in poverty. These numbers increase for particular ethnic groups, such as Bangladeshi.

Given the demography of Tower Hamlets, we hope that we can use this information to encourage more funders to address the particular challenges our constituency faces.

11 Financial information

11.1 Share capital

Our organisation is a company limited by guarantee and therefore has no share capital.

11.2 Financial review

Financially it was an okay year overall, with a slight operating surplus on total funds. We had total income of £585,166, down from £811,206 last year. The main reduction was due to no longer leading the Local Link consortium. We had corresponding total expenditure of £575,046, compared to £746,120 last year. In the previous year we had an operating surplus of £65,086, whereas this year we had an operating surplus of £10,120. £20,326 of this surplus related to restricted funds which will be spent over the next two years throughout the remaining life of those projects. This means that the operating loss in year relating to unrestricted funds was £10,206.

This has meant that our total reserves now stand at £207,734 comprising £145,900 of unrestricted reserves and £61,834 of restricted reserves.

In the year ended 31 March 2022, we benefited from some Covid 19-specific funding streams which allowed us to deliver some crucial new projects.

Going forward we have more work to do to stabilise the organisation in terms of funding streams following the change to our bigger projects. The latest forecast for the year ended 31 March 2023 shows an anticipated loss of £68,960. Some of that is using up some of the restricted reserves, which will leave anticipated unrestricted reserves at 31 March 2023 of £101,913. We have a number of budget scenarios for the year ended 31 March 2024. However we have a number of fundraising submissions which we anticipate are going to be awarded soon. Nevertheless we need to generate significant new income streams to protect our remaining unrestricted reserves, but we have a fundraising strategy and action plan in place to address that, and it remains the number one risk for the organisation to monitor.

11.3 Financial reserves policy

When considering the risks to the organisation, the trustees looked at the reserves policy. Total reserves at the year-end represent 4.33 months of in-year total operating costs. This time last year it was 3.17 months. It has previously been policy to maintain at least 3 months total operating costs for some years although the aspiration has been to grow this towards the level of 6 months' operating costs.

If any expenditure is to be incurred outside of the agreed budget for the year, that expenditure has to be agreed by the full board if it would involve a call on reserves during the year. The board would then consider the impact on reserves by incurring the additional expenditure.

The board has already considered the contribution towards central costs made by each separate project and established that there are adequate reserves to maintain services

and operations across the organisation should any significant income stream not continue, pending any appropriate action or restructuring.

The board is planning to conduct another review of its reserves policy alongside its monitoring of the new fundraising strategy. The objective will be to have a clear understanding of how reserves are developed, and what they are kept for. A key part of this will be understanding where expenditure is avoidable and unavoidable, when different income streams start and finish, to have a more sophisticated model than just in relation to total operating costs.

11.4 Statement as to disclosure of information to auditors

The trustees, in their capacity as directors, state that in so far as each of the directors at the time this report was approved are aware:-

a) There is no relevant audit information of which the auditors are unaware, and

b) The trustees have taken all steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

11.5 Directors and Trustees' responsibilities

The trustees (who are also directors of Real DPO Ltd for the purposes of company law) are responsible for preparing the Trustees' 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. 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 auditor is 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 auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

11.6 Methods of preparation of accounts

The financial statements comply with the Charities Act 2011, the Companies Act 2006, United Kingdom Generally Accepted Accounting Practice, the Memorandum and Articles of Association, and 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) issued in October 2019.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the trustees on Monday, 27 March 2023 and signed on their behalf by:

H. W. Stone.

.....

Henry Stone
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:
REAL DPO LTD

(Limited by Guarantee)

Opinion

We have audited the financial statements of Real DPO Ltd (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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 Auditor's 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 other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Trustees' Report. 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.

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 course of 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report 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 directors' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but, is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in 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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

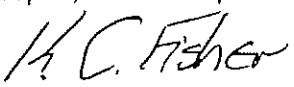
- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditor's report.

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 auditor's 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.



Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

28 March 2023

REAL DPO LTD

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income					
Donations and legacies	2	40,025	19,272	59,297	28,460
Charitable activities	3	266,016	258,852	524,868	782,200
Investments	4	30	-	30	38
Other		971	-	971	508
Total		307,042	278,124	585,166	811,206
Expenditure					
Charitable activities	5	317,048	257,998	575,046	746,120
Total		317,048	257,998	575,046	746,120
Net income/(expenditure)	9	(10,006)	20,126	10,120	65,086
Transfers between funds	15	(200)	200	-	-
Net movement in funds		(10,206)	20,326	10,120	65,086
Reconciliation of funds					
Total funds brought forward	15	156,106	41,508	197,614	132,528
Total funds carried forward	15	£145,900	£61,834	£207,734	£197,614

The Statement of Financial Activities includes all recognised gains and losses.

All income and expenditure derive from continuing activities.

The notes form part of these Financial Statements.

REAL DPO LTD

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
FIXED ASSETS		£	£	£	£
Tangible fixed assets	12		10,369		14,343
CURRENT ASSETS					
Debtors	13	104,655		163,367	
Cash at bank and in hand		189,651		173,153	
		294,306		336,520	
CREDITORS: Amounts falling due within one year	14	96,941		153,249	
NET CURRENT ASSETS			197,365		183,271
NET ASSETS	16		£207,734		£197,614
Represented by:					
FUNDS					
Unrestricted Funds	15		145,900		156,106
Restricted Funds	15		61,834		41,508
	15		£207,734		£197,614

These Financial Statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 27 March 2023 and signed on its behalf by:

H. W Stone.

.....

Henry Stone
Trustee / Director

The notes form part of these Financial Statements

REAL DPO LTD

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Net movement in funds		10,120	65,086
Adjustments for:			
Depreciation	12	9,764	5,408
Bank interest receivable	4	(30)	(38)
Decrease in debtors		58,712	9,467
Increase / (decrease) in creditors		(56,308)	37,454
Net cash used in operating activities		22,258	117,377
Cash flows from investing activities			
Bank interest received		30	38
Purchase of tangible fixed assets	12	(5,790)	(14,514)
Net cash used in investing activities		(5,760)	(14,476)
Increase in cash		16,498	102,901
Cash brought forward		173,153	70,252
Cash carried forward		£189,651	£173,153

	2022	2021
Analysis of cash		
Cash at bank and in hand	£189,651	£173,153

The notes form part of these Financial Statements

1. ACCOUNTING POLICIES

General information and basis of accounting
Real DPO Ltd is a registered charity (no. 1061671) and a private company limited by guarantee (no. 03213172) registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office is given in the Reference and Administrative Details in the Trustees' Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition
Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Grants and donations are only recognised when the charity has unconditional entitlement to the resources. In the case of performance–related grants and contracts, the income is only recognised once the related services have been delivered. Where grants are awarded with specified or implied timeframes the income is recognised on a straight line basis over the grant period.

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Report.

Gifts in kind
Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised.

Gifts in kind for sale of distribution are included in the accounts as gifts only when sold or distributed by the charity.

Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

Donated services and facilities
These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value of the charity of the service or facility received.

Debtors and creditors receivable/payable within one year
Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as expenditure.

1. ACCOUNTING POLICIES / cont.

Expenditure recognition
Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

Governance costs include the preparation and audit of statutory accounts, trustee meetings and any legal advice obtained on governance or constitutional matters.

Tangible fixed assets and depreciation
Fixed assets costing more than £500 are capitalised and depreciation over their estimated useful life at the following rates:

Office equipment and furniture	3 years straight line
Computer equipment	2 years straight line

Pensions
The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting
Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for specific purposes.

Restricted funds are those funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases
Operating lease rentals are recognised on a straight line basis over the period of the lease term.

Taxation
As a registered charity, the company is exempt from income and corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and is therefore included in the relevant costs in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Donations	25	-	25	112
Grants - ATW	-	1,272	1,272	2,605
Other grants	40,000	18,000	58,000	25,743
	£40,025	£19,272	£59,297	£28,460

Of the £28,460 recognised in 2021 £25,855 related to unrestricted funds and £2,605 related to restricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Grants and contracts				
IAA Local Link	142,510	-	142,510	485,000
IAA Hate Crime	18,639	-	18,639	18,531
Advocacy THC	20,542	-	20,542	-
Engagement – Local Voices	4,355	-	4,355	26,133
Engagement – Public Health	58,371	-	58,371	15,654
Engagement – Loneliness & Disability	16,667	-	16,667	-
Engagement -Communities Driving Change	-	-	-	17,713
Engagement - Other	4,932	-	4,932	-
Engagement - LCRF	-	-	-	5,521
Engagement - WTT	-	-	-	5,500
LCF - TCOYL	-	72,905	72,905	72,905
LCF – Then & Now	-	135,243	135,243	135,243
SVRR	-	50,704	50,704	-
	£266,016	£258,852	£524,868	£782,200

Of the £782,200 recognised in 2021, £563,031 related to unrestricted funds and £219,169 related to restricted funds.

4. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2022	Total 2021
Bank interest	£30	£Nil	£30	£38

All of the £38 recognised in 2021 related to unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs £	Support costs £	Total 2022 £	Total 2021 £
IAA Local Link	113,533	9,522	123,055	432,693
IAA Hate Crime	15,181	4,326	19,507	24,099
Advocacy THC	16,573	5,118	21,691	-
Engagement	74,782	11,117	85,899	46,323
LCF - TCOYL	42,935	21,139	64,074	67,831
Engagement – LCRF	-	-	-	5,298
Engagement – WTT	2,913	-	2,913	2,784
LCF – Then & Now	91,529	41,565	133,094	113,736
ATW	1,272	-	1,272	2,609
Core	4,330	67,900	72,230	50,747
SVRR	44,613	6,698	51,311	-
	£407,661	£167,385	£575,046	£746,120

Of the £575,046 (2021: £746,120) expenditure recognised in 2022, £317,048 (2021 : £553,862) was charged to unrestricted funds and £257,998 (2021: £192,258) was charged to restricted funds.

/contd...

6. ANALYSIS OF DIRECT COSTS

	2022 £	2021 £
Salaries and pension	230,710	260,146
Freelance and temporary staff	23,330	4,972
Staff costs	1,079	3,758
External meetings	1,914	250
Membership and subscriptions	-	2,677
Marketing	711	505
Project partner costs	145,392	286,325
Other project costs	4,525	3,105
	£407,661	£561,738

7. ANALYSIS OF SUPPORT COSTS

	2022 £	2021 £
Salaries and pension	115,527	125,597
Freelance and temporary staff	5,197	18,081
Staff costs	1,584	3,319
Volunteers expenses	6	-
Membership and subscriptions	918	850
External meetings and events	150	-
IT support and maintenance	14,564	11,578
Insurance	1,791	1,500
Rent	8,000	8,000
Telephone	2,325	2,637
Office expenses	397	324
HR advice	2,545	2,514
Depreciation	9,766	5,408
Bank charges	96	97
Health and safety	152	158
Governance costs (see Note 8)	4,367	4,319
	£167,385	£184,382

8. GOVERNANCE COSTS

	2022	2021
	£	£
Trustees' expenses (note 11)	479	551
Statutory Auditor's remuneration	3,840	3,720
Filing costs	48	48
	£4,367	£4,319

9. NET INCOME/(EXPENDITURE) FOR THE YEAR

		2022	2021
This is stated after charging:			
Auditor's remuneration	- audit services	£3,200	£3,120
	- non-audit services (accountancy)	£640	£600
Depreciation		£9,764	£5,408
Operating lease rentals		£8,000	£8,000

10. STAFF COSTS

	2022	2021
	£	£
Salaries	314,631	350,366
Social security costs	24,006	27,227
Pension costs	7,600	8,150
	£346,237	£385,743

No employee received employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees based on full-time equivalents was 9.2 (2021: 10.6). The average monthly number of employees was 13 (2021: 14).

Total employee benefits received by key management personnel amounted to £65,302 (2021: £64,190).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance contributions and employer's pension costs.

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees received no remuneration during either year. Trustees' insurance of £479 (2021 : £551) was met by the charity for 5 trustees (2021: 6).

12. TANGIBLE FIXED ASSETS

	Furniture Fixtures and Equipment £	Computer and Office Equipment £	Total £
Cost:			
At 1 April 2021	5,784	109,999	115,783
Additions	-	5,790	5,790
Disposals	-	(48,481)	(48,481)
At 31 March 2022	5,784	67,308	73,092
Depreciation:			
At 1 April 2021	5,784	95,656	101,440
Charge for year	-	9,764	9,764
Eliminated on disposal	-	(48,481)	(48,481)
At 31 March 2022	5,784	56,939	62,723
Net Book Value:			
At 31 March 2022	£Nil	£10,369	£10,369
At 31 March 2021	£Nil	£14,343	£14,343

13. DEBTORS

	2022 £	2021 £
Trade debtors	19,554	131,681
Accrued income	77,018	23,975
Prepayments	8,013	7,684
Other debtors	70	27
	£104,655	£163,367

14. CREDITORS: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	10,570	19,931
Social security and other taxes	7,272	8,607
Accrued expenses	79,099	124,711
	£96,941	£153,249

15. MOVEMENT IN FUNDS

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General funds	156,106	307,042	(317,048)	(200)	145,900
	156,106	307,042	(317,048)	(200)	145,900
Restricted funds					
LCF - TCOYL	5,074	72,905	(64,075)	-	13,904
LCRF	-	18,000	-	-	18,000
WTT	2,716	-	(2,913)	197	-
LCF – Then & Now	21,507	135,243	(133,094)	-	23,656
ILS – PHB	551	-	(567)	16	-
ILS – SFC	11,660	-	(4,766)	(13)	6,881
ATW	-	1,272	(1,272)	-	-
SVRR	-	50,704	(51,311)	-	(607)
	41,508	278,124	(257,998)	200	61,834
Total funds	£197,614	£585,166	£(575,046)	£Nil	£207,734

A description of the above funds can be found in the Trustees' Report.

15. MOVEMENT IN FUNDS
contd

Comparative information for the movement in funds in the previous financial year is as follows:

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General funds	120,317	589,432	(553,862)	219	156,106
	120,317	589,432	(553,862)	219	156,106
Restricted funds					
LCF - TCOYL	-	72,905	(67,831)	-	5,074
LCRF	-	5,521	(5,298)	(223)	-
WTT	-	5,500	(2,784)	-	2,716
;LCF – Then & Now	-	135,243	(113,736)	-	21,507
ILS – PHB	551	-	-	-	551
ILS – SFC	11,660	-	-	-	11,660
ATW	-	2,605	(2,609)	4	-
	12,211	221,774	(192,258)	(219)	41,508
Total funds	£132,528	£811,206	£(746,120)	£Nil	£197,614

16. NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	Total funds £
Fixed assets	10,369	-	10,369
Current assets	232,472	61,834	294,306
Current liabilities	(96,941)	-	(96,941)
As at 31 March 2022	£145,900	£61,834	£207,734

16. NET ASSETS BETWEEN FUNDS contd

Comparative information for the analysis of net assets between funds in the previous financial year is as follows:

	Unrestricted funds £	Restricted funds £	Total funds £
Fixed assets	14,343	-	14,343
Current assets	295,012	41,508	336,520
Current liabilities	(153,249)	-	(153,249)
As at 31 March 2021	£156,106	£41,508	£197,614

17. RELATED PARTY TRANSACTIONS

There have been no transactions with related parties during the year ended 31 March 2022 or the preceding year other than those set out in notes 10 and 11.

18. CONTINGENT ASSETS

Total grant funding awarded as at 31 March 2022 but not yet received and recognised as income due to the recognition criteria not being met amounts to £268,848.

REAL DPO LTD

England & Wales - Charity number 1061671

Accounts

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Myrus Smith
Chartered Accountants

Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

REAL DPO LTD
(Limited by Guarantee)

Company Number: 03213172
Charity Number: 1061671

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

CONTENTS	**PAGES**
Trustees' Annual Report	1 - 37
Independent Auditors' Report	38 - 40
Statement of Financial Activities	41
Balance Sheet	42
Cash Flow Statement	43
Notes forming part of the Financial Statements	44 - 52

Real DPO Ltd

Trustees Report 2020-2021

1 Chair and Trustees' statement....3

2 Introduction from our CEO....3

3 Name, registered office and constitution....4

4 About Real....4

4.1 Our vision....4

4.2 Our mission....5

4.3 Our values....5

4.4 Our strategic objectives....5

4.5 Our organisational objectives....7

5 Public benefit provided by the charity....9

5.1 Information, Advice and Advocacy (Local Link)....9

5.2 Local Link: Real's Information service....10

5.3 Local Link: Real's Advocacy service....11

5.4 Local Link: Real's Care Act Advocacy....14

5.5 CATCH: hate crime advocacy....16

5.6 THEN and NOW....16

5.7 Taking Control of Your Life....18

5.8 Local Voices....21

5.9 Covid-19 Outreach and Messaging Project (COMP-D)....23

5.10 Storytelling Project....26

5.11 Digital Inclusion Project....27

5.12 Driving change through collaboration....29

6 Plans for future periods....29

7 Significant events after the year-end....29

8 Administration....30
8.1 Trustees....30
8.2 Statutory Auditors....30
8.3 Bankers....30
9 Structure, governance and management....31
9.1 Management pay....31
10 Risks....32
10.1 Approach to risk management....32
10.2 Risk analysis....32
10.3 Wider economic environment....35
11 Financial information....35
11.1 Share capital....35
11.2 Financial review....35
11.3 Financial reserves policy....36
11.4 Statement as to disclosure of information to auditors....36
11.5 Directors and Trustees' responsibilities....36
11.6 Methods of preparation of accounts....37

1 Chair and Trustees' statement

2 The Board of Trustees present their annual report and accounts for the year ended 31 March 2021. The Board is satisfied with Real DPO Ltd's performance during the year and the position at 31 March 2021.

3 The trustees would like to acknowledge the hard work of Real's management team and staff. They continue to evolve and expand the organisation's work to meet the needs of the disabled people of Tower Hamlets in line with its aims and objectives. The board is always impressed with the dedication, imagination, creativity, competencies and skills of our staff in dealing with the challenges and opportunities that come our way. It is clear that together they make a real difference to the lives of disabled people in Tower Hamlets.

4 I would also like to thank the rest of the trustees for their time and support throughout the year.

5 The Board commends to you the annual report.

6 Henry Stone

7 Chair

8 Introduction from our CEO

9 What a year! Just before the beginning of the year, we had all moved to off-site working because of the start of the Covid-19 pandemic. Somehow, we all managed to keep on working, keep on delivering, and we met all of our substantive project targets. It was a major achievement and I'm very proud of the staff for doing so well. A full description of all of our funded work is set out in section 5. We explain our projects, their reach and impact, and give case studies of how they have worked in practice.

10 We've also been able to turn a crisis into an opportunity. New funding streams became available and we were successful in securing grants under some of them. Disabled people were disproportionately affected by the pandemic and it's great that we were able to do work which enabled us to demonstrate this.

11 As a user-led organisation of disabled people, we know and understand that we are the legitimate voice of disabled people in Tower Hamlets. It's pleasing that this was recognised by many key staff in Tower Hamlets Council (THC), and its statutory partners within Tower Hamlets Together (THT). We were able to act in an agile way and support them to address disabled people's concerns and needs in a way that they would never have been able to do otherwise. This included:

- Building a mini site within the Real website (www.real.org.uk/coronavirus) on behalf of THC and CCG to get accessible and relevant information out to disabled people quickly and effectively.
- Working with THC to build their response to the pandemic, including adjustments to the direct payments policy, an enhanced direct payments offer, and development of PPE schemes.
- Supporting officers in writing accessible communications to send out to direct payment recipients.
- Supporting the CCG and THC to develop and implement their approach to vaccination of disabled people and, in particular, paid carers eligible for vaccination in priority group 2 who were employed by direct payments uses.
- Building a bespoke vaccination booking system on our infrastructure and providing a backend portal for CCG staff to administer them.
- Support for developing accessible vaccine-related communications.

12 The work above was unfunded but it was the right thing to do in terms of meeting the needs of our constituency. Crucially, we know it was valued, with the Director of Social Services championing much of our joint work at the Social Care Futures conference.

13 The year has given us the opportunity to reflect and learn on how we work with people differently. New technology and ways of working have enabled us to be more effective and reach people in different ways. But we also remain very concerned that significant proportions of our constituency remain digitally excluded and it's important these people do not get left behind. We want to move back into real-world working as soon as it is safe to do so.

14 Mike Smith

15 Chief Executive

16 Name, registered office and constitution

17 The full name of the charity is Real DPO Ltd, and is a company limited by guarantee. The charity is known as Real, which is a working name registered with the Charity Commission.

18

19 The charity changed its name from Disability Coalition – Tower Hamlets on 16 August 2012.

20

21 Date of Incorporation: 12th June 1996

22 Date of Registration: 4th April 1997

23

24 The Registered Office is Jack Dash House, 2 Lawn House Close, London E14 9YQ

25

26 About Real

26.1 Our vision

27 Real's vision is of an equal and diverse society free from the barriers that stop disabled people from living their lives the way they want.

27.1 Our mission

28 Real's mission is to protect and uphold the human rights of disabled people in Tower Hamlets, and overcome discrimination, to enable disabled people to live as equal citizens.

29 We aim to help disabled people to live independently - where they choose, how they want, with all the support they need, and with the money and resources they need to do it.

30 The name "**Real**" is not an acronym, but it does stand for the **real** jobs, **real** education, **real** incomes, **real** choices, and **real** participation in society that all disabled people deserve.

31 Real does not exist to give disabled people jobs at Real, but we do recognise that having disabled employees and volunteers is one of our strengths because we are more likely to connect and have empathy with the people that we are supporting through shared experience.

31.1 Our values

32 Our ethos is based on clear values of independence, user involvement, peer support and co-production. The following principles underpin our approach to everything we do:

1. **Human Rights-based**: we support people to achieve their human rights. Disabled people have the same rights as everyone else and should not have to rely on conventional concepts of charity to achieve equality.

2. **Empowering**: we are a people-based organisation. We build relationships based on mutual trust; creating a safe and empowering environment which is encouraging, and collaborative. We believe in supporting people to make choices and live their lives the way that they want, and not making decisions for them. Wherever possible, interactions with our constituents will seek to impart skills and confidence that support them to take control of their own future.

3. **Inclusive, diverse and respectful**: we respect people and are committed to equality. We value and celebrate diversity, equality and freedom of expression throughout all our activities.

4. **Person-centred and accessible**: we recognise that people have different communication and access needs, and preferences for ways of working, and we seek to work with people their way whenever we can.

5. **User-led**: at all levels of our organisation we are led and controlled by disabled people, and influenced by their views.

6. **Accountable**: we aim to be accountable to and representative of the communities we work within. We strive to be open and transparent.

7. **Democratic**: we are run by and democratically accountable to our membership; consisting of disabled people and non-disabled allies.

32.1 Our strategic objectives

33 Real's four overarching strategic objectives for the next five years are all focussed on the changes we want to make for, and with, our disabled constituents. All of our projects and activities will be set up so that they can work towards achieving one or more of these objectives.

34 Disabled people have increased income and an improved standard of living

35 Our research shows that disabled people are more likely to be in poverty and less likely to be in work than the non-disabled population. Even if they are in work, disabled people tend to have lower incomes. This is compounded because many disabled people experience higher costs of living due to their impairments.

36 Digital exclusion is also a real issue for many disabled people, limiting access to jobs, resources and benefits. Digital exclusion also makes some disabled people financially excluded, or worse off, because they can't access the best deals.

37 Sometimes access to money can help overcome some of the barriers disabled people experience. This could be achieved through getting jobs, or better-paid jobs, through to obtaining the benefits to which people are entitled.

38 This objective is about providing access to money and addressing the higher costs of disability, both of which are essential for creating economic equality with others.

39 Disabled people are more able to live independently, express their views, and participate in their communities

40 Real's constituents need access to good, meaningful social care and support, delivered in ways that they want.

41 There is a lack of access to affordable, accessible housing, especially in Tower Hamlets where land values, house prices and rents are high.

42 Added to this is the issue of representation; disabled people often aren't heard or cannot influence decisions about their lives and neighbourhoods in the ways that they want.

43 Young disabled people feel particularly excluded from meaningful participation in society. They don't feel understood or given the right support so feel isolated and overly-reliant on families.

44 This objective is about giving disabled people the voice and means to participate in society as equal citizens.

45 Disabled people are more able to access services, facilities and activities that meet their needs

46 Our research found that providers do not make enough reasonable adjustments under the Equality Act, with barriers to inclusion across private and public provision of services. This ranges from the services of the local authority and other providers of public services through to shops and businesses.

47 Transport, and the environment we live in, are not nearly as accessible as they should be for a wide range of impairments.

48 People who are not able to access modern technology are getting left behind in a world where more and more things are being done online. They might not be able to get online due to lack of income, knowledge, access to accessible equipment, or confidence.

49 This objective is about removing the barriers that wider society creates.

50 There is attitudinal change around disability

51 People's attitudes are often the biggest barriers to inclusion, with stigma and negative attitudes causing discrimination, lack of aspiration for disabled people, and hate crime and hate incidents.

52 Negative reporting and valuing of disabled people, especially in some parts of the press, can have a real negative impact and can increase disabled peoples' fear of judgement. Family and other people's expectations of our abilities can make things worse. Some disabled people from minority ethnic groups have reported feeling doubly disadvantaged, especially where there are negative perceptions of disability, or lack of aspiration, from a cultural perspective.

53 This objective is about addressing the root causes of disadvantage experienced by disabled people by seeking to change perceptions of disability itself.

53.1 Our organisational objectives

54 Real already has a good reputation amongst key stakeholders. But we also know there is more that we could do, as an organisation, to maximise our chances of achieving our strategic objectives. We want to be recognised by others as an example of best practice as a user-led organisation of disabled people, and a leading not-for-profit organisation.

55 Therefore, in parallel with our programmes of work to achieve our strategic objectives, we will also work towards the following five organisational objectives.

56 Being an effective, efficient, independent, user-led, expert on disability in Tower Hamlets

57 As well as maintaining our existing quality assurance standards, over the course of this strategy, everything we do will be underpinned by sound quality assurance frameworks.

58 We want to establish our credentials as the “go to” organisation for facilitating genuine co-production with disabled people. We will do this by using our skill and expertise in supporting disabled people to participate equally in consultations and co-production initiatives by others. We will develop others’ knowledge and understanding of the social model of disability and of disability rights, and how best they should meet the access needs of different impairment types.

59 We will ensure that the collective voice of local disabled people underpins the legitimacy of the representative roles we may have.

60 Improved reach and connections with our members, constituents and stakeholders

61 As a user-led organisation of disabled people, seeking to represent the collective voice of our constituency, we want to develop and maintain our ability to connect with a wide group of people and to influence local society for their benefit.

62 We want to grow our organisational membership and the reach of our projects, implement a new communications strategy and plan to achieve this. In summary we want to be more relevant to more people.

63 We also want to develop even stronger working links with other voluntary organisations, council and NHS services, housing providers, local colleges and other education providers, and local businesses.

64 Financial sustainability

65 Real aims to achieve and sustain a strong financial position, ensuring all projects achieve full cost recovery, and we can build and enhance our reserves. We intend to broaden our overall number and range of funding sources and, in the medium term, develop our capacity to generate trading income.

66 To achieve this, we will finalise a new fundraising strategy, supported by annual action plans, with targets for income generation and careful tracking of our financial position.

67 Understanding the impact of everything we do

68 We will evaluate the impact of all of our projects and activities, against the outcomes required by funders, and how they meet our own strategic objectives. We will implement a new organisation-wide client management system to drive better communications and connections, and which helps us record our impact across projects.

69 We will develop, in the first year of this strategy, new key performance indicators to help us track progress towards our key objectives. These will form the basis of board oversight of our work and be reported on in our annual reports going forward.

70 Contributing to strategic change at local, London and national level

71 We will establish ways of working that support the gathering of evidence to influence policy and practice. We will do this through user involvement and co-production, and developing a new framework for campaigning and influencing. We want to create system change as well as solve the problems of individuals.

72 During the life of this strategy we aim to work with Tower Hamlets Council and others on the production of a new Disability Strategy, co-produced with local disabled people.

73 We will contribute to local strategic partnerships such as the Tower Hamlets Together Promoting Independence Board, the Safeguarding Adults Board, and other relevant channels such as the Pan Providers Forum, the Health and Well-being Forum, and the Tower Community Advice Network. Where relevant to specific projects we will also work within alliances such as the No Place for Hate Forum.

74 Our charitable objects are to work “in Tower Hamlets and beyond”. Whilst our primary focus will be to support disabled people in Tower Hamlets, we will continue our existing track record of successful collaboration with other organisations in nearby boroughs where that fits with our strategic and operational goals.

75 We will also continue to network and collaborate with other London DDPOs and infrastructure organisations to influence nationally where appropriate, and amplify our effectiveness and learn from others.

76

77 Public benefit provided by the charity

78 In forming our objectives the Trustees have given due regard to the Charity Commission's published guidance on public benefit. Real provides the following services in furtherance of its charitable objectives:

1. IAA - Information, Advice and Advocacy service (known as Local link)
2. Real's Information Service
3. Real's Advocacy Service
4. Real's Care Act Advocacy Service
5. CATCH: hate crime advocacy
6. THEN and NOW
7. Taking Control of Your Life
8. Local Voices
9. Covid-19 outreach and messaging project
10. Storytelling project
11. Digital Inclusion project
12. Driving change through collaboration.

78.1 Information, Advice and Advocacy (Local Link)

79 The Local Link service is managed by Real and delivered by 6 other consortium partners in the borough: Age UK, APASEN, Bromley by Bow Centre, deafPLUS, Positive East and Tower Hamlets Law Centre. We work together to deliver an Information, Advice and Advocacy service, funded by Tower Hamlets Council, to anyone in Tower Hamlets who could benefit from adult social care services, has a disability or an impairment or who is a young person in transition from children's to adult's services aged 14 and up. The project year runs from 1 August until 31 July and the project started in 2013. The original contract was for three years extendable for plus one year plus one year. This financial year we delivered the end of project year 7 and the start of project year 8.

80 Real are funded to both manage the contract and deliver part of it. We provide Advocacy under this contract and we also run an Information service for the main Local Link contact number. Real, as the lead partner in the consortium, manages the overall contract and the performance and quality of the six partner organisations. The total contract value of the service is £485,000 per annum, from which Real receives money for both service delivery and for managing and running the whole project.

81 In response to the COVID-19 pandemic and the government guidance, Local Link closed its hubs, which would have usually been used for drop-in, face-to-face appointments. Services continued remotely via phone, email and video-call.

82 Tower Hamlets Council has concluded the commissioning process for a replacement to Local Link. The project specification continues Information, Advice and Advocacy services in the borough, with a focus on more delivery through online and phone-based support, and incorporates the front-door for Adult Care, which is currently delivered by the Assessment and Intervention Team. The council have chosen to separately commission Care Act Advocacy as part of an Integrated Statutory Advocacy Service.

83 The replacement service is a new consortium of organisations, led by Age UK East London, and includes Real and the other Local Link partner organisations, as well as Island Advice and The Limehouse Project. Real will continue to deliver Advocacy as part of the new service.

83.1 Local Link: Real's Information service

84 Real services the Local Link main contact telephone line and email address, which is answered throughout the week by our Information Officer role and our Advocates. We are able to offer Information on any area of a person's life and we offer Advocacy in Benefits, Employment, Financial Advice, Health, Housing, Leisure, Social Care, Travel and Volunteering.

85 The Local Link drop-in hub has been closed since late March 2020, but through its phoneline and email we have continued to respond to queries and referrals in the normal opening times of 10am-4pm, Monday-Friday. Across Local Link partners, the increase in access through phone and email has not equalled the decrease in access through drop-in services. This was highlighted to commissioners and monitoring officers at the council.

86 Over the last year, Local Link, through its phone-line and email, has provided information on almost 500 issues, half of which have been dealt with by Real. Advice cases dealt with through the consortium have exceeded 1300. Both these figures show a decrease on the year before. This is a result of the COVID-19 pandemic, service adaptation to remote working and changes in client need and how services are accessed.

87 Local Link supported people with information about coronavirus and the government's response; helped people isolating to access food deliveries; and introduced regular calls to clients to check on their wellbeing and whether they needed any support.

88 There was a fall in benefit queries as pandemic response measures put a hold on benefit sanctions and assessments. The same is true of housing advice as landlords were restricted from evicting tenants.

89

90

90.1 Local Link: Real's Advocacy service

91 Real had a team of 3 Advocates (2.2 full-time equivalent) and one Advocacy Coordinator (0.8 full-time equivalent) during this financial year who provide Independent Advocacy under the Local Link contract. Our Advocacy Service provides advocacy and support to people with physical, sensory and neuro-impairments (including older people and young people in transition). The aims of the service are:

- to empower disabled people to access services and challenge discrimination
- to provide information and support, and
- to enable people to make informed choices and support them to be heard on specific issues.

92

93 We deliver this service in line with the Advocacy Charter, a nationally recognised set of operational standards. Real also holds the Advocacy Quality Performance Mark, originally awarded in 2017. It lasts three years and Real went through successful renewal of the accreditation in late 2020.

94 The areas in which we provide support most often include:

- social care
- housing
- legal issues
- health.

95

96 We support people to have fair access to:

- financial advice
- employment support services
- education and training opportunities
- volunteering opportunities
- leisure opportunities.

97

98 We support people to access other services to help them with:

- benefits
- debt.

99

100 This service works with people from all disability impairment groups supporting them on a range of issues. Advocates support their clients to make informed choices, ensure they are being heard and to uphold their rights.

101 We don't tell people what to do. Instead, we support them to make their own choices and access appropriate services to ensure they can fully

engage and have control over decisions and circumstances affecting their daily lives.

102 Case study 1

103 About the client	104 62 year old male with physical disability.
105 Issue(s)	106 The client sought support with showering, cooking, cleaning and shopping. He was unable to do this because he has many health conditions and impairments which leave him feeling dizzy and weak. He cannot lift any weight, cannot bend and feels tired all the time and is unable to stand up for long. 107 108 His mobility is impaired, and he becomes tired if he walks more than the distance of a bus stop; he takes many breaks and rests in between. The client is unable to go out and take part in social life. The client also needed help with shopping while in self-isolation due to high risk category of COVID-19. 109 110 The client was unaware of any help or support he could access. He was receiving help from his friends, however, they could not offer help in the long-term.
111 Actions taken	112 The advocate and client could not meet during lockdown but worked together remotely. They discussed options of private social care, Adult Social Care provision and friends and family with client over the phone. 113 114 The client decided to request care through the Adult Care as he could not afford private care and did not have friends or family who could help. The advocate gave him information on the Care Act legislation and self-assessment procedures and supported the client to complete a self-assessment. 115 116 The client was feeling lonely during the lockdown as he is living alone and does not have internet access or know how to use a computer. The advocate referred the client to a befriending service and called him at regular intervals to check on him.

117 Outcomes	118 The client was able to have an assessment with a social worker by himself and felt confident as he was given information about the assessment process and his rights. 119 120 The client now receives care twice a day for personal care and food preparation; and cleaning, shopping and laundry once a week. The client is very happy with the help he is receiving. He feels healthier, less isolated and less anxious.

121

122 Case study 2

123 About client	124 25 year old female with learning disability.
125 Issue(s)	126 The client has learning difficulties and finds it difficult to understand complex issues. She finds it difficult to express herself before people she is not familiar with. The client had recently given birth and Children's Services had concerns for the child's wellbeing as the client's home environment was not safe. Child protection proceedings were undertaken. 127 128 The client has anxiety and depression and struggles to express herself. She needed support to understand and take part in the various meetings involved in child protection proceedings so that her voice and concerns were heard. 129 130 The client did not engage with professionals including the social worker, and had lost contact with her immediate family.
131 Actions taken	132 At first, the client was difficult to contact: she did not answer her phone and/or would become frustrated. The advocate explained her role and how she could support the client in meetings. They met several times, so the client became comfortable with the advocate and the advocate understood her needs, views and wishes. 133 134 The advocate explained the procedures for the care proceedings and the roles of different professionals involved. This involved meetings and court dates with the client to make sure she understood what has been discussed during

	meetings and feeding back to her, so that she was clear on the outcomes and actions. 135 136 The advocate supported the client to express her views and clarified questions from professionals involved. The client became less concerned and worried once she understood proceedings and felt listened to. The client engaged in meetings and gave answers when she felt able. When the client did not wish to answer, the advocate checked whether it was okay to give responses on her behalf.
137 Outcomes **138**	139 Initially, the client did not engage and did not attend some of the core meetings, but with the advocate's support, she started to attend all the meetings and liaised with professionals involved. 140 141 The client became more confident and was able to express views during the meetings; she became assertive in challenging some of the things raised during the meetings. 142 143 The client felt empowered as her rights were upheld. Contacts between the client and her child were arranged adjusting to the client's needs and availability. The client was also referred to Housing support to apply for her own accommodation. A further referral was made for benefits advice as the client was struggling with bills and finances.

144

144.1 Local Link: Real's Care Act Advocacy

145 Care Act advocacy is a statutory right for people involved in a care needs assessment, a review of their care plan or a safeguarding enquiry, and who meet the following criteria. They must be deemed to have substantial difficulty to engage in the process and to have no one else appropriate to support them. The purpose of Care Act advocacy is to ensure people have support or representation through these processes that is independent of health and social care professionals. It is health and social care professionals who have the responsibility for making these referrals.

146 Our advocates who work on Care Act cases apply the same principles as in non-statutory advocacy, aiming to empower the client, uphold their rights and ensure their views are listened to by other professionals, yet also ensuring that statutory processes have been followed appropriately.

147 During the COVID-19 pandemic, the government put in measures to ease Local Authority duties relating to care. Tower Hamlets Council prioritised urgent care assessments, reviews and safeguarding enquiries, and delayed more regular reviews. This meant a drop in referrals for Care Act Advocacy over the year.

148 Case study

149 About the client	150 65 year old female with a learning disability.
151 Issue(s)	152 Annual review of care plan.
153 Actions taken **154**	155 Due to the pandemic, the meetings were carried out by video call. This method was difficult for the client due to her learning disability, and she found it challenging to engage. At first she would not speak on video calls. 156 The client remembered the advocate from previous support and the advocate helped her increase in comfort and confidence with video calls. They spoke several times before the review. The advocate had a good understanding of the client's access needs. 157 The advocate talked about what would happen during the review and the sort of things that would be covered — where she lives, the day centre she attended and her care provider. The client understands questions but needs time to think them through before responding. The advocate made note of the client's feelings and wishes about her support-plan: she wanted to remain in the current home and continue to receive support from the carers. 158 The client said she would enjoy attending a day centre or participating in activities like gardening. The advocate explained to the client that she could help her present her views at the meeting and could prompt her if she forgot anything or could speak on her behalf. 159 During the meeting, the advocate made sure the client's views, wishes and concerns were considered before decisions were made. The advocate supported the client to understand

	questions asked by the social worker by using different methods, e.g., rephrasing the questions or translating into Bengali so she could give more complete or detailed answers. This method benefited the client as the social worker was able to understand her needs better. The advocate helped the client raise her wish to take part in gardening.
160 Outcomes **161**	162 The client engaged well in the review and gave answers when she felt able. As the client was happy with her care provider and current supported living there was no change to her support plan. The social worker looked for gardening provision to add to the client's support plan. 163 The review was conducted in a professional and friendly manner and the support-plan was agreed with the client.

164

165 Feedback on Real's Local Link services

166 "[Advocate] was helpful and explained things well."

167 "The advocates engage with the client on a level which other professionals often find difficult to do. Their relationship is often more trusting and in many ways more practically based than those of social workers."

168

169 "I would like to say thank you very much to [Advocate] for the support I received from her."

170 "I have experience of working with Real Advocates on multiple cases and feel that it has always been positive, both for the clients and myself as a professional. The advocates have always been timely with their interventions with clear and open lines of communication being established to facilitate information sharing to promote positive outcomes for the clients. Furthermore, the advocates have always demonstrated the means to represent the views of their clients whilst also ensuring the clients are fully aware of their options in a given scenario which enables realistic goals to be made and expectations to be managed. The advocates also demonstrate their knowledge, skills, and versatility well by readily being able to engage clients with different needs and presenting circumstances which enables a truly person-centred approach to practice to be achieved."

171 Take up of our Advocacy services

172 During the year, Real's advocates have supported people with 130 issues: 65 independent advocacy and 65 Care Act advocacy. These range across all the areas we provide support on, the largest areas of support have been with social care, benefits and housing.

172.1 CATCH: hate crime advocacy

173 Real is part of the Communities Against Hate (CATCH) Partnership. CATCH is a London wide group of organisations that support people who have experienced Hate Crime. The partnership consists of Galop, The Monitoring Group, The Community Security Trust, TellMAMA, Choice in Hackney, Stay Safe East and Real. The organisations specialise in different forms on Hate Crime, with the latter three being DPOs that support people who have experienced Disability Hate Crime.

174 Real joined the partnership with a focus on support for people in Tower Hamlets, Southwark, Greenwich and Lewisham. As the partnership covers the whole of London, Real has supported people from other boroughs also. The Hate Crime Advocacy service gives people a safe space to talk about their experience, informs them of their rights, explores options available to them and can provide practical support to report to police and access other services such as housing or counselling.

175 Real is funded for 14 hours per week (0.4 full-time equivalent). The contract has been extended by one year and was due to end October 2021. Over the last year, Real has supported 34 people who have experienced Disability Hate Crime.

175.1 THEN and NOW

176 The THEN and NOW project engages with employers in Tower Hamlets to address the barriers that disabled jobseekers and employees face in employment. It is a three-year project funded by Tower Hamlets Council under their Local Community Fund.

177 This project embodies a unique holistic approach to improving access to employment for disabled people. The project delivers a variety of activities, all of which are underpinned by coproduction. The core aims of the project are to support Tower Hamlets companies develop the confidence and capacity to be excellent employers of disabled people, and to increase levels of employment amongst them. We achieved these objectives by creating communities of current and potential workers, and employers, to drive positive change through a range of activities. These two networks, called THEN and NOW, are explained more below.

178 There are multiple data sources that highlight the employment gap, the earnings gap and the poverty gap between disabled and non-disabled

people, as set out in Real's strategy and the funding criteria. Many government initiatives to get disabled people into work are not effective because they focus on the individual and not the barriers individuals face. Businesses don't have the time, resources or confidence to address disability in the workplace effectively, and need trusted advisers who can help them change.

179 Funding commenced in April 2020, with a full staff complement in place by September 2020 and interim cover up until that point. We set up an effective system for triaging and understanding different employers' needs. Activities delivered included one-to-one meetings and workshops with disabled employees and jobseekers on the one hand and employers on the other, as well as the production of useful materials such as how-to guides and checklists.

180 Over the past year, we delivered the following headline points:

- Training sessions with Evenbreak – Three two-hour workshops
- Three how-to guides
- Two Promotional drop-ins - resulted in 1 new member so far.
- One-to-one advice sessions – Seven hours delivered to two employers and
- The "Purplespace" members zone - Two employers signed up

181 In this first year, we further created an online directory of support that employers and employees can access, collated by Real and Evenbreak. The directory includes local and national resources and training opportunities available to businesses and employers.

182

183 On top of the aforementioned activities, we worked with the Legal Advice Centre, which delivered advice to employers, individual jobseekers and employed disabled people alike.

184 THEN – Tower Hamlets Employers Network

185 We launched and maintained a group of Tower Hamlets businesses, who wanted to become disability confident employers and/or who faced uncertainties around how best to address the different needs of current or potential disabled employees. Thirteen employers were actively involved with THEN in the first year. They attended training sessions, fed information back to us through surveys and engaged with one-to-one advice. The group performed well and delivered essential insights into the issues that need to be addressed in order to improve employment of disabled people in Tower Hamlets. These insights helped deliver solutions to assist businesses

address the identified issues and to support Tower Hamlets companies to work together to address the issues disabled people face.

186 NOW – Network of Workers

187 We established and maintained the NOW coproduction group, which has worked well. They have provided feedback on the contexts and barriers many disabled people face when navigating the job market. We held a total of four NOW coproduction sessions. We also developed materials to broaden the membership in the second year.

188 The Network of Workers coproduction group was comprised of nine members, seven of whom were regularly at meetings, and two who attended 3 out of 4 meetings. Around half were new to Real.

189 The group included a diverse range of genders, faiths, racial backgrounds, ages, professional backgrounds and employment statuses. In particular, we are glad the group represented both jobseekers and employed individuals. The group was broadly representative of the Tower Hamlets population.

190 Challenges related to the Covid-19 pandemic

191 The THEN & NOW project was conceived prior to the Covid-19 pandemic. Covid-19 meant that engagement with employers was a challenge, from a number of reasons:

- Many employers were working remotely, and with staff on furlough, especially staff that may undertake work that employers don't consider "essential" during a period of crisis.
- Many businesses were focusing on more "business critical" issues around managing during the pandemic.
- Additionally, the combined economic pressures of the pandemic and Brexit meant that many businesses were in "survival mode", and therefore expressed interest in the project, but were unable to engage.

192 As such, Covid-19 restrictions disproportionately impacted on the ability of THEN employers to engage with the project.

193 COVID 19 also delayed recruitment to the project. Full staff resource was in place in September 2020, weeks before our first annual monitoring (although there were interim staff resources in place delivering activities before then).

194 Expectations for next year

195 This was the first year of delivery, with some delays in starting exacerbated by some of the challenges arising from Covid 19. The project has significantly extended its impact and reach in the second year of delivery, which will be covered in next year's report.

195.1 Taking Control of Your Life

196 Real's Taking Control of Your Life (TCOYL) project empowers disabled people in Tower Hamlets to have more choice and control in their care. We work to ensure health and social care services are accessible and inclusive of the needs of our diverse community. This project is also a three-year project funded by Tower Hamlets Council under their Local Community Fund.

197 In addition to our support service, our TCOYL steering group meets every two months to identify the barriers local disabled people face in health and social care. We then explore creative solutions to dismantle these, so our services work for all.

198 Funding commenced in April 2020, with a full staff complement in place by September 2020, with interim cover up until that point. We set up an effective system for triaging and understanding disabled people's needs, including developing several tools and resources to support clients:

- Client journey map to streamline services
- Checklist of resources
- Zoom guide
- Multitude of support plan templates
- Good and bad days
- Creative options
- Three options
- Timetable
- Dossier of grants
- Key questions guide.

199 We also created a monitoring system for our work that included:

- Itemised account of how advisor and coordinator time is spent
- Recording of time spent on each stage of the case.
- Baseline surveys at the start and end of client relationship
- Collection of support plans
- Evaluation survey.

200 Covid-19 had an impact on our work, making it harder to mobilise the project. This resulted initially in a lack of drop-ins and footfall through our service, and we had limited avenues for providing marketing materials accessible to people who were shielding or avoiding unnecessary exposure to the public realm. In addition, while we worked hard to form links with other organisations which may have provided referrals, those organisations were also struggling with Covid-19 related issues and had capacity issues which may impact on referrals.

201 We established and maintained a coproduction group which has performed well, including through providing feedback on health and social care contexts and barriers which may not be easily overcome without

further work by Tower Hamlets Council and Real. We developed materials to broaden the membership in the second year, including looking at issues affecting LGBT+ service users, as well as BAME and people of faith who are disabled.

202 We held three steering group meetings which were received very positively and led to other professionals seeking to work together. We received a 100% satisfaction rating on session relevance, facilitation and usefulness. Our sessions have covered topics such as social care charging, clarity of charging guidelines, lack of information from councils, interaction with social services and communication, partnership working and working with other impairment groups.

203 As the project effectively started late, we were a little behind on our targets for supporting people to develop action plans. By 31 March 2021 we had completed 10 support plans covering areas such as:

- accessing massage therapy,
- childcare and respite services,
- support with arranging daily care,
- preparing for employment,
- learning to start up their business
- arranging personal care and medication management
- travelling to access the community
- arranging daily care
- arranging for carer to attend hospital appointments.

204 One client was supported to access treatments such as holistic massage therapy, allowing them to recuperate, which means they were able to perform tasks which they otherwise would not be able to do and prevented their condition from worsening.

205 Financial independence is a major goal for some of our clients. We have supported our clients to be financially independent by supporting them to improve their employability skills and enhancing their skill base in preparation for entering paid work. We have helped clients maximise their income by finding them grants, and services which are free or at low cost.

206 One client was supported to access childcare services to help look after her children, which gave the client and her partner time to “enjoy family relationships” and helped the client access the community.

207 We found a large proportion of our clients were unaware of services available to them in the borough of Tower Hamlets. This is where we have seen the value of support planning and support planners being skilled in knowing what’s available and to what services users are entitled. A client noted it was ‘empowering’ to be supported by a user-led organisation with a variety of streams of work and support.

208 As per our client feedback:

- 100% reported information provided was clear, useful and easy to understand
- 100% reported they had been given information about other services
- 100% was treated with respect by the Advisor
- 100% views were listened to and acted upon
- 100% felt access and communication needs were taken into account.

209 We conducted a review of the first year's delivery in June 2021, and with the agreement of commissioners made some revisions to the project's approach. The project is going very well in 2021/22.

209.1 Local Voices

210 Tower Hamlets Council have funded Real to deliver the Local Voices Project since 2012. This was the eighth year of the project; the latest contract started in April 2017 and was due to end March 2020. However, Tower Hamlets Council extended the funding due to the coronavirus pandemic.

211 Real's essential role was to recruit, support and develop a steering group of disabled people who live, work, study or socialise within the borough of Tower Hamlets. The Local Voices Steering Group are responsible for the overall direction of the project and ensure that disabled people have a voice, and are genuinely able to influence, and change, statutory and other services for disabled people.

212 Real managed the relationship between the Steering Group and Tower Hamlets Council. We managed the project's budget, supported the Steering Group to meet regularly and discuss issues relevant to the disabled communities. We helped draft and develop the project's strategy, assisted with administration, and supported the Local Voices Steering Group to deliver its work plans.

213 In the year 2020-2021, Local Voices members participated in the following consultations**:** Tower Hamlets Council Vaccine and Trust Project; Health Messaging for All; Ross Atkins Associates Access Audit for Liverpool Street; Food poverty in Tower Hamlets; and Greenwich Park Redevelopment Work

214 We provided training on storytelling skills, Zoom training, Safeguarding training, and Mental Health training.

215 Work was carried out on the following core themes: Access & Transport; Social/Digital Inclusion; Covid-19 issues; Parking Permits and Cuts; Health Messaging; and Community Safety.

216 Theme-based reports

217 Local Voices developed a library of useful reference material on events and activities we delivered over the past year.

218 We produced four topic based written reports this year. They provide details of our engagement activities and the outcomes, including experiences, views and opinions of disabled people in the community. This year's report covered:

1. The Pandemic
2. Liveable Streets
3. Social Care Charging
4. Storytelling

219 Social Care Charging

220 Social care is a key issue for a number of disabled people, including those who do and those who do not currently receive social care support. Social care comes in a variety of guises, funded and provided by local councils, including Tower Hamlets Council.

221 Social care is potentially all forms of personal care and assistance that disabled children and adults may need. This can be any of the following:

- Practical assistance in the home or workplace from a paid carer
- Recreational equipment.

222 Access to:

- Travel
- Home adaptations and disabled facilities
- Delivered meals
- Communication equipment, from telephones through to personal alarms.

223 Our aims were to understand what kind of conversations and conceptions people had around social care. We undertook an open session asking questions around what people's feelings were on social care and whether they felt that there had been changes or a direction of travel, understanding that this would not constitute an objective analysis of whether people were better or worse off following any changes.

224 We identified the following areas of interest :

- Social exclusion
- Attitudinal barriers
- Resource barriers
- Transparency.

225 The work undertaken within a coproduction context demonstrated that there is significant anxiety around social care provision.

226 Storytelling

227 Part of the success of this storytelling project was that it was user-led. It started off in an informal manner with the group deciding themselves how they wanted to share their stories. Most of the information around Covid is incredibly heavy, so it was important for these sessions to be fun and inviting, as well as accessible. By beginning these sessions in a casual way, the members felt there was less pressure to have to perform or capture a medium perfectly. Instead, they developed friendships in the group, and built confidence over time as they steered their own storytelling pathway.

228 The second success of this project was exploring different mediums. Every person has a preferred way of expressing themselves, but sometimes lack the skills or knowledge to be able to articulate themselves in the way that they want. This project started with oral storytelling which evolved into the use of prose. From here, the group decided to explore poetry, at first in an informal manner, and later with professional instruction as to how to develop poetry structure and content. The group then explored art therapy, and drama as a means of exploring their emotional journey. Each medium offered the members a different platform, and an alternate way to view and share their own experience. The group was also shown other techniques they could use to express themselves including animation and music. Each week the same members returned to the session which is testament to their thirst to explore new, and varied techniques.

229 Understanding Local Voices' Legacy Work

230 In addition to the work carried out this year, we wanted to highlight some of the fantastic work achieved by the Local Voices in the last 8 years. Over the project's lifespan, the network achieved considerable success in engaging local disabled residents, and influencing local decision making. Below, we provide a summary of some of the key achievements, including information about the reach of our projects and the ways in which we contributed to affecting change within the local community

231 In the last 4 years alone, Local Voices Active Members took part in 376 engagement activities, including consultations, professional forums, training sessions and workshops.

232 At the end of the project, we ran a legacy workshop with the Steering Group and active members to reflect on what Local Voices had achieved in the last 8 years. The session provided an opportunity for members to come together and celebrate the successes, and share which activities had given them the most personal satisfaction. Activities ranking highest in this context included lobbying DLR to make specific changes facilitating easier

access and wellbeing sessions on topics such as art therapy and storytelling techniques.

233 When asked which activities made a real difference for the disabled community, members responses focused on Real Voices' work to improve Westfield shopping centre access, improvements in public toilet access and formal council consultations hosted by Real.

234 Quotes from workshop attendees

235 "We have set into the mind set of people who are designing things that they have to design them with in the acceptable measurements for disabled people."

236 "A massive achievement was the fact that we were able to get into the heart of the council, in terms of the consultations, and we were able to shape the councils thinking."

237 To read the Local Voices annual reports, and more about what we have achieved over the last 8 years, please visit our website.

237.1 Covid-19 Outreach and Messaging Project (COMP-D)

238 The Covid-19 Outreach and Messaging Project commenced in January 2021. With growing evidence that disabled people, and people with long term health conditions were being disproportionately affected by the pandemic, combined with the apparent lack of accessible Covid-19 health messages for different impairment groups, Tower Hamlets Council and Public Health commissioned Real, ICM Foundation, deafPLUS and Healthwatch to undertake an outreach project to local disabled residents. The scope of the project was different for each participating partner but was collectively focused towards identifying the following:

- The experience of disabled people during the pandemic in accessing health and social care services
- The barriers to understanding and accessing Covid-19 information
- How Covid-19 information could be improved and tailored to meet the needs of different impairment groups
- How and why the flow of Covid-19 information does not reach intended recipients
- What Covid-19 information has been unclear and what needs to be done to change this.

239 Before we began the engagement stage of this project, we analysed Real's and Local Link's membership to assess where there were gaps in our representation. It was important for us to ensure equal access to this project, and engage groups of people that we don't necessarily have an

existing relationship with. Furthermore, we wanted to extend the reach of the project, and use it as an opportunity to engage new people with Real's services.

240 The next stage before we began our engagement activities was to identify organisations in the Borough that had impairment specific experience of the groups under-represented by Real that we could partner with to deliver the project. There are a number of reasons we decided to gather insights through partner organisations:

1. Partner organisations have easier access to their members, and structures in place to facilitate a workshop;
2. Partner organisations have already established a trusting relationship with their members, which is important for discussing these themes; and
3. Partner organisations have specific experience working with their members and have an in depth knowledge of their access and communication needs which again was crucial to this project's success.

241

242 In order to ensure wide participation in this project, we created an engagement model that allowed us to connect with and involve people in different ways.

243 Workshops

244 Workshops were an important source of information for this project and allowed us to collect qualitative data from participants. They allowed individuals to come together in a safe environment, and share their experiences of accessing Covid-19 information and services. By discussing their own experiences, participants identified commonalities and helped us recognise trends and differences amongst people's experiences. For each workshop, we designed a set of questions to capture the information we wanted to analyse. These workshops were then adapted and tailored to meet the needs of project participants. Working with partner organisations to deliver the workshops allowed us to utlise the knowledge and skillset of staff to make the sessions accessible for their members.

245 Telephone Surveys

246 As part of our engagement strategy and to ensure all our members had the opportunity to contribute to the project, we called each of our members to ask a series of questions relating to accessible Covid health messages. A number of our members are digitally excluded and do not have access to technology or the digital literacy skills to attend one of our workshops. This also means they are more likely to find Covid health messages harder to access than someone with digital skills. We collected insights from a total of 43 members. These insights were turned into weekly insights reports and submitted to Tower Hamlets Council.

247 Priority 1-1s

248 We recognised that not every person would feel comfortable attending an online workshop, or would have the digital literacy skills to be able to participate, so we allocated time each month to gather insights from 5 individuals who fit within this category. These conversations were more in depth that our telephone calls and allowed us to gather detailed insight specific to that person's experience. So far, we carried out seven priority 1-1s, and produced one insights report which was submitted to Tower Hamlets Council.

249 The model for this project was designed in such a way, that information and insights gathered from workshops, 1-1s and priority interviews are fed back regularly to Public Health. In order to ensure Public Health could capture the latest insights from the community in a fast-changing Covid landscape and integrate them into their Covid strategy, feeding back qualitative data regularly from our participants was crucial.

250 Findings

251 We achieved considerable success. In the first 3 months of the project, Real produced 9 insights reports based on the findings from the workshops, 1-1s and telephone surveys. These insights came from a diverse group of people with varying needs but there were some common themes, including:

1. The need for more easy-read resources;
2. Confusion over booking vaccines, especially for people who are not digitally literate;
3. The lack of process in place to book interpreters for vaccine appointments; and
4. The high level of anxiety people have about reintegrating into society after shielding for a long time.

252 As a result of these insights, Real submitted a further report to the Council outlining 8 recommendations. These are:

1. A visual map of testing sites in the Borough including accessibility information
2. Clear guidance on how to book BSL interpreters for vaccine appointments
3. A roadmap out of lockdown and how people shielding can deal with anxiety
4. Clear information on the safety of vaccines
5. Clarity of which impairments are categorised in priority group 6
6. A dedicated council webpage with Covid-19 easy read guides
7. A hotline for disabled people to obtain Covid-specific information
8. Clarification on who is eligible for home vaccines and how to book them.

253

253.1 Storytelling Project

254 The storytelling project was funded by the London Community Response Wave 3 funding. There were various elements to the funding application.

One key aspect of the funding was updated equipment and training to help our staff, board and volunteers to safely work from home while engaging disabled clients more effectively. Another aspect of the work was running online connection sessions with disabled people in Tower Hamlets detailing people's experience of the lockdown.

255 While it has not been the direct focus of the work with our clients, digital exclusion of disabled people has become a heightened challenge during Covid-19. We wanted to encourage people to talk to us about the challenges they are facing during the pandemic, and to enable new ways of telling their stories. The entire project was undertaken through various states of lockdown and social distancing, and we engaged disabled people to talk to us and one another through digital and telephone methods. The data from this will feed into future projects undertaken by Real.

256 Evidence of key areas of need for disabled people were tracked through the project. The areas included isolation and loneliness, and barriers disabled people experienced around access to services, especially around health and social care. Poverty was also highlighted, and noted where it was exacerbated by the pandemic, including in key areas such as food and digital technologies that enable use of other services. The mental health of our members was a key area of investigation throughout the project, and we developed good understanding of the wellbeing needs not addressed through formal support systems.

257 Disabled people and people with long term health conditions have been disproportionately affected by the pandemic. The Office of National Statistics estimates that disabled people make up almost 6 in 10 (59%) of all deaths involving Covid-19[1]. We also know, that people in the 'vulnerable' group have been asked to take additional measures to stay safe during the pandemic, including long-term shielding. These additional pressures coupled with existing fears around contracting Covid have meant many disabled people have experienced the pandemic differently to non-disabled people. This project allowed groups of disabled people to come together and share their personal experience of life in lockdown, finding commonality and comfort in each other's words.

258 The principal aim of this project was to create a safe space where disabled people could explore their emotions and share what they were experiencing during the pandemic. In order to maximise the reach of this project, we decided to diversify the workshop themes and use different mediums to explore these personal experiences.

259 Outputs

260 Real ran a total of eight storytelling workshops, including: informal storytelling, poetry, art therapy, animation and drama. These workshops achieved four principal outcomes:

1. Improved health and wellbeing;
2. A record of disabled people's history throughout the pandemic;

3. An opportunity to flag safeguarding issues; and
4. An opportunity to identify themes/issues that could inform practice and policy.

261 Recommendations and learning

262 The project raised the following recommendations.

- Future projects supporting disabled people in coproduction should include development of a broad range of facilitation skills, including where appropriate supporting specialist creative facilitators and community groups.
- Coproduction spaces should include a wide variety of methodologies used by skilled facilitators to uncover a wide breadth of disabling barriers people experience.
- Agile smaller organisations are suited towards building peer communities of support and should be funded to do so.
- Coordination of support given by smaller, community and voluntary organisations can enable seamless support of disabled people in and around statutory health and social care support.
- Tower Hamlets Together's personalisation strategy is key to addressing wellbeing issues and should be resourced to fully realise its aims.

263 There was significant evidence of need understood through the project in the following areas:

- Digital exclusion, and the need for a range of approaches to address it
- Isolation and loneliness, and welfare and wellbeing
- Access to services on health and social care in changing contexts
- Poverty, especially on food and technology.

264 Key areas of development for Real included:

- Creative approaches to coproduction
- Methods for addressing digital access issues
- Understanding our membership in the Covid-19 context.

264.1 Digital Inclusion Project

265 Real's digital inclusion project, funded by the Wakefield and Tetley Trust ran from January-June 2021. The project was focused towards reaching out to and connecting with isolated disabled residents during the pandemic. The initial scope of the project was quite wide, which has allowed us to develop our own, tailored approach to engaging with and digitally connecting to some of our members. Part of the funding allocated for this project also

involved purchasing 5 tablets, which were distributed to our members to help them get online, and connect with our services.

266 To fully understand the needs of our members, and how we could best support them to get online, we telephoned them and asked a series of questions. We wanted to understand how many of our members feel confident online, which platforms they are comfortable using, and whether any of them need additional support to develop their digital skills and get online. The themes that emerged helped us to steer the direction of the project. The bullet points below highlight some of the common responses we received to each question:

267

268

269 We asked our members....

270 1. What makes it difficult to get online?

- Expensive (cost of device, Wifi connection, data)
- Lack of knowledge and skills
- Impairment (e.g. epilepsy, visually impaired, mobility issues)
- No device
- Availability (Wifi signal, other household using it)
- Preference (in person, seems intrusive, too much online, banking)
- Language barriers
- Fear of the unknown.

271 2. How does it make you feel?

- "Hard to know what's happening, which makes me feel uncomfortable"
- "Inadequate, vulnerable and insecure and not confident. It's scary, all of a sudden I am supposed to know everything"
- "Frustrated and makes me feel as though others are smarter"
- "Feel so bad"
- "Being online may not always be something people want to do. It should be a choice".

272 3. What type of things would make it easier to get online within the next year?

- Access to technology
- More training and support: specific to impairment, face-to-face, patience

- Bitesize information.

273 The outcomes of these calls demonstrated that while a device will help some people get online, and access our services, they also require additional training to help build their digital literacy skills and confidence. As a result, we partnered with Community Fibre, who offered our members free 1-1 digital training. Based on the responses from the phone calls, we identified 4 individuals who we believe will benefit the most from receiving a device and/or additional support from the 1-1 sessions.

274 Project successes so far

- 3 participants connected to zoom for the first time
- 3 participants are attending 1-1s digital skills training
- 4 participants are using Real tablets to attend our services
- Using new skills, some members have recorded poems/stories for our online storytelling video
- Digital resource page created on our website.

275 Key challenges

- High level of 1-1 support required to help members attend 1-1 training sessions
- Technological set up (some members easily forget instructions to login/passwords)
- Different levels of experience in classes
- Some members have connection issues
- Trainers from Community Fibre do not fully understand different access needs
- Content of the digital training course is not very dynamic
- Participants need 2 devices to attend training course as they use screenshare mechanism.

275.1 Driving change through collaboration

276 Real worked with and supported several statutory sector initiatives and other not-for-profit organisations to create environmental and structural change for the benefit of local disabled people. We were involved in a range of working groups and forums that influence the environment in which we operate, including:

- Accessible Transport Forum
- Advice Providers Forum
- Community Safety Partnership
- Covid 19 Local Engagement Board

- Health and Wellbeing Forum (and its Steering Group)
- Healthy Island Alliance
- HEAR Charities Against Hate Crime Network
- Inclusion London CEO Network
- No Place For Hate Forum
- Pan Providers Forum
- Safeguarding Adults Board (SAB)
- SAB community engagement working group
- SAB quality and performance working group
- Tower Hamlets Community Advice Network (THCAN)
- Tower Hamlets Council of Voluntary Services (THCVS)
- Tower Hamlets LGBT Community Network
- Tower Hamlets Together Promoting Independence Board
- Transport for All
- Voluntary Sector Children and Young People's Forum.

277 Plans for future periods

278 The main development to be implemented within 2021/22 is the new fundraising strategy and action plan to continue the regrowth of the organisation. We will also be starting a new two-year project, funded by Trust for London, which brings Real together with four other London-based Deaf and Disabled People's Organisations to understand better and therefore challenge more effectively the impact of charging young disabled people for social care.

279 Significant events after the year-end

280 There are no reportable significant events after the year end.

281
282

283 Administration

283.1 Trustees

284 Real currently has 5 trustees:
285

286 Name	287 Position	288 Date	289 Date
290 John Per	291 Vice-chair	292 16/07/2013	293 19/06/2021
294 Anthony Chatzifotiou	295 Treasurer	296 03/12/2013	297 19/06/2021
298 Henry Stone	299 Chair	300 02/1	301

286 Name	287 Position	288 Date	289 Date
		2/2015	
302 Mahendra Rastogi	303	304 13/05/2017	305
306 Martha Stafford	307	308 13/05/2017	309
310 John Sharp	311	312 10/05/2019	313
314 Owais Niaz 315	316	317 19/06/2021	318

319

320 At the board meeting on 19 June 2021 a sixth person was elected onto the board following submitting an application and being vetted using the standard process. After the AGM several attempts were made to connect with the individual. Eventually the individual said that they needed to stand down due to personal reasons. This is why that individual was never registered at Companies House or with the Charity Commission, and why there are currently 5 instead of 6 trustees. The board believe they have identified someone who will be co-opted onto the board, and plan for new appointments early in 2022.

321 The day-to-day management of the organisation and its services has been delegated to a Chief Executive Officer. The current post holder, Michael Smith, has been in post since 20 May 2010.

321.1 Statutory Auditors

322 Myrus Smith Chartered Accountants
323 Norman House
324 8 Burnell Road
325 Sutton
326 Surrey
327 SM1 4BW

327.1 Bankers

328 CAF Bank Ltd
329 25 King's Hill Avenue
330 West Malling
331 Kent
332 ME19 4JQ

333_

334 Structure, governance and management

335 Real's legal name is Real DPO Ltd. It is a registered charity and a company limited by guarantee. Real was previously called "Disability

Coalition - Tower Hamlets and changed its name to Real DPO Ltd on 16 August 2012.

336 Its governing documents are the Articles of Association which were last reviewed and revised at the time of the name change. The Articles of Association make reference to a supplementary document referred to as the Charity Protocol which is reviewed annually by the board and covers practical issues such as the arrangements for general meetings and board meetings, the role description and person specifications for trustees and key officers, and the trustees' code of conduct and conflicts of interest policies.

337 The Articles of Association state that Real must have at least 6 trustees. Trustees are elected at the AGM, serve for a maximum period of 3 years but can be re-elected for a further period thereafter. The longest-serving third of trustees retire at each AGM. Trustees may also be co-opted until the next AGM.

338 Newly elected trustees undertake an induction programme that comprises an initial discussion with the Chair, followed by a half day group session with the Chief Executive on Trustee's role, duties and responsibilities, organisational policies and procedures, finance and funding, risks, reserves, legal liabilities and contracts and any other issues of importance to the Board of Trustees, currently and for the immediate future.

339 Prior to the meeting an induction pack is given to each new Trustee containing the Charity Commission's 'The Essential Trustee: what you need to know', the last two sets of Board of Trustees' papers and minutes, a paper on the social model of disability, last year's annual report and accounts, the Charity Protocol and the organisation's key policies including the Equal Opportunities policy.

340 Normally the board would meet every 2 months (6 times a year). Several of the board members have struggled to engage in board meetings due to digital exclusion, and the difficulties of holding board meetings in the real world with a group of individuals who are all at greater risk due to Covid-19.

341 Instead, there has been much greater connection between the CEO and the Chair during the year, with regular supervision and discussions. The CEO has delivered briefing emails to board members and the Chair has also had a series of connection telephone calls.

342 One board member has been provided with a tablet to enable future, better online access to board meetings. There is a recognition that more regular board meetings need to recommence during 2022.

342.1 Management pay

343 The CEO's level of pay was set by the board at the time of the creation of the role in 2010. At the time they did this by reference to local pay rate comparisons. Since that point in time there have usually been annual increases determined by the board, although in some years there was no increase. Any percentage increases have applied to all staff in the organisation equally, and have been decided by the board in private session. To inform the board a paper would be prepared referencing the available resources and a range of inflation measures.

344 During 2019/20 we conducted a salary review of all roles in the organisation. Junior grades received a pay rise. Middle level staff had a pay freeze. The CEO declined to request a pay rise until such time as the organisation's finances were balanced. Since then, due to the financial situation of the organisation, there have been no further rises. However a review of pay rates will happen in early 2022.

345 Risks

345.1 Approach to risk management

346 The trustees have examined major risks to which the organisation was exposed, reviewed them and put in place systems and procedures to manage them. Two years ago the board developed a new approach to identifying and managing risk, creating a risk register and reviewing it at every other board meeting (so quarterly).

347

348 The risk register takes into account the edits and amendments proposed at the last board meeting and categorises them into the following 5 areas:

- governance
- reputation
- services
- finance
- HR.

349 It then orders them, within each section, in order of residual risk, high to low.

349.1 Risk analysis

350 The full risk register currently contains 23 risks, their impact and probability assessments, mitigating actions, and residual risk to the organisation. The following table includes the top 4 risks, in terms of residual risk.

351 Risk	352 Impact	353 Prob	354 Assessment and action	355 Residual risk
1. **Finance** - Risk of being overly dependent on current/ specific funding sources.	356 High	357 High	358 This has been an issue which the board have been aware of for some time, and we were overly dependent on the DPSS contract and the Local Link contract. 359 The strategic plan has set a new direction of travel for the organisation, and the new draft fundraising strategy has been considered by the board with a final draft due at the end of the year.	360 High
2. Operational - Risk of not having an affordable building to operate from.	361 High	362 Medium	363 We have been working with Tower Hamlets Council to address our medium-term premises security given that our current premises are secured only under a tenancy at will, and there are medium-term plans to redevelop the site. We will need to move to a market rent, although hope to offset some of that through qualifying for the local authority's community rent reduction scheme	364 Medium

351 Risk	352 Impact	353 Prob	354 Assessment and action	355 Residual risk
3. **Operational** - Risk of losing key members of staff resulting in disruption of service and loss of critical knowledge.	365 Medium	366 Medium	367 We have a relatively low level of staff turnover compared to other organisations. We have clear job descriptions and business plans which someone else could follow should a staff member disappear. The board's involvement in the strategic review and business planning will also help mitigate. The operational review is also considering ways that we can build resilience into the organisation	368 Medium

351 Risk	352 Impact	353 Prob	354 Assessment and action	355 Residual risk
4. **Reputation** - Risk of compromising our reputation with the council.	369 High	370 Low	371 This is potentially complicated given our role both as a service provider and as an advocate for disabled people. We manage ethical walls between our services and in the past the council has endorsed our processes for this. Controversial decisions are taken at board meetings and/or discussed with the chair/vice-chair. We have not appeared to suffer as a result of our criticism of the council's conduct over the introduction of charging for social care so this needs careful ongoing management. Other issues relating to concerns over the approach to commissioning will be done via CVS-led forums.	372 Medium

373

373.1 Wider economic environment

374 As with all charities, we are concerned at the potential impact of the wider financial situation that the UK faces, and the possible impact this may have upon us.

375 We're still very concerned about the wider economic situation, and the resultant austerity measures being placed upon public sector bodies, which are our primary current funders.

376 These austerity measures will also have a severe and likely disproportionate impact upon our main constituency. According to national statistics, you're more likely to be in poverty if you are disabled, and more likely to be disabled if you live in poverty. These numbers increase for particular ethnic groups, such as Bangladeshi.

377 Given the demography of Tower Hamlets, we hope that we can use this information to encourage more funders to address the particular challenges our constituency faces.

378 Financial information

378.1 Share capital

379 Our organisation is a company limited by guarantee and therefore has no share capital.

379.1 Financial review

380 Financially it was quite a good year.

381 We had total income of £811,206, up from £573,642 last year. We had corresponding total expenditure of £746,120, compared to £667,277 last year. In the previous year we had a loss of £93,636, whereas this year we had an operating surplus of £65,086. £29,297 of this surplus related to restricted funds which will be spent over the next two years throughout the remaining life of those projects. This means that the operating surplus in year relating to unrestricted funds was £35,789.

382 This has meant that our total reserves now stand at £197,614 comprising £156,106 of unrestricted reserves and £41,508 of restricted reserves.

383 In the year ended 31 March 2021, we benefited from some Covid 19-specific funding streams which allowed us to deliver some crucial new projects. Whilst we know we will be changing some rowing constrained next year - for example we know we will no longer be the lead partner in the replacement to the Local Link service - we have other projects and activities coming on stream.

384 Going forward we have more work to do to stabilise the organisation in terms of funding streams following the change to our bigger projects. The budget for the year ended 31 March shows an anticipated loss of £45,386. Some of that is using up some of the restricted reserves, which will leave anticipated unrestricted reserves at 31 March 2022 of £116,389. We have also done projections up until 31 March 2023. We need to generate significant new income streams to protect our remaining unrestricted reserves, but we have a fundraising strategy and action plan in place to address that, and it remains the number one risk for the organisation to monitor.

384.1 Financial reserves policy

385 When considering the risks to the organisation, the trustees looked at the reserves policy. Total reserves at the year end represent 3.17 months of in-year total operating costs. It has previously been policy to maintain at least 3 months total operating costs for some years although the aspiration has been to grow this towards the level of 6 months' operating costs.

386 If any expenditure is to be incurred outside of the agreed budget for the year, that expenditure has to be agreed by the full board if it would involve a call on reserves during the year. The board would then consider the impact on reserves by incurring the additional expenditure.

387 The board has already considered the contribution towards central costs made by each separate project and established that there are adequate reserves to maintain services and operations across the organisation should any significant income stream not continue, pending any appropriate action or restructuring.

388 The board is planning to conduct another review of its reserves policy alongside its monitoring of the new fundraising strategy. The objective will be to have a clear understanding of how reserves are developed, and what they are kept for. A key part of this will be understanding where expenditure is avoidable and unavoidable, when different income streams start and finish, to have a more sophisticated model than just in relation to total operating costs.

388.1 Statement as to disclosure of information to auditors

389 The trustees, in their capacity as directors, state that in so far as each of the directors at the time this report was approved are aware:-

390 a) There is no relevant audit information of which the auditors are unaware, and

391 b) The trustees have taken all steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

391.1 Directors and Trustees' responsibilities

392 The trustees (who are also directors of Real DPO Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

393 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 these 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

394 The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

394.1 Methods of preparation of accounts

395 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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).

396

397 This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

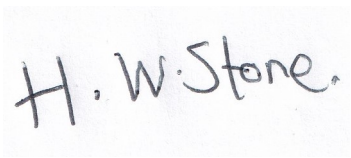
398

399 Approved by the trustees on Friday, 17 December 2021 and signed on their behalf by:

400

401

402



403

404 .....

405 Henry Stone

406 Chair

407
408

409 INDEPENDENT AUDITOR’S REPORT TO THE MEMBERS OF:
410 REAL DPO LTD

411 (Limited by Guarantee)

412

413 Opinion

414

415 We have audited the financial statements of Real DPO Ltd (the ‘charitable company’) for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

416

417 In our opinion the financial statements:

418

- 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.

419

420 Basis for opinion

421

422 We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of 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.

423

424 Conclusions relating to going concern

425

426 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.

427

428 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.

429

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

431

432 Other information

433

434 The trustees are responsible for the other information contained within the Trustees’ Annual Report. The other information comprises the information included in the trustees’ annual report, other than the financial statements and our auditor’s report 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.

435

436 INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:
437 REAL DPO LTD
438 (Limited by Guarantee)
439

440 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 or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
441
442 We have nothing to report in this regard.
443

444 Opinions on other matters prescribed by the Companies Act 2006

445
446 In our opinion, based on the work undertaken in the course of the audit:
447

- the information given in the trustees' annual report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' annual report has been prepared in accordance with applicable legal requirements.

448

449 Matters on which we are required to report by exception

450
451 In the light of our 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 directors' annual report.
452
453 We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:
454

- 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

455

456 Responsibilities of trustees

457
458 As explained more fully in the trustees' responsibilities statement, 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.
459
460 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.
461

462 INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:
463 REAL DPO LTD

464 (Limited by Guarantee) /contd…

465

466 Auditor's responsibilities for the audit of the financial statements

467

468 Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but, is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

469

470 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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

471

472 • Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.

473 • Reviewing minutes of meetings of those charged with governance.

474 • Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

475 • Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness.

476 • Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

477 • Professional scepticism in course of the audit and with audit sampling in material audit areas.

478

479 Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation involves intentional concealment, forgery, collusion, omission or misrepresentation.

480

481 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 auditor's report.

482

483 Use of our report

484

485 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 auditor's 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.

486

487

488

Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

30 March 2022

REAL DPO LTD

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
		£	£	£	£
Income					
Donations and legacies	2	25,855	2,605	28,460	3,837
Charitable activities	3	563,031	219,169	782,200	569,594
Investments	4	38	-	38	212
Other		508	-	508	-
Total		589,432	221,774	811,206	573,643
Expenditure					
Charitable activities	5	553,862	192,258	746,120	667,277
Total		553,862	192,258	746,120	667,277
Net income/(expenditure)	9	35,570	29,516	65,086	(93,634)
Transfers between funds	15	219	(219)	-	-
Net movement in funds		35,789	29,297	65,086	(93,634)
Reconciliation of funds					
Total funds brought forward	15	120,317	12,211	132,528	226,162
Total funds carried forward	15	£156,106	£41,508	£197,614	£132,528

The Statement of Financial Activities includes all recognised gains and losses.

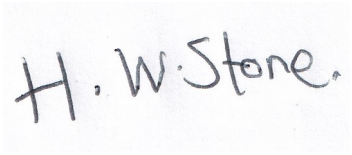
All income and expenditure derive from continuing activities.

The notes form part of these Financial Statements.

710 REAL DPO LTD
711
712 BALANCE SHEET
713
714 AS AT 31 MARCH 2021
715
716

717		718 Notes	719 2021		720 2020	
721		722	723		724	
725	**FIXED ASSETS**	726	727 £	728 £	729 £	730 £
731		732	733	734	735	736
737	Tangible fixed assets	738 12	739	740 14,343	741	742 5,237
743		744	745	746	747	748
749	**CURRENT ASSETS**	750	751	752	753	754
755		756	757	758	759	760
761	Debtors	762 13	763 163,367	764	765 172,834	766
767	Cash at bank and in hand	768	769 173,153	770	771 70,252	772
773		774	775———	776	777———	778
779		780	781 336,520	782	783 243,086	784
785		786	787	788	789	790
791	**CREDITORS:** Amounts falling due	792	793	794	795	796
797	within one year	798 14	799 153,249	800	801 115,795	802
803		804	805———	806	807———	808
809	**NET CURRENT ASSETS**	810	811	812 183,271	813	814 127,291
815		816	817	818———	819	820———
821	**NET ASSETS**	822 16	823	824 £197,614	825	826 £132,528
827		828	829	830═══	831	832═══
833		834	835	836	837	838
839	Represented by:	840	841	842	843	844
845		846	847	848	849	850
851	**FUNDS**	852	853	854	855	856
857	Unrestricted Funds	858 15	859	860 156,106	861	862 120,317
863	Restricted Funds	864 15	865	866 41,508	867	868 12,211
869		870	871	872———	873	874———
875		876	877	878 £197,614	879	880 £132,528
881		882	883	884═══	885	886═══

887
888 These Financial Statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.
889
890
891
892 Approved by the Board of Trustees on 17 December 2021 and signed on its behalf by:
893
894



.....

Henry Stone
Trustee / Director

The notes form part of these Financial Statements

REAL DPO LTD

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021	2020
		£	£
Cash flows from operating activities			
Net movement in funds		65,086	(93,634)
Adjustments for:			
Depreciation	12	5,408	6,140
Bank interest receivable	4	(38)	(212)
(Increase) / decrease in debtors		9,467	130,530
Increase / (decrease) in creditors		37,454	(104,155)
Net cash used in operating activities		117,377	(61,331)
Cash flows from investing activities			
Bank interest received		38	212
Purchase of tangible fixed assets	12	(14,514)	(518)
Net cash used in investing activities		(14,476)	(306)
Increase / (decrease) in cash		102,901	(61,637)
Cash brought forward		70,252	131,889
Cash carried forward		£173,153	£70,252

	2021	2020
Analysis of cash		
Cash at bank and in hand	£173,153	£70,252

The notes form part of these Financial Statements

1063 REAL DPO LTD
1064
1065 NOTES TO THE FINANCIAL STATEMENTS
1066
1067 FOR THE YEAR ENDED 31 MARCH 2021
1068

1. ACCOUNTING POLICIES

1069

1070 General information and basis of accounting

1071 Real DPO Ltd is a registered charity (no. 1061671) and private company limited by guarantee (no. 03213172) registered in England and Wales. The liability in respect of the guarantee is limited to £1 per member. The registered office is given in the Reference and Administrative Details in the Trustees' Annual Report.

1072

1073 The charity constitutes a public benefit entity as defined by FRS 102.

1074

1075 The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

1076

1077 The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1078

1079 Income recognition

1080 Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

1081

1082 Grants and donations are only recognised when the charity has unconditional entitlement to the resources. In the case of performance–related grants and contracts, the income is only recognised once the related services have been delivered. Where grants are awarded with specified or implied timeframes the income is recognised on a straight line basis over the grant period.

1083

1084 The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual Report.

1085

1086 **Gifts in kind**

1087 Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised.

1088

1089 Gifts in kind for sale of distribution are included in the accounts as gifts only when sold or distributed by the charity.

1090

1091 Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

1092

1093 **Donated services and facilities**

1094 These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value of the charity of the service or facility received.

1095

1096 Debtors and creditors receivable/payable within one year

1097 Debtors and creditors with no stated interest rate and which are receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as expenditure.

1104 1. ACCOUNTING POLICIES / cont.

1105

1106 Expenditure recognition

1107 Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

1108

1109 Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

1110

1111 Governance costs include the preparation and audit of statutory accounts, trustee meetings and any legal advice obtained on governance or constitutional matters.

1112

1113 Tangible fixed assets and depreciation

1114 Fixed assets costing more than £500 are capitalised and depreciation over their estimated useful life at the following rates:

1115

1116 Office equipment and furniture 3 years straight line

1117 Computer equipment 2 years straight line

1118

1119 Pensions

1120 The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

1121

1122 Fund accounting

1123 Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

1124

1125 Designated funds are unrestricted funds set aside by the trustees for specific purposes.

1126

1127 Restricted funds are those funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

1128

1129 Leases

1130 Operating lease rentals are recognised on a straight line basis over the period of the lease term.

1131

1132 **Taxation**

1133 As a registered charity, the company is exempt from income and corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and is therefore included in the relevant costs in the Statement of Financial Activities.

1134

1135

1136 1137 **2. DONATIONS AND LEGACIES**	1138 Unrestricted	1139 Restricted	1140 Total	1141 Total
1142 1143	1144	1145	1146	1147

				funds		Funds		2021		2020		
	1149								£		£	
				£		£						
		Donations		112		-		112		540		
		Grants		-		2,605		2,605		2,597		
		Other grants		25,743		-		25,743		700		
				£25,855		£2,605		£28,461		£3,837		

Of the £3,837 recognised in 2020 £1,240 related to unrestricted funds and £2,579 related to restricted funds.

REAL DPO LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

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	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
3. INCOME FROM CHARITABLE ACTIVITIES				
Grants and contracts				
IAA Local Link	485,000	-	485,000	485,000
IAA Hate Crime	18,531	-	18,531	22,136
IAA Edith	-	-	-	1,413
Engagement	59,500	-	59,500	61,045
LCF - TCOYL	-	72,905	72,905	-
LCRF	-	5,521	5,521	-
WTT	-	5,500	5,500	-
LCF – Then & Now	-	135,243	135,243	-
	£563,031	£219,169	£782,200	£569,594

All of the £569,594 recognised in 2020 related to unrestricted funds.

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
4. INVESTMENT INCOME				
Bank interest	£38	£Nil	£38	£212

All of the £212 recognised in 2020 related to unrestricted funds.

	Direct costs	Support costs	Total 2021	Total 2020
	£	£	£	£
5. EXPENDITURE ON CHARITABLE ACTIVITIES				

		IAA Local Link		379,408		53,285		432,693		464,991	
		IAA Hate Crime		18,427		5,672		24,099		24,334	
		IAA Edith		-		-		-		3,405	
		Engagement		36,733		9,590		46,323		89,275	
		LCF - TCOYL		40,368		27,463		67,831		-	
		LCRF		5,059		239		5,298		-	
		WTT		2,784		-		2,784		-	
		LCF – Then & Now		78,959		34,777		113,736			
		ATW		-		2,609		2,609		2,585	
		Core		-		50,747		50,747		82,687	
				———		———		———		———	
				£561,738		£184,382		£746,120		£667,277	
				═══		═══		═══		═══	

Of the £746,120 (2020: £667,277) expenditure recognised in 2021, £553,862 (2020 : £664,692) was charged to unrestricted funds and £192,258 (2020: £2,585) was charged to restricted funds.

1440
1441

1442	**1443**	**ANALYSIS OF DIRECT COSTS**	1444	20	1445	20
6.				21		20
1446	1447		1448	£	1449	£
1450	1451		1452		1453	
1454	1455	Salaries and pension	1456	260,146	1457	201,594
1458	1459	Freelance and temporary staff	1460	4,972	1461	-
1462	1463	Staff costs	1464	3,758	1465	1,149
1466	1467	Volunteers expenses	1468	-	1469	329
1470	1471	External meetings	1472	250	1473	1,164
1474	1475	Membership and subscriptions	1476	2,677	1477	1,178
1478	1479	Marketing	1480	505	1481	359
1482	1483	Project partner costs	1484	286,325	1485	264,673
1486	1487	Other project costs	1488	3,105	1489	5,370
1490	1491		1492	———	1493	———
1494			1495	£561,738	1497	£475,816
1498			1499	═══	1501	═══

1502

1503	**1504**	**ANALYSIS OF SUPPORT COSTS**	1505	20	1506	20
7.				21		20
1507	1508		1509	£	1510	£
1511	1512		1513		1514	
1515	1516	Salaries and pension	1517	125,597	1518	117,170
1519	1520	Freelance and temporary staff	1521	18,081	1522	22,825
1523	1524	Staff costs	1525	3,319	1526	8,038
1527	1528	Volunteers expenses	1529	-	1530	1,635
1531	1532	Membership and subscriptions	1533	850	1534	1,716
1535	1536	External meetings and events	1537	-	1538	242
1539	1540	IT support and maintenance	1541	11,578	1542	11,719
1543	1544	Insurance	1545	1,500	1546	1,598
1547	1548	Rent	1549	8,000	1550	8,000
1551	1552	Telephone	1553	2,637	1554	4,015
1555	1556	Office expenses	1557	324	1558	2,052
1559	1560	HR advice	1561	2,514	1562	2,481
1563	1564	Depreciation	1565	5,408	1566	5,056
1567	1568	Bank charges	1569	97	1570	74
1571	1572	Health and safety	1573	158	1574	354
1575	1576	Governance costs (see Note 8)	1577	4,319	1578	4,486
1579	1580		1581	———	1582	———
1583			1584	£184,382	1586	£191,461
1587			1588	═══	1590	═══

1591
1592

1600
1601

1602	**1603**	**GOVERNANCE COSTS**	1604	20	1605	20
8.				21		20
1606	1607		1608	£	1609	£
1610	1611		1612		1613	
1614	1615	Trustees' expenses	1616	551	1617	718
1618	1619	Audit fees	1620	3,720	1621	3,720
1622	1623	Filing costs	1624	48	1625	48
1626	1627		1628		1629	
1630	1631		1632	£4,319	1633	£4,486
1634	1635		1636		1637	

1638
1639

1640	**1641**	**NET INCOME/(EXPENDITURE) FOR THE YEAR**	1642	20	1643	20
9.				21		20
1644	1645		1646		1647	
1648	1649	This is stated after charging:	1650		1651	
1652	1653	Auditor's remuneration - audit services	1654	£3,120	1655	£3,120
1656	1657	- non-audit services (accountancy)	1658	£600	1659	£600
1660	1661	Depreciation	1662	£5,408	1663	£6,140
1664	1665	Operating lease rentals	1666	£8,000	1667	£8,000
1668	1669		1670		1671	

1672
1673

1674	**1675**	**STAFF COSTS**	1676	20	1677	20
10.				21		20
1678	1679		1680	£	1681	£
1682	1683		1684		1685	
1686	1687	Salaries	1688	350,366	1689	288,446
1690	1691	Social security costs	1692	27,227	1693	22,976
1694	1695	Pension costs	1696	8,150	1697	7,342
1698	1699		1700		1701	
1702		1703	1704	£385,743	1705	£318,764
1706		1707	1708		1709	

1710

1711 No employee received employee benefits (excluding employer pension costs) of more than £60,000 in either year.

1712

1713 The average number of employees based on full-time equivalents was 10.6 (2020: 8.8). The average monthly number of employees was 14 (2020: 12).

1714

1715 Total employee benefits received by key management personnel amounted to £64,190 (2020: £64,212).

1716

1717 Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance contributions and employer's pension costs.

1718

1719

172011. TRUSTEES' REMUNERATION AND EXPENSES

1721

1722 The trustees received no remuneration during either year. Travel and subsistence costs of £Nil (2020: £59) were reimbursed to Nil (2020: three) trustees. The cost of providing refreshments at Board meetings amounted to £Nil (2020: £71), trustees training £Nil (2020: £282) and trustees insurance of £551 (2020 : £306).

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1724 REAL DPO LTD

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1726 NOTES TO THE FINANCIAL STATEMENTS

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1728 FOR THE YEAR ENDED 31 MARCH 2021

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1730 /contd…

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1733

173	**1735**	**TANGIBLE FIXED ASSETS**	1736	1737	Furn	1738	Com	1739		
1740	**1741**		1742	1743	Fixtu	1744	and	1745	Total	
1746	**1747**		1748	1749	Equi	1750	Equi	1751		
1752	**1753**		1754	1755	£	1756	£	1757	£	
1758	1759	Cost:	1760	1761		1762		1763		
1764	1765	At 1 April 2020	1766	1767	5,784	1768	95,485	1769	101,269	
1770	1771	Additions	1772	1773	-	1774	14,514	1775	14,514	
1776	1777	Disposals	1778	1779	-	1780	-	1781	-	
1782	1783		1784	1785	———	1786	———	1787	———	
1788	1789	At 31 March 2021	1790	1791	5,784	1792	109,99	1793	115,783	
1794	1795		1796	1797	———	1798	———	1799	———	
1800	1801	Depreciation:	1802	1803		1804		1805		
1806	1807	At 1 April 2020	1808	1809	5,784	1810	90,248	1811	96,032	
1812	1813	Charge for year	1814	1815	-	1816	5,408	1817	5,408	
1818	1819	Eliminated on disposal	1820	1821	-	1822	-	1823	-	
1824	1825		1826	1827	———	1828	———	1829	———	
1830	1831	At 31 March 2021	1832	1833	5,784	1834	95,656	1835	101,440	
1836	1837		1838	1839	———	1840	———	1841	———	
1842	1843	Net Book Value:	1844	1845		1846		1847		
1848	1849	At 31 March 2021	1850	1851	£Nil	1852	£14,34	1853	£14,343	
1854	1855		1856	1857	═══	1858	═══	1859	═══	
1860	1861	At 31 March 2020	1862	1863	£Nil	1864	£5,237	1865	£5,237	
1866	1867		1868	1869	═══	1870	═══	1871	═══	

1872

1873

1874

1875

187	**1877**	**DEBTORS**	1878	2021	1879	2020
188(	1881		1882	£	1883	£
1884	1885		1886		1887	
1888	1889	Trade debtors	1890	131,681	1891	150,696
1892	1893	Accrued income	1894	23,975	1895	19,301
1896	1897	Prepayments	1898	7,684	1899	2,837
1900	1901	Other debtors	1902	27	1903	-
1904	1905		1906	———	1907	———
1908	1909		1910	£163,36	1911	£172,83
1912	1913		1914	═══	1915	═══
1916	1917		1918		1919	

1920 REAL DPO LTD

1921

1922 NOTES TO THE FINANCIAL STATEMENTS

1923

1924 FOR THE YEAR ENDED 31 MARCH 2021

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1926 /contd...

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2131 A description of the above funds can be found in the Trustees' Annual Report. Transfers have been made from restricted funds to general funds as the ATW project is completed.

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2140

2141 2142 MOVEMENT IN FUNDS 2143 2144 2145 2146 2147

2148 2149 contd 2150 2151 2152 2153 2154

2155 2156

2157 Comparative information for the movement in funds in the previous financial year is as follows:

2158

2159 2160	2161 Balance at	2162	2163	2164	2165 Balance at
2166 2167	2168 1 April	2169	2170	2171	2172 31 March
2173 **2174**	2175 2019	2176 Income	2177 Expenditure	2178 Transfers	2179 2020
2180 2181	2182 £	2183 £	2184 £	2185 £	2186 £
2187 **2188 Unrestricted funds**	2189	2190	2191	2192	2193
2194 2195 General funds	2196 213,951	2197 571,046	2198 (664,692)	219912	2200 120,317
2201 2202	2203———	2204———	2205———	2206———	2207———
2208 2209	2210 213,951	2211 571,046	2212 (664,692)	221312	2214 120,317
2215 2216	2217———	2218———	2219———	2220———	2221———
2222 **2223 Restricted funds**	2224	2225	2226	2227	2228
2229 2230 ILS – PHB	2231 551	2232 -	2233 -	2234 -	2235 551
2236 2237 ILS – SFC	2238 11,660	2239 -	2240 -	2241 -	2242 11,660
2243 2244 ATW	2245 -	2246 2,597	2247 (2,585)	2248 (12)	2249 -
2250 2251	2252———	2253———	2254———	2255———	2256———
2257 2258	2259 12,211	2260 2,597	2261 (2,585)	2262 -	2263 12,211
2264 2265	2266———	2267———	2268———	2269———	2270———
2271 2272 **Total funds**	2273 £226,162	2274 £573,643	2275 £(667,277)	2276 £Nil	2277 £132,528
2278 2279	2280═══	2281═══	2282═══	2283═══	2284═══
2285 2286	2287	2288	2289	2290	2291

2292 2293

2294 A description of the above funds can be found in the Trustees' Annual Report. Transfers have been made from restricted funds to general funds.

2295

2296

2297 2298 **NET ASSETS BETWEEN FUNDS**	2299	2300 Unrestricted funds	2301 Restricted funds	2302 Total funds
2303 2304	2305	2306	2307	2308

2310					
		£		£	£
Fixed assets			14,343	-	14,343
Current assets			295,012	41,508	336,520
Current liabilities			(153,249)	-	(153,249)
As at 31 March 2021			£156,106	£41,508	£197,614

16 NET ASSETS BETWEEN FUNDS contd

Comparative information for the analysis of net assets between funds in the previous financial year is as follows:

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	5,237	-	5,237
Current assets	230,875	12,211	243,086
Current liabilities	(115,795)	-	(115,795)
As at 31 March 2020	£120,317	£12,211	£132,528

17. RELATED PARTY TRANSACTIONS

There have been no transactions with related parties during the year ended 31 March 2021 or the preceding year other than those set out in notes 10 and 11.

18. CONTINGENT ASSETS

Total grant funding awarded as at 31 March 2021 but not yet received and recognised as income due to the recognition criteria not being met amounts to £416,296.