ACTION ON DISABILITY

England & Wales · Charity number 1091518

Details

Other names	HAFAD (HAMMERSMITH AND FULHAM ACTION ON DISABILITY)
Status	Registered
Legal form	Charitable company
Company number	04237604
Registered	2002-04-04
Register	View on the Charity Commission register

Contact

Address	Centre for Independent Living Ground Floor Office Mo Mowlam House Clem Atlee Court London SW6 7BF
Phone	020738352098
Email	info@aod.org.uk
Website	www.aod.org.uk

Activities

Objects: (A) TO PROMOTE EQUALITY OF OPPORTUNITY, CHOICE AND INDEPENDENCE BY REMOVING PHYSICAL, SOCIAL AND ATTITUDINAL BARRIERS TO INTEGRATION WITHIN THE COMMUNITY FOR PEOPLE WHO HAVE A PHYSICAL OR SENSORY IMPAIRMENT OR LEARNING DISABILITY , OR WHO EXPERIENCE MENTAL HEALTH DIFFICULTIES, THROUGH THE ENCOURAGEMENT AND DEVELOPMENT OF EDUCATION, TRAINING, FACILITIES FOR RECREATION, EMPLOYMENT BASED ON THE ETHOS OF INDEPENDENT LIVING AND WHO RESIDE, WORK OR ARE UNDERGOING EDUCATIONAL OR VOCATIONAL TRAINING IN BUT NOT EXCLUSIVELY THE BOROUGH OF HAMMERSMITH AND FULHAM.B) TO FULFIL ANY OTHER OBJECT WHICH IS DEEMED WHOLLY AND EXCLUSIVELY CHARITABLE BY THE LAWS OF ENGLAND AND WALES.

Activities: Action on Disability's main activity as a charitable company by guarantee is to promote equality of opportunity in the community for all disabled people.This is done through the delivery of high quality services, influencing local and national policy and the removal of barriers to full participation in society.

Downloaded from opencharities.uk/ew/1091518

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, Disability, Arts/culture/heritage/science, Amateur Sport, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** PRIMARILY BUT NOT EXCLUSIVELY WITHIN THE BOROUGH OF HAMMERSMITH AND FULHAM
- Brent
- City Of Westminster
- Hammersmith And Fulham
- Hillingdon
- Hounslow
- Kensington And Chelsea
- Kingston Upon Thames
- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,391,851	£1,407,348	£749,562	45
2024-03-31	£1,354,138	£1,252,838	£765,059	40
2023-03-31	£1,114,974	£1,018,604	£663,759	35
2022-03-31	£1,072,731	£907,430	£567,389	41
2021-03-31	£893,446	£777,236	£402,088	24

Downloaded from opencharities.uk/ew/1091518

Trustees

Name	Role	Appointed
Sharon Shoesmith	Chair	2020-02-24
Donna Fenner		2023-03-29
Dr Sos Grigorian		2026-02-24
Jack Hill		2024-12-03
KATE BETTERIDGE		2017-08-17
Mustafa Karim		2021-11-16
Naomi Key-Field		2023-11-14
Roger Smith		2026-02-24
Thomas Butler		2024-12-03

Downloaded from opencharities.uk/ew/1091518

ACTION ON DISABILITY

England & Wales - Charity number 1091518

Accounts

action on disability

Life beyond barriers

A Company Limited by Guarantee

Company No. 4237604
Charity No. 1091518

Report and financial statements

For the year ended

31 March 2025

Action on Disability

Report and financial statements
For the year ended 31 March 2025

Contents **Page**

Reference and administrative information **1**

Trustees' Annual Report **2 - 22**

- Achievements and performance
- Financial review
- Structure, governance and management
- Statement of responsibilities of the Trustees
- Statement as to disclosure to our auditors

Independent Auditors' Report **23 - 26**

Statement of Financial Activities **27**
(incorporating an income and expenditure account)

Balance Sheet **28**

Statement of Cashflows **29**

Notes to the Financial Statements **30 - 38**

Reference and administrative information

Trustees:	Sharon Holder (Chair) Kate Betteridge Thomas Butler Donna Fenner Mike Gannon Jack Hill Mustafa Karim Naomi Key-Field Greg Patton Jenny Parker Ashley Pearce
Co-opted Adviser:	Patrick McVeigh
Company Secretary:	David Buxton OBE
Chief Executive:	David Buxton OBE
Company number:	4237604
Charity number:	1091518
Registered office:	Centre for Independent Living, Mo Mowlam House, Clem Atlee Court, London SW6 7BF
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
Bankers	Lloyds Bank 417 North End Road Fulham London, SW6 1NS

Trustees Annual Report 2024-25

The Trustees are pleased to present the Annual Report and Accounts for the year 1st April 2024 to 31st March 2025.

Our Vision

To achieve an inclusive and accessible society, free from disabling barriers.

Our Mission

To ensure that Deaf and Disabled Londoners have independence, choice, and control over our own lives, and can influence and change the disabling barriers we experience.

Our Values and what makes us unique

We have been progressing towards our vision since 1979. We began as a small group of Disabled residents campaigning for access to local swimming pools and public toilets. As we have broadened our services, activities and influence, the values that guide us and give Action on Disability its unique character are:

Human Rights:

- We believe every Deaf and Disabled person's life should be defined by human rights rather than by charity
- We follow the principles of the UN Convention of the Rights of Disabled People[1] and 12 Pillars of Independent Living[2]
- We actively promote everyone getting fair, equitable[3] and accessible opportunities which enable independence

Social Model of Disability:

- We work within the Social Model of disability[4]
- This model recognises that people are Disabled by barriers in society, not by their impairments or differences

Lived Experience Leadership and Co-production:

- We stand for ***'Nothing about us, without us'***. That means Deaf and Disabled people should be fully involved in leading change
- We lead by example in this as an organisation governed and run by Deaf and Disabled people. We do this well because we have lived experience of Deaf and Disabled people's issues
- We believe in coproduction. That means local Deaf and Disabled people should be involved in local decision making, and actively part of designing solutions to local problems and issues

Partnership and Collaboration:

[1] UNCRPD (equalityhumanrights.com) and UNCRPD Video
[2] Independent Living | Disability Rights UK and H&F Independent Living Vision Easy Read version
[3] Equality, Equity, Diversity and Inclusion – making sense of the jargon | Equasense
[4] Social Model of Disability Video and The Social / Human Rights Model of Disability Video

- We work closely with the local community of Deaf and Disabled people; peer support groups; families; local communities; and groups working with other marginalised people
- We collaborate with other Deaf and Disabled people led organisations (DDPOs) around London and beyond
- We believe we are stronger together. This is a more effective way of influencing change getting closer to our vision

Inclusion, Diversity and understanding trauma:

- We actively embrace justice, dignity and respect within our organisation and wider community
- We value the diversity of our community. We work sensitively, knowing people will experience trauma because of intersectional[5] forms of discrimination such as ableism, racism, sexism, and homophobia
- We believe in empowering Deaf and Disabled people and groups who are less visible and under-represented inside and outside of Action on Disability

Action on Disability stands for:
Inclusion, **D**iversity, **E**quality and **A**ccess – this is our **IDEA** for the future!

Our Strategic Objectives

Strategic Objective 1

Engage Deaf and Disabled People in our community through a range of high quality and accessible services and support.

Strategic Objective 2

Enable Deaf and Disabled people to thrive and use their strengths through opportunities to build knowledge and skills and gain experience and confidence in accessing rights and opportunities.

Strategic Objective 3

Grow Deaf and Disabled leaders of social change: challenging systemic barriers, promoting the rights of Deaf and Disabled people, and influencing local and national policy and practice.

Strategic Objective 4

Lead by example: providing evidence of Deaf and Disabled people's strengths and ability to lead change as an effective Deaf and Disabled people led organisation.

Achievements and performance 2024-25

[5] What is Intersectionality Video

Employment Service

This year is our 12th anniversary since we launched a new small employment project to support 12 young Disabled people and also to provide job club to support Disabled residents to look for work. Looking back over the past 12 years, as a result of this, AoD have supported a total of 642 Disabled people finding paid employment, 21% of them furthering their career progression and promotion, 79% of them currently working.

This year, AoD Employment Service continues to provide three different projects:

- **Supported Internships;**
  133 hours a week to provide job coaching and employer engagement for 17 Disabled young people at 2 different sites

- **Follow on Support Service; and**
  30 hours a week to support ex-graduates Disabled people to look for paid employment

- **In Work Support Service.**
  216 hours a week job support and coaching to Disabled workers at different work locations across Greater London

All projects are aimed at promoting accessible recruitment and jobs for Disabled people, whilst supporting employers in the development of a diverse work force through consultation and training. We are proud to be working with several employers and partners who are committed to change. Here are some of the employers with whom we have worked this year:

- Building 245 Hammersmith
- Holiday Inn
- Imperial College London, Charing Cross
- Imperial College London University
- London Borough of Hammersmith and Fulham
- Lyric Theatre Hammersmith
- Nandos
- National Theatre
- NHS
- Pret
- Primark
- Royal Borough of Kensington and Chelsea
- London Borough of Ealing

Our 2024-25 Highlights:

- 13 graduate interns supported by our Supported Employment Coordinators are now in paid employment
- 39 ex-graduate interns are being supported by our Follow up Coordinator in finding paid employment
- 31 Disabled people in paid employment are being supported by AoD's In Work Support Service

Case Story – Kabir's Supported Internship Journey

Kabir joined the Kensington and Chelsea Supported Internship programme because ***'I needed to develop my employability skills to prepare for my future job … especially if you may have been excluded from apprenticeships or traineeships … none would get back to me'.***

Kabir was keen to pursue technical and supportive roles where he could assist other deaf people but felt unable to do so due to his own barriers – he had previously sought support for his impairment. During his first placement - he worked as a Business Support Officer in Kensington and Chelsea councils Children's services. Due to the pandemic, this was a remote role.

Kabir wished to develop his data-processing skills during this time and spent most of this placement updating a database of disability-confident employers in the local area. Other aspects of his role involved co-production; Kabir investigated access issues with the local offer's website, gave his opinion on how deaf people could access the material on the site, as well as other functionalities he believed the site should consider.

Kabir discussed performance pressures with his job coach – where he found regular meetings tiring but wanted to show his hearing colleagues and mentors that he was present/ paying attention during those meetings, alongside other issues such as ergonomic issues (strain signing on screen whilst using a keyboard). Kabir's job coach worked with him to develop better ergonomics and his self-advocacy skills to discuss with his workplace mentors about what reasonable adjustments he would require as a deaf autistic person to do his job remotely.

The Equality Act 2010 places a duty on an employer to make reasonable adjustments for Disabled employees. By the second term Kabir negotiated to have bullet-pointed notes of meetings sent to him, a detachable keyboard and a change in his role (titled: SEND Local Offer Officer in Employment Pathways and Participation) to focus primarily on co-produced tasks. Action on Disability staff also negotiated a 'check-in' system and a timetable with planned in screen-time and ergonomic breaks to elevate these issues that were causing Kabir anxiety.

During this time, Kabir created a 'deaf friendly' video on his experience as a deaf student and why he chose to join a supported internship programme – for the purposes of informing other deaf students of vocational programmes. Kabir also enrolled on a business enterprise workshop, where he developed a business plan and a website for a deaf student support service which matches students with the appropriate support, they require to complete a chosen course (including BSL).

Once Kabir has completed the supported internship programme, he's considering a paid IT apprenticeship role within the council - developed by his workplace mentors for Kabir to continue developing his IT skills whilst in paid employment.

Kabir would prefer to complete functional skills to Level 2 next year, however he has a dependant, and he needs to evidence £18,600 earnings as a home-office requirement.

Kabir is currently working with Action on Disability staff to find full-time paid employment and assistance to setup Access to Work arrangements once in-work.

"It was pleasant speaking with Kabir at team meetings and we value his positive contributions to the project ... he was very pro-active with his approach to the tasks we were working on together".

Marianna, Kensington and Chelsea Register Office

Our Future Plans:

- Seek new key partner(s) to expand more Supported Internship sites with our Follow-On Support Service
- Recruit more job coach / support worker to meet the growing demand of our In Work Support Service
- Achieve new funding to develop new partnerships and continue projects, especially a great need to fund a Follow-Up and Support project

Independent Living Service

Independent Living Service has gradually grown from strength to strength over the last 9 years, starting from the dedicated Peer Support project to a wide range of Independent Living projects now:

- **Direct Payments Support Service**
  Assisting local Disabled residents to manage their Direct Payments
- **Our Place Project**
  3 year Lottery fund starting from February 2023
- **Peer Support Project**
  Providing and facilitating a number of Peer Support led groups run by Disabled people
- **Co-production and Disability Equality Project**
  Providing training and support to local Disabled residents to become co-producers

Direct Payments Support Service

London Borough of Hammersmith and Fulham contracted AoD to provide the Direct Payment Support Service (DPSS) to assist local Disabled residents to manage their Direct Payments.

We work closely with the Direct Payment Peer Support Group and Disabled residents to ensure that the service is co-produced and that we are working together in an active way to co-plan, co-deliver and co-review the service.

We believe that a good Direct Payment Support Service should promote choice, control, and independence for Disabled residents, and that their views should inform our service delivery every step of the way.

The Direct Payment Support Service assists Disabled residents to:

- Set up their Direct Payments.
- Recruit and employ their own support staff.
- Find a suitable payroll service and manage their staff or identify a suitable care agency or provider.
- Manage their Direct Payment budget.
- Be signposted to other organisations for different support where applicable.
- Use their Direct Payments flexibly and creatively (e.g., pooling budgets)
- Be introduced to meet other Disabled people who use a Direct Payment through the Peer Support Group.

Our Project Outcomes:

- Disabled residents are enabled to optimise the opportunities available to them through increased choice and control.
- Through an ethos of self-help, Disabled residents feel empowered and have the ability and confidence to manage their own Direct Payments.
- Disabled residents feel safe, secure, and supported to achieve greater independence with minimal support.
- Disabled residents have improved quality of life.

Our 2024-25 Highlights:

- We received 168 referrals, the majority of which were from LBHF (Circa 92%) the other 8% were made up of self-referrals.
- We provided support through 389 phone calls, 107 face-to-face meetings and 1,421 emails.
- On average and throughout the year the DPSS team were supporting 88 residents at any one time at different stages of the Direct Payment process.
- The most common request for support from the DPSS was focused on Employer Support.
- We delivered and supported access to 10 training and information sessions for residents or their representatives which had 118 attendances in total.
- We facilitated 28 peer group sessions with a total 196 attendances, with an average attendance of 38 residents or their representatives each quarter.
- We delivered 6 training sessions to LBHF Social Workers with a total of 70 attendances.
- By the end of February 2025, AoD had recruited a full team to deliver the service. The team are now motivated and committed, and generating excellent testimony from residents which reflects very well on AoD.
- Through stakeholder operational meetings AoD implemented a service action plan to ensure the work we do aligns with the needs of Disabled residents
- With the Peer support group, developed a strategy to recruit an independent peer group facilitator and continue to increase engagement from Disabled residents.

Our Challenges:

How we have overcome these:

- Recruiting an independent peer group facilitator to increase engagement from Disabled residents, has proven a challenge, however we have now implemented a recruitment

plan and have secreted interest in the role from 3 Disabled residents, who will go through a competitive recruitment process led by Disabled residents.
- Recruiting and retaining staff was challenging this year, but by early 2025 we had built a full, motivated team delivering a high-quality service.
- Administrative support, which would improve communications to personal assistants and self-directed support residents, support the increased demands from the DP Peer Support Group, and promote training and information-sharing activities will require additional human resource. A review of budgets will be required to confirm resources to add this role to the service.

Feedback:

- AoD DPSS service received two complaints throughout the year. One focused on a pay issue to a PA and the other relating to the impartiality of an information session organised by the peer support group.

- *"I look forward to another exciting year with direct payments and AOD and look forward to lots of lovely courses that will help the direct payment users, keep well informed and trained"*

Our Future Plans:

- AoD will continue to implement a service action plan to ensure the work we do aligns with the needs of Disabled residents.
- AoD will review the staffing structure within the DPSS to ensure the service is delivering the best service possible for local Disabled residents.
- Continue to work closely with Local Authority Senior officers, social work managers and teams to improve the streamlining of referrals to the DPSS.
- Review and enhance the delivery of training to social work teams with support from senior LBHF staff and through initiatives including Direct Payments Operational Group and Direct Payments Champions.
- AoD will recruit an independent peer group facilitator and increase engagement from Disabled residents.
- AoD will commence the process of being tender ready as we draw towards the end of this current contract.

Our Place Project

Funded by the National Lottery Community Fund (Reaching Communities) and Propel London managed by the City Bridge Foundation, 'Our Place' is a community space for Disabled people in Hammersmith and Fulham.

The 'Our Place' project is located at Normand Croft Community School, Lillie Road, across the road from the newly built AoD Centre for Independent Living. This reflects AoD's continued growth and commitment to giving more choices and control to Disabled residents in Hammersmith & Fulham, and across West London.

Our Place offers an inclusive and accessible space where Disabled people can socialise, learn skills, pursue interests, and build relationships. Key to this initiative is ensuring Disabled people have significant ownership of 'Our Place', from participating in peer support groups and activities to being involved in operational delivery.

By focusing on four key outcomes, Disabled people can achieve their full potential:

- To facilitate a space inclusive to all, and equipped with purpose designed rooms e.g. Music Studio, Dance Studio, Art Room, Sensory Room & Lounge Space
- A home away from home, a safe space to reduce isolation, improve wellbeing, and a space for meeting and gathering to socialise and meet new people.
- To facilitate exciting opportunities that Disabled residents can lead on, empowering the community to be involved in the running of the Our Place Project
- To create a long-lasting effect for the wider community of Disabled residents across West London.

Our 2024-25 Highlights:

- Focused activity and peer led sessions delivered: 335
- All attendances (accumulative): 2,075 by 180 regular unique individuals
- The official opening was carried out in July and was conducted by the Deputy Mayor for LBHF, with all stakeholders present and represented.
- We completed a full refurbishment of the kitchen space thanks to a donation from Screw Fix.
- We have and continue to be led by Disabled residents to create peer led activity opportunities at Our Place, with a significant increase in the numbers of Disabled people leading on project activity.
- We have created a fully trained access audit group who will complete audits to generate essential income for the Our Place costs, to ensure sustainability.
- AoD has linked with partner agencies and specialist providers to support the delivery of a broad range of group activities, including lived experience peer led sessions.
- The National Lottery Community Fund provided an uplift to our grant to support with access needs for particular peer led projects.

Our Challenges:

- Staffing had an impact on the wider organisation and on consistent service delivery, however, the AoD staff team provided great flexibility to ensure residents were not impacted upon. We also had a great deal of support, which we remain grateful for, from our funders.
- The process to secure volunteers to support with the practical operations of Our Place has lacked a consistent approach as wider initiatives across AOD continue to be implemented
- Supporting the project lead proved difficult at times due to competing priorities across AoD, but we have used this as an opportunity to review and strengthen our approach.
- Providing agreeable support and resources to activity groups has led to inconsistency and interruption to activity delivery (Writing Group and West London Deaf Club).

How we have overcome these:

- AoD has provided the West London Deaf Club with its own budget to allow it to be autonomous, with guidance from AoD.
- The participants of the writing group have agreed to take responsibility for meeting the costs of delivery.
- The National Lottery Community Fund provided an uplift to our grant to support access needs for peer led projects
- AoD service leads who recruit volunteers have been working together to create a centralised volunteer recruitment process which should address the needs of all volunteering opportunities at AoD, including a filtering process to meet the needs of Our Place
- The project leader decided to leave AoD which has provided us with an opportunity to reflect on and improve recruitment, to ensure a more consistent reliable project delivery.
- AoD continues to access its vast network of partners to ensure a wide reach to the Disabled

Feedback:

"I am so happy to find a music studio that prioritises Disabled music artists"
"I love that I have the place and time to socialize with my new friends".
"Our Place really does get me out of the house. I love it".

Our Future Plans:

- Identify funding for the long-term future of Our Place.
- Generate revenue stream from rental of the Our Place spaces and building.
- Access Audit Group operational to generate income to cover costs of Our
- Implement a structured regular program of activities which has a wide reach to engage more Disabled residents.
- Continue to aspire to a 7-day activity and resource hub.
- Increase engagement of Disabled volunteer residents.
- Implement a comms strategy that raises the profile of Our Place, which will include online platforms, videos and leaflets.
- increase our networking with other DPO's & and community hubs.

- Implement an open-door approach for Our Place Space so it reflects the hours of opening for the community who access the project.

Welfare Benefits Advice Service

AoD Welfare Benefits Service (WBS) offers free benefits advice and assistance to Disabled adults and children of all ages – including parents and carers of Disabled children – living in the London Borough of Hammersmith and Fulham. The help given is hands-on casework up to First-Tier Tribunal level, and, in some cases, Upper Tribunal level.

Our 2024-25 Highlights:

- We supported 416 residents over the course of the year.
- This resulted in backdated lump sum payments for residents of **£247,614.51.**
- This represents Increased weekly payments for residents of **£27,718.03.**
- With the expectation that welfare benefits are awarded for at least 52 weeks, the total figure for weekly income is **£1,441,337.56.**

Our Challenges:

- Having access to the appropriate resources to match the demands for the service has proven difficult. The Advice contract awarded to AoD by LBHF has remained at the same annual value for eight years, which has presented challenges in meeting increasing demand.
- This means that the team, and the demands on them, are not matched with competitive remuneration.
- The pressure of increasing demand and limited resources were challenging, and one member of the team moved on during the year. We responded by recruiting a new advisor who has made a positive impact.
- The Advice contract is a partnership contract which is also delivered by CAHF and H&F Law Centre. Although there have been requests to LBHF to facilitate adequate support through partnership forums, this has not been backed.
- Access to the service is directed by numerous routes, some of which may have access to their own resources to provide advice. These include Adult Mental Health Services and Health Services. Health do not contribute to the cost of this contract which we believe needs to be addressed by LBHF.
- We did not recruit any volunteers, who can support with the essentials of form filling.
- Securing trust funding to meet the shortfall in the services annual budget is incredibly challenging.
- In partnership with LBHF family hubs, we established that the drop-in sessions delivered at Old Oak and Tudor Rsoe were not proving impactful for Disabled residents, so we collectively agreed to focus our drop-ins at Stephen Wiltshire only twice a month. We submitted a 3SIF funding application to invest in further outreach work by the awarding of new 3SIF work was withdrawn by LBHF.

How we have overcome these:

- AoD recruited a new Welfare Benefits Advisor for Adults who has settled into the service, the team and AoD very well and has had a significant positive impact on those adult residents seeking high quality, responsive and knowledgeable advice.
- We have met with LBHF Commissioners and service managers to highlight the lack of support to deliver on the demands of this contract.
- We have highlighted that the value of the contract is still as set eight years ago and that it is not sustainable to maintain service delivery.
- AoD secured a grant from DEBK to the value of £8k to meet some of the annual shortfall in the WBS budget.
- We have meet with HF Law Centre and HF Citizens advice to reinvigorate a strong partnership that is responding to the needs of residents.

Feedback:

- *"The service helped me get all the help I can get with both boys. This service they provide is life changing"*
- *"I received help with completing forms with supporting evidence. Plus, guidance on the process and the likelihood of the appeals process"*
- *"I use AOD Welfare Benefit Service for my PIP forms. We had to do a Mandatory Reconsideration on my case, which was handled so professionally. The staff were a delight! Competent, professional, understanding and caring towards myself and mum, also especially, our task ahead. And we won! Got my original award reinstated, we were so relieved! Ever so reassured to have AOD available to help us, such a valuable & much appreciated service. Thank you"*

Our Future Plans:

- We will continue to engage with the advice partnership to ensure we are tender ready, when the 3SIF Advice contract comes to an end in 2028.
- In partnership with H&F Law Centre, we will provide a one day a week placement for a trainee solicitor to work with our WBS and Disabled residents.
- Continue to explore the potential to generate sufficient income to cover any forecast deficit in annual delivery through trust fundraising.
- Request increased support through the advice contract partnership, facilitated by LBHF.
- Review the staffing structure and delivery model to best match the value associated with this contract.
- Recruit a skilled team of volunteers who can contribute to easing the demands on the team within the service

Youth Service

AoD Youth Service provides opportunities for Disabled young people aged 11-25 to participate in positive activities, and, through partnerships, supports the development of inclusion across London Borough of Hammersmith and Fulham. Disabled young people have access to fun, informal learning where they can gain new skills and challenge themselves through a varied

curriculum programme of activities, and progression through accreditation schemes like the DofE.

AoD Youth Service delivered 4 holiday projects (Easter, Summer, October half term Feb half term). We also delivered 4 youth projects each term time week.

Holiday delivery amounted to 32 days with a total of 64 sessions (AM & PM) which amounts to 384 hours of activity. Our term time offers included Soundz, a 4hrs weekly music project delivered at Our Place Music Space. Acting Up with AoD, a 2hrs weekly performing arts project delivered at Lyric Hammersmith. A weekly Youth club that ran for 3hrs every term time Thursday at the Masbro Centre (Urban Partnership Group) and a 3hrs weekly Junior club delivered every Friday at Normand Croft School. This amounts to 120 term time sessions amounting to 420hrs of delivery. In total, AoD Youth service delivered 184 sessions amounting to 804 hours of direct delivery. 148 unique individual young Disabled people accessed our delivery on a regular basis.

Our 2024-25 Highlights:

- On the back of the youth Inclusion Charter, our Youth Board commenced work to develop a film highlighting how they wanted to change the world to include them and their peers as equals. The film was premiered at an event in the Irish Centre to mark National Coproduction week.
- Continued to work with a verity of partners including West Youth Zone, Lyric Hammersmith, Masbro Centre, and YHFF to ensure that any development with the delivery of youth work would ensure young Disabled people have access to opportunities as equals.
- We protected several young people from harm with our multi agency approach to safeguarding.
- We provided all young people with a meal every day that they attended our holiday projects.
- 14 young people worked through the DofE awards scheme and 5 of those young people achieved Gold and received their awards at a ceremony held in the gardens of Buckingham Palace.
- We successfully delivered a one year Acting Up (Performing Arts Project) in partnership with Lyric Hammersmith.
- We delivered a weekly Youth club in partnership with the Urban Partnership Group at the Masbro Centre.
- We delivered a weekly music production project called Soundz and Our Place Music Space.
- We delivered a weekly Junior club at the Our Place Youth Space.
- We delivered four holiday projects at critical times for families in partnership with West Youth Zone.
- We delivered an LBHF sub-contract through Let Me Play to deliver Universal, Targeted and Specialist Youth Provision.
- We delivered a weekly Music production project called Soundz, funded by Earls Cout Community Fund.
- We secured £250k from John Lyons Charity towards the core costs of the youth service over 5 years.

- We secured a grant from Addison Youth to continue delivery of our Soundz Music Project.

Our Impact:

- Through the delivery of our project's, young Disabled people have been thriving as equal members of their communities and continue to aspire to their full potential.
- Young Disabled people have greater interpersonal skills, increased awareness of healthy life choices and well-being, acquired practical life skills, improved employability skills, increased creativity, and accredited learning outcomes.
- Young Disabled people have a positive perspective of Disability, confidence to access their communities and their wider communities, a greater understanding of social and professional responsibility, increased self-esteem, and emotional resilience, can make informed decisions, and have enhanced self-awareness and an awareness of others.
- Young Disabled people have increased independence and economic well-being, have gained peer support and friendships, have a greater sense of belonging and contribution, and have improved well-being.

Our Challenges:

- Our Youth Service team leader went on maternity leave, which impacted on the way in which we staff and manage project delivery.
- Throughout the course of 2024-25, there were 6 significant safeguarding concerns raised. In line with AoD policy and procedures, all incidents were managed accordingly.
- While the Youth Inclusion Charter was a welcome initiative to measure the work that AoD Youth Service do, and while there is a commitment from the Youth board to ensure other partner organisations sign up to the charter, some partner organisations continue to deliver a segregated model of inclusion.
- The 5-year core funding from City Bridge Foundation will come to an end in July 2025. To ensure consistent delivery, we approached for funding to a number of the charitable trusts and foundations, all of which were unsuccessful.

Our Future Plans:

- Deliver on all sub-contracted obligations for 2025-26.
- In line with strategic plans for the Youth Service, identify and secure core funds to deliver a comprehensive, partnership-based youth service. (This includes potential approaches to Henry Smith and National Lottery Reaching Communities, amongst others).
- Explore partnership arrangements with all partners and identify areas requiring improvement. This should include partnership funding opportunities.
- Develop and implement a term time youth offer with Young Harrow Foundation, London and Borough of Harrow, supported by John Lyons Charity.
- Continue to promote young Disabled people's Youth Inclusion Charter to partner organisations and request that they adapt delivery to ensure equal access.

Our Voice

Our Voice is the heartbeat of Action on Disability - without it, AoD would lose the energy and direction that comes from our Disabled members, supporters, and residents.

Our Voice drives confidence, skills, and leadership among Disabled residents in Hammersmith & Fulham and beyond. It brings together a range of projects, campaigns, and opportunities for local representation, co-production, collaborative working, and meaningful participation.

Our Voice ensures that local Disabled people can actively influence decisions, policies, and services that affect their lives.

Co-production & Disability Equality Training

In 2024-25, we delivered two full Co-production and Disability Equality training courses:

- Course 4 supported 21 Disabled residents across 7 sessions, totalling 147 attendances
- Course 5 supported 20 Disabled residents across 6 sessions, totalling 110 attendances

The training introduces participants to the Social Model of Disability, the 12 Pillars of Independent Living, and practical approaches to embedding coproduction. Sessions are cofacilitated by Disabled trainers and guest speakers from local authorities and NHS partners.

Feedback shows participants gained confidence, developed a stronger understanding of their rights, and felt motivated to get involved in decision making. Many graduates have joined the Co-production Peer Support Group and contributed to live projects with the Council and NHS partners.

Co-production Peer Support Group

The Co-production Peer Support Group continues to grow as a vibrant community of local coproducers. The group now has more than 80 members and holds regular sessions to share opportunities, support one another, and collaborate on projects with H&F Council and Imperial College Healthcare NHS Trust.

In 2024-25, the group held 10 sessions with 201 attendances.

Other Our Voice Projects

Alongside training and peer support, we delivered a series of engagement projects, including:

- Accessibility evaluation at Charing Cross Hospital
- International Women's Day celebration: Empowered Women
- Contributions to the H&F Coproduction Survey
- Engagement in the Equality Delivery System (EDS2) review for NHS partners

Across all Our Voice activities this year, 94 local Disabled residents took part in 20 sessions, generating 306 attendances.

Our 2024-25 Highlights

- Over 300 attendances from local Disabled residents across all Our Voice projects
- More than 80 active members regularly engaged in the Coproduction Peer Support Group
- Two full training cohorts delivered - over 100 local Disabled coproducers trained since the project began
- Strong and growing partnerships with H&F Council and Imperial College Healthcare NHS Trust
- Creation of a sustainable, peer led community driving meaningful participation and influence in local decision making

Feedback

- "This course has changed how I see myself - I feel proud to be Disabled and to speak up for our rights." - Coproduction Course Participant
- "I never thought people like me could be part of decision making. Now I know we can - and we must." - Peer Support Group Member
- "Being part of Our Voice makes me feel seen, valued, and included. I feel I belong somewhere at last." - Our Voice Participant

Disabled People's Housing for Independent Living Campaign

Funded by Trust for London, the Housing for Independent Living Campaign was launched in May 2024 in response to the urgent need for improved housing for Disabled people in Hammersmith & Fulham. So far, it has engaged more than 50 Disabled residents - and continues to grow.

The campaign aims to secure safe, accessible housing for local Disabled residents by:

- Campaigning for changes to the way housing services are codesigned and co-delivered
- Highlighting housing and policy issues that need urgent attention

Our 2024-25 Highlights

- **Research Report**

  We were commissioned to produce a research report to support the Housing for Independent Living Campaign. Coproduced by Action on Disability and the campaign, the report shares findings from 12 months of research beginning in November 2024.

  It amplifies the voices of local Disabled residents and offers a formative assessment of the Council's Innovative Disabled People's Housing Strategy (2021) from the perspective of those most affected.

  The report draws on qualitative research, using in depth semi structured interviews to explore the lived experiences of 21 residents in Hammersmith & Fulham's social housing sector. The approach was first piloted with focus groups and a survey in May 2024, before being refined in collaboration with the campaign's Steering Committee.

Disabled members of the Steering Committee led and conducted the interviews, ensuring genuine coproduction. As a result, the report captures robust, firsthand data about the housing situation in the borough and its impact on local Disabled people.

- **Disabled Residents Housing Campaign Steering Group**

The Steering Group has played a vital role in guiding and shaping the campaign. Made up of local Disabled residents, the group ensures that the campaign remains firmly grounded in lived experience and reflects the priorities of Disabled people in the borough.

- **Leadership by Disabled residents** - The group has created a space where Disabled people lead decision making, ensuring the campaign reflects their voices, needs, and aspirations.
- **Strategic direction** - Members have identified key housing challenges and shaped the campaign's priorities, helping to influence local policy.

Bringing It All Together

From co-production training and peer support to engagement projects and the Housing for Independent Living Campaign, this year has shown the power of Disabled residents leading change. Together, these initiatives demonstrate AoD's commitment to co-production, campaigning, and meaningful participation - ensuring that local Disabled people have the skills, confidence, and influence to shape the policies and services that affect their lives.

Our thanks to the following funders for their support of our work

City Bridge Trust	Youth Service – Core Support
Daisy Trust	Our Place Project – Creative Writing Group
Dr Edwards & Bishop King's Fulham Charity	Welfare Benefits Service
Dr Edwards & Bishop King's Fulham Charity	Youth Project – Holiday Activities
Earl's Court Community Fund	Youth Project – Youth Music
Jack Petchey Foundation	Youth Project - Young People Scheme
John Lyon's Charity	Youth Service – Core Support
London Borough of Hammersmith & Fulham	Independent Living Service - Co-production
London Borough of Hammersmith & Fulham	Independent Living Service - Direct Payments
London Borough of Hammersmith & Fulham	Welfare Benefits Service
London Borough of Hammersmith & Fulham	Youth Service - Youth Contract (via LMP)
National Lottery Community Fund	Our Place Project
Propel London (via City Bridge Trust)	Our Place Project
ScrewFix Foundation	Our Place Project - Kitchen Refurbishment
Trust for London	Our Voice – Co-Production Training
Trust for London	Our Voice - Housing Campaign Project

And, also to those who made generous donations and remembered Action on Disability in their Wills.

Financial review

A successful year which ended with a small deficit.

- During this financial year there has not been one significant event that has contributed to AoD's financial performance. We have been responsive to situations as they have arisen and have been careful to work within agreed budgets, control costs and new full cost recovery models.
- The principal sources of funding for the charity are derived from a number of different contracts, grant awards and earned income.
- There are no pension liabilities arising from obligations to a defined benefit pension scheme or pension asset on the financial position of the charity.
- The charity holds no material financial investments, other than our reserves account held with Lloyds Bank.

Reserves policy

Our unrestricted funds, as at 1st April 2025, were £320,534 in general funds. The current reserves policy as agreed by the Trustees is a minimum of 25% of annual expenditure, or 3 months running costs in the 2025-26 financial year, to preserve AoD's cash flow and to meet any unexpected contingencies. For the year a 25% target would require a reserve of £362,450 in unrestricted general funds. The present level of free reserves of £320,534, available to the charity, is just below this target level.

In the short term, the Board has also considered the extent to which existing activities and expenditure could be curtailed, should this be necessary, and have agreed to set a balanced year.

Going concern

There are no concerns about the Charity's ability to meet all of its financial and contractual obligations in the year ahead. The charity is a going concern.

Principal risks and uncertainties

The Board of Trustees has conducted a review of the major risks to which the charity is exposed. We have a Risk Register which is updated every six months. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan, which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Cash flow remains the greatest risk. With a number of grants/contract funds being released in arrears, careful planning is required. Cash flow projections enable the Chief Executive to give advance notice to the Board of Trustees of any periods when temporary support is required from reserves.

Regular supervision for staff and volunteers ensures compliance with employment laws. Improved internal communication with staff and volunteers ensures everyone feels part of one organisation. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors to the centre.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated in June 2001 and registered as a charity in April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 to the assets of the charity. The Board members have no beneficial interest in the charity.

The objects of the charity are:

a. To promote equality of opportunity, choice and independence by removing physical, social and attitudinal barriers to integration within the community for people who have a physical or sensory impairment or learning difficulty, or who experience mental health difficulties, through the encouragement and development of education, training, facilities for recreation, employment based on the ethos of independent living and who reside, work or are undergoing educational or vocational training in, but not exclusively, Greater London.

b. To fulfil any other object which is deemed wholly and exclusively charitable by the laws of England and Wales.

The issues that AoD seeks to tackle cover every part of a person's life and can affect any person from any culture and any walk of life. It covers the following, though this is by no means an exhaustive list:

- Poverty
- Discrimination
- Lack of access, exclusion and segregation
- Health inequalities and lower life expectancy
- Internalised oppression

The Trustees have agreed the following strategies to ensure the charity meets both its objects and the public benefit.

- Inclusion – where possible delivering services inclusively in mainstream settings and influencing other organisations (public, private and voluntary) to do the same.
- Specialist services – where necessary providing tailored, specialist services for Disabled people only.
- Campaigning for equality – arguing for equality of outcome over opportunity and supporting organisations to identify whether inclusion or specialist provision is required to achieve equality of outcome.

The charity fulfils its objects and the public benefit requirement through the following activities:

- Information, signposting and referrals – ensuring people have accurate information and are connected with appropriate services is an essential first step to tackle the issues above.

- Advice and guidance – supporting people through the complex maze of public services is essential.
- Advocacy – ensuring that people have their voice heard when they have been denied, or are not happy with, a service.
- One to one support and person-centred planning – providing direct support to tackle individual issues.
- Employment and volunteering opportunities – providing and supporting people to access opportunities that can lift them out of poverty and to give them a purpose.
- Campaigning and influencing – working with politicians and officers in the public sector, and directors and managers in the private and voluntary sectors, to change attitudes and remove barriers to inclusion.

At the first meeting after each Annual General Meeting, the Trustees will review how the charity meets the public benefit, and the Chief Executive also takes them through their specific responsibilities as charity Trustees. Each Trustee is provided with the location of all Charity Commission guidance online and specific toolkits are printed and given to them.

Recruitment and appointment of Trustees

The directors of the company are also charity Trustees for the purposes of charity law and, under the company's Articles, are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve for a period of three years, after which they must be re-elected at the next AGM. Each year those Trustees who have served their 3-year term must step down but may be re-elected for another three-year term up to a maximum of 9 years of service. Temporary vacancies are filled by the Board until the following AGM when they can be re-elected. The Board appoints its honorary officers at its first meeting after the AGM.

The Board of Trustees represent the voice of local Disabled people and, constitutionally, 75% of its members must have a disability. This is an important part of our structure and one that ensures Action on Disability remains 'user-led'.

Trustee induction and training

Most Trustees have personal experience of disability, and all subscribe to the 'Social Model of Disability' which is the guiding principle of the organisation. However, as part of induction, all Trustees will attend our internal Disability Equality training course.

We encourage new Trustees to participate in short training sessions to familiarise themselves with the charity and the context within which it operates. These sessions cover:

- The obligations of the Trustees.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Basic charity law.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives for the charity.
- Disability Equality Training & Social Model understanding.

The induction programme gives new Trustees an understanding of the work of individual projects, funding of the organisation and various Charity Commission publications. The Chair and senior managers deliver a brief induction shortly after the AGM. Trustees are encouraged to take an interest in a specific area of Action on Disability covering both operations and a strategic interest in the organisation's future developments.

All Trustees serve on the Board of Trustees, which meets quarterly, to review performance and long-term strategies for Action on Disability (AoD). The Officers Group meets at least four times a year to ensure that the policies of AoD are implemented and that the work is properly managed.

The Trustees delegate the day to day running of the charity to the Chief Executive, who is responsible for ensuring that the organisation delivers the agreed services and meets its key performance indicators. The Chief Executive leads a team of 23 full and 4 part-time staff, 63 sessional workers, and around 17 volunteers. Together with the leadership team, they ensure the effective and efficient delivery of AoD's services to Disabled people, with a primary focus on Hammersmith and Fulham and the surrounding West London Boroughs.

Volunteers

AoD relies on volunteers to staff its reception function. They are the frontline and first contact for people visiting, calling or emailing the charity. Individuals benefit from the role, increasing their social contact, improving their skills and their chance of paid employment. However, the charity could not be run effectively without these volunteers, many of whom work several shifts a week and stay with us for years.

Like all charities, our Trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 3,720 hours this year. If this was calculated just at the living wage level it would equate to £45,770 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

Statement of responsibilities of the Trustees

The Trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

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,

- Make judgements and estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation.

The Trustees are responsible for keeping proper 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.

Statement as to disclosure to our auditors

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Goldwins Limited were re-appointed as the auditors of the charitable company during the year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 28th July 2025 and signed on their behalf by;

S. Holder.

Sharon Holder
Chair

Independent Auditors' Report
For the year ended 31 March 2025

Opinion

We have audited the financial statements of Action on Disability (the 'Charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Charity 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 charity'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 directors with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our 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.
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 there is 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.

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 Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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.

This report is made solely to the Charity'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 Charity'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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

Anthony Epton (Senior Statutory Auditor)

for and on behalf of

Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

DATE: 30/9/25

Action on Disability

Statement of Financial Activities
For the year ended 31 March 2025

	Notes	Restricted £	Unrestricted £	2025 Total £	Restricted £	Unrestricted £	2024 Total £
Income							
Income from							
Donations and fundraising		-	7,587	**7,587**	-	7,582	**7,582**
Charitable activities: Disability projects		870,260	514,004	**1,384,264**	714,544	632,012	**1,346,556**
Total income	2	870,260	521,591	**1,391,851**	714,544	639,594	**1,354,138**
Expenditure on							
Raising funds		(2,044)	-	**(2,044)**	-	(460)	**(460)**
Charitable activities							
Disability projects		(900,321)	(504,983)	**(1,405,304)**	(697,124)	(555,254)	**(1,252,378)**
Total expenditure	3	(902,365)	(504,983)	**(1,407,348)**	(697,124)	(555,714)	**(1,252,838)**
Net income / (expenditure) for the year		**(32,105)**	**16,608**	**(15,497)**	**17,420**	**83,880**	**101,300**
Transfers between funds		15,838	(15,838)	**-**	-	-	**-**
Net movement in funds		(16,267)	770	**(15,497)**	17,420	83,880	**101,300**
Funds at 1 April		280,998	484,061	**765,059**	263,578	400,181	**663,759**
Funds at 31 March		264,731	484,831	**749,562**	280,998	484,061	**765,059**

All of the above results are derived from continuing activities. There are no other recognised gains and losses other than those stated above.

Action on Disability

Balance Sheet
For the year ended 31 March 2025

	Notes	£	2025 £	£	2024 £
Fixed assets					
Tangible fixed assets	7		**189,496**		**192,381**
Current assets					
Debtors	8	150,767		171,392	
Cash at bank and in hand		553,693		590,463	
		704,460		761,855	
Creditors: amounts falling due within one year	9	(144,394)		(189,177)	
Net current assets			**560,066**		**572,678**
Net assets	10		**749,562**		**765,059**
Funds	11				
Restricted funds			264,731		280,998
Unrestricted funds					
Designated funds			164,297		159,413
General funds			320,534		324,648
Total funds			**749,562**		**765,059**

Approved by the Board of Trustees on 28th July 2025 and signed on its behalf by:



Sharon Holder
Chair

Company Registration No. 4237604

Action on Disability

Statement of Cashflows

For the year ended 31 March 2025

	Note	2025	2025	2024	2024
		£	£	£	£
Net cash provided by / (used in) operating activities	13		2,929		139,326
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		3,438		1,030	
Sale/ (purchase) of fixed assets		(43,137)		(51,346)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(39,699)		(50,316)
Cash flows from financing activities:					
Cash inflows from new borrowing			-	-	
Receipt of endowment			-	-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			(36,770)		89,010
Cash and cash equivalents at the beginning of the year			590,463		501,453
Cash and cash equivalents at the end of the year	14		**553,693**		**590,463**

Notes to the Financial Statements
For the year ended 31 March 2025

1. Accounting policies

a) 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

c) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.

d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

Expenses are recognised in the period in which they are incurred. Most expenditures include VAT which cannot be recovered.

e) Expenses are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Disability projects	98%
Fundraising and publicity	2%

f) Depreciation and amortisation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	2 years / 5 years (straight line)
Fixtures, fittings and equipment	20% (straight line)
Intangible assets	over 10 years

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

g) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.

h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

i) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

j) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purpose.

Accounting policies (continued)

k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis, based on the length of the lease.

l) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund The company has no liability under the scheme other than for the payment of those contributions.

m) The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Notes to the Financial Statements

For the year ended 31 March 2025

2 Total income	Fund raising	Support services	Capital project	Employment services	Youth services	Welfare benefits service	Disabled People's Housing Campaign	Independent living services	2025 Total	2024 Total
Restricted income	£	£	£	£	£	£	£	£	£	£
Statutory income	-	-	-	100	3,400	96,336	-	207,940	**307,776**	**267,017**
Charitable income	-	1,000	-	-	222,911	10,917	57,407	209,409	**501,644**	**416,252**
Donation and fundraising	-	-	-	-	-	-	-	1,000	**1,000**	**3,000**
Fee income	-	-	-	59,235	(1,015)	-	-	-	**58,220**	**15,775**
Membership / Subscription	-	1,000	-	-	-	-	-	-	**1,000**	**-**
Other income	-	83	-	-	-	-	-	537	**620**	**12,500**
Total restricted income	-	2,083	-	59,335	225,296	107,253	57,407	418,886	**870,260**	**714,544**
Unrestricted income	£	£	£	£	£	£	£	£	£	£
Statutory income	-	1,000	-	-	-	-		130	**1,130**	**18,778**
Charitable income	-	-	-	-	-	-		-	**-**	**5,000**
Investment and interest	3,438	-	-	-	-	-		-	**3,438**	**1,030**
Donation and fundraising	1,941	-	-	-	325	-		100	**2,366**	**1,722**
Fee income	-	5,759	-	447,470	50,992	-		138	**504,359**	**604,061**
Membership / Subscription	-	-	-	-	-	-		-	**-**	**-**
Other income	2,208	1,585	-	1,858	1,944	-	457	2,246	**10,298**	**9,003**
Total unrestricted income	7,587	8,344	-	449,328	53,261	457	457	2,614	**521,591**	**639,594**
Total income	**7,587**	**10,427**	**-**	**508,663**	**278,557**	**107,253**	**47,407**	**421,500**	**1,391,851**	**1,354,138**

Notes to the Financial Statements
For the year ended 31 March 2025

3 Total expenditure	Fund raising	Support services	Capital project	Employment services	Youth service	Welfare benefits service	Disabled People's Housing Campaign	Independent living services	Total disability projects	2025 Total	2024 Total
	£	£	£	£	£	£	£	£	£	£	£
People costs (see note 5)	-	122,924	-	445,248	188,835	71,286	23,200	238,919	**1,090,412**	**1,090,412**	**915,335**
Direct project expenditure	-	36,584	-	9,490	33,204	2,059	1,593	39,533	**122,463**	**122,463**	**178,687**
Direct expenses	1,894	(766)	-	3,629	1,712	1,721	197	4,258	**10,751**	**12,645**	**6,760**
Premises expenditure	-	11,398	-	7,494	15,197	2,141	1,071	62,793	**100,094**	**100,094**	**66,105**
Travel and accommodation	-	1,337	-	775	3,032	13	-	2,585	**7,742**	**7,742**	**5,310**
Office expenditure	150	(21,168)	-	26,045	14,169	5,248	2,166	26,827	**53,287**	**53,437**	**59,040**
Professional fees	-	(155,662)	-	55,624	38,649	14,809	9,397	53,518	**16,335**	**16,335**	**42,914**
Support services fees	-	-	-	-	-	-		-	-	-	-
Depreciation	-	-	46,022	-	-	-	-	-	**46,022**	**46,022**	**30,033**
	2,044	(5,353)	46,022	548,305	294,798	97,277	37,624	428,433	**1,447,106**	**1,449,150**	**1,304,184**
Capitalised in the year	-	(22,000)	-	(1,264)	(1,189)	(1,187)	-	(16,162)	**(41,802)**	**(41,802)**	**(51,346)**
Total expenditure	**2,044**	**(27,353)**	**46,022**	**547,041**	**293,609**	**96,090**	**37,624**	**412,271**	1,405,304	1,407,348	1,252,838

Notes to the Financial Statements
For the year ended 31 March 2025

4 Net incoming/ (outgoing) resources for the year

This is stated after charging / crediting:

	2025 £	2024 £
Depreciation	46,022	30,033
Auditors' remuneration	4,800	4,800

5 Staff costs and numbers

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	865,620	761,436
Social security costs	72,298	62,700
Pension contributions	16,154	16,959
Sessional and temporary workers	87,673	37,314
Other people costs	48,336	36,927
	1,090,412	**915,336**

No employee earned more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £60,968 (2024: £57,028).

The average number of employees during the period was as follows:

	2025 No.	2024 No.
Disability services and projects	42	37
Support services	3	3
	45	**40**

6 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Notes to the Financial Statements
For the year ended 31 March 2025

7 Tangible fixed assets	Intangibles	Leasehold improvements & Office fit out	Fixtures, fittings & equipment	Computer equipment	Total
		£	£	£	£
Cost					
At 1 April 2024	28,432	110,665	55,473	81,393	275,963
Additions	8,600	480	25,515	8,542	43,137
Disposals	-	-	-	-	-
At 31 March 2025	37,032	111,145	80,988	89,935	319,100
At 1 April 2024	2,964	10,549	18,269	51,800	83,582
Charge for the period	3,202	5,553	12,086	25,181	46,022
Disposals	-	-	-	-	-
At 31 March 2025	6,166	16,102	30,355	76,981	129,604
Net book value At 31 March 2025	**30,866**	**95,043**	**50,633**	**20,240**	**189,496**
At 31 March 2024	**25,468**	**100,116**	**37,204**	**29,593**	**192,381**

8 Debtors	2025	2024
	£	£
Prepayments	38,667	35,225
Accrued income	27,561	45,994
Other debtors	84,539	90,173
	150,767	171,392

9 Creditors: amounts falling due within one year	2025	2024
	£	£
Trade creditors	400	-
Taxation and social security	(3,476)	(3,468)
Other taxes	152	11,334
Other creditors	1,236	20,051
Accruals	746	2,480
Deferred income	145,336	158,780
	144,394	**189,177**

Notes to the Financial Statements
For the year ended 31 March 2025

10 Analysis of net assets between funds

For the year ended 31 March 2025	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	189,496	**189,496**
Current assets	264,731	164,297	275,432	**704,460**
Current liabilities	-	-	(144,394)	**(144,394)**
Net assets at the end of the year	**264,731**	**164,297**	**320,534**	**749,562**

For the year ended 31 March 2024 (prior year)	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	192,381	**192,381**
Current assets	280,998	159,413	321,444	**761,855**
Current liabilities			(189,177)	**(189,177)**
Net assets at the end of the year	**280,998**	**159,413**	**324,648**	**765,059**

11 Movements in funds

	As at 1 April 2024	Income	Expenditure	Transfers in/(out)	As at 31 March 2025
	£	£	£	£	£
Restricted funds:					
Support services	-	2,083	(2,044)	(39)	-
Employment services	20,000	59,335	(74,484)	15,000	**19,851**
Youth services	10,729	225,296	(233,830)	(2,195)	-
Welfare benefits service	872	107,253	(96,090)	-	**12,035**
Disabled People's Housing Campaign	-	57,407	(37,624)	(25)	**19,758**
Capital building	99,132	-	(46,022)	-	**53,110**
Independent living services	150,265	418,886	(412,271)	3,097	**159,977**
Total restricted funds	**280,998**	**870,260**	**(902,365)**	**15,838**	**264,731**
Unrestricted funds:					
Designated funds:					
Fund raising	-	7,587	-	(7,587)	-
Support services	42,367	8,344	27,353	(7,376)	**70,688**
Employment services	71,986	449,328	(472,557)	(208)	**48,549**
Youth services	-	53,261	(59,779)	6,518	-
Welfare benefits service	-	-	-	-	-
Disabled People's Housing Campaign	-	457		(457)	-
Independent living services	-	2,614	-	(2,614)	-
Capital fund	45,060	-	-	-	**45,060**
Total designated funds	**159,413**	**521,591**	**(504,983)**	**(11,724)**	**164,297**

General funds	**324,648**	**-**	**-**	**(4,114)**	**320,534**
Total unrestricted funds	**484,061**	**521,591**	**(504,983)**	**(15,838)**	**484,831**
Total funds	**765,059**	**1,391,851**	**(1,407,348)**	**-**	**749,562**

Movements in funds (prior year)

	As at 1 April 2023	Income	Expenditure	Transfers in/(out)	As at 31 March 2024
	£	£	£	£	£
Restricted funds:					
Support services	-	-	-	-	-
Employment services	25,000	441	(5,441)	-	**20,000**
Youth services	24,218	231,290	(244,779)	-	**10,729**
Welfare benefits service	10,519	94,789	(104,436)	-	**872**
Capital building	105,000	-	(5,868)	-	**99,132**
Independent living services	98,841	388,024	(336,600)	-	**150,265**
Total restricted funds	**263,578**	**714,544**	**(697,124)**	**-**	**280,998**
Designated funds:					
Fund raising	-	7,582	(460)	(7,122)	-
Support services	-	46,645	(4,278)	-	**42,367**
Employment services	37,595	547,834	(513,443)	-	**71,986**
Youth services	-	35,230	(35,230)	-	-
Welfare benefits service	-	-	-	-	-
Independent living services	-	2,303	(2,303)	-	-
Capital fund	45,060	-	-	-	**45,060**
Total designated funds	**82,655**	**639,594**	**(555,714)**	**(7,122)**	**159,413**
General funds	**317,526**	**-**	**-**	**7,122**	**324,648**
Total unrestricted funds	**400,181**	**639,594**	**(555,714**	**-**	**484,061**
Total funds	**663,759**	**1,354,138**	**(1,252,838)**	**-**	**765,059**

12. Purposes of restricted and designated funds

Support Services — To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.

Capital Project — The AoD Centre for Independent Living is a newly built, accessible, ground floor space (opened in the summer of 2022) which will include supported community activities, peer support groups, confidential interview rooms, a conference / training room and a community garden project.

Employment Service — To assist Disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.

Youth Service	To provide a range of leisure, social and educational opportunities for young Disabled people throughout the year in inclusive environments and settings.
Welfare Benefits Services	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for Disabled people. Local authority funded children and families and adult services.
Independent Living Service	To provide a service aimed at bringing Disabled people together to offer mutual support around all aspects of their lives, while sharing activities around common interests such as Direct Payments, IT, Knitting and Healthy Lifestyles.

13 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2025	2024
	£	£
Net movement in funds for the reporting period	(15,497)	101,300
Depreciation	46,022	30,033
Interest, rent and dividends from investments	(3,438)	(1,030)
(Increase)/ decrease in debtors	20,625	48,036
Increase / (decrease) in creditors	(44,783)	(39,013)
Net cash provided by / (used in) operating activities	**2,929**	**139,326**

14 Analysis of cash and cash equivalents

	At 1 April 2024	Cash flows	Other changes	At 31 March 2025
			£	£
Cash at bank and in hand	590,463	(36,770)	-	**553,693**
Overdraft facility (repayable on demand)	-	-	-	-
Total cash and cash equivalents	**590,463**	**(36,770)**		**553,693**

15 Operating lease commitments

The charity had annual commitments at the year-end under non-cancellable operating leases expiring as follows:

	Equipment 2025	Equipment 2024
	£	£
Within 2 to 5 years	-	-

16 Related party transactions

There were no related party transactions during the year.

ACTION ON DISABILITY

England & Wales - Charity number 1091518

Accounts

action on disability

Life beyond barriers

A Company Limited by Guarantee

Company No. 4237604
Charity No. 1091518

Report and financial statements

For the year ended

31 March 2024

Action on Disability

Report and financial statements
For the year ended 31 March 2024

Contents **Page**

Reference and administrative information **1**

Trustees' annual report **2 - 30**

- Achievements and performance
- Financial review
- Structure, governance and management
- Statement of responsibilities of the Trustees
- Statement as to disclosure to our auditors

Independent auditors' report **31 - 34**

Statement of financial activities **35**
(incorporating an income and expenditure account)

Balance Sheet **36**

Statement of cashflows **37**

Notes to the financial statements **38 - 47**

Reference and administrative information

Trustees:	Sharon Holder, Co-Chair (up to November 2023) and Chair (from December 2023) Victoria Brignell, Co-Chair (9-year term ended on 14th November 2023) Peter Harden, Treasurer (9-year term ended on 14th November 2023) Kate Betteridge Juliana Dubuisson Donna Fenner Mike Gannon Mustafa Karim Naomi Key-Field (elected on 14th November 2023) Greg Patton (elected on 14th November 2023) Amy Rait Angeleca Silversides Gabriella Zahzouh (9 year term ended on 14th November 2023)
Co-opted Adviser:	Patrick McVeigh
Company Secretary:	David Buxton OBE
Chief Executive:	David Buxton OBE
Company number:	4237604
Charity number:	1091518
Registered office:	Centre for Independent Living, Mo Mowlam House, Clem Atlee Court, London SW6 7BF
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
Bankers	Lloyds Bank 417 North End Road Fulham London, SW6 1NS

Trustees Annual Report 2023-24

The Trustees are pleased to present the annual report and accounts for the year 1st April 2023 to 31st March 2024.

Vision

To be part of, and promote, an inclusive society free of disabling barriers, where all individuals are equal.

Mission

As a user-led organisation, managed and controlled by Disabled people, our mission is to:

- Deliver high quality, professional, accessible activities which promote Independent Living.
- Give Disabled people the knowledge and confidence about their rights, enabling them to access opportunity, make choices and live independently.
- Campaign for the rights of Disabled people and influence local and national policy and practice.



Above photo: *AoD International Day of Disabled People Event December 2023*

Achievements and performance 2023-24

Centre for Independent Living

Action on Disability has been settling into the new Centre for Independent Living well and seeing lots of exciting events; there has been an increase in drop-ins from local residents who are now more familiar with us and where we are based, and more room bookings from local organisations and partners.



Our 2023-24 Highlights:

- The Grand Opening which was held on the 7th June 2023. The Centre was officially opened by the Mayor of Hammersmith & Fulham Mayor (Councillor Patricia Quigley) and there were several speeches during the event, including one from Cllr Stephen Cowan. The event was well attended by local partners and funders such as Earls Court Development Fund, GLA and local councillors, as well as many Disabled members and residents.
- The hosting of the Our Place Coproduction & Disability Equality sessions for Family Hubs. The sessions were held at AoD in partnership with Parentsactive, Young Hammersmith & Fulham Foundation, AoD and local H&F families to discuss what services they wanted from LBHF. Family Hubs launched in February 2024.
- A group of Ukrainian Government officials and members met AoD, national government and VCSO organisation representatives. The visit focused on social care reforms and in particular what this looks like for Disabled people. AoD was so delighted to host this study event and welcome the delegates.
- A taste of what Action on Disability has hosted:

- 2-3 Degrees (Ready, Steady, Connect workshops)
- NHS Back on Track Workshops
- Parentsactive away day and resident meetings
- Disabled Peoples Housing Strategy Implementation group
- Let Me Play workshop
- Coproduction and Disability Equality Training Course
- Fire Safety, Lone working, First Aid and Mental Health First Aid training courses



Feedback:

- *'We've previously booked with yourselves and "looooovvveeedd" the facilities"*
- *"The space is very light and bright. It is much more accessible and welcoming"*

Our Future Plans:

- **Increase** revenue for AoD by increasing room bookings
- **Increase** awareness of AoD and its accessible and affordable space along with its services
- **Decrease** disabled people's isolation and loneliness by visiting the centre

Employment Service

This year, AoD Employment Service has continued to provide four different projects:

- **Supported Internships;**
  150 hours a week to provide job coaching and employer engagement for 17 Disabled young people at 2 different sites
- **Job Coaching Provision at Fairshot Café (until August 2023);**
  84 hours a week to support Disabled young trainees
- **Follow on Support Service; and**
  20 hours a week to support ex-graduate Disabled people to look for paid employment
- **In Work Support Service.**
  231 hours a week job support and coaching to Disabled workers at different work locations across Greater London



Above photo: *Supported Internship graduates attending weekly Job Club sessions at AoD*

All projects are aimed at promoting accessible recruitment and jobs for Disabled people, whilst supporting employers in the development of a diverse work force through consultation and training. We are proud to be working with several employers and partners who are committed to change. Here are some of the employers with whom we have worked this year:

- Building 245 Hammersmith
- Nandos
- Holland Park
- London Borough of Hammersmith and Fulham Council - Youth Voice
- RBKC Library
- Spotify
- Bright Horizons Nursery
- Bellrock
- MusicMark
- Chelsea Open Air Nursery
- Royal Borough of Kensington and Chelsea
- The Works
- Wendell Park Primary School
- Hammersmith Gym
- Tri-Borough Music Hub
- Shephard Bush Library and Many More

Supported Internship

The Supported Internship (SI) programmes have been running for several years in partnership with West London College, Hammersmith and Fulham Council and the Royal Borough of Kensington and Chelsea. Two sites are used as bases with two Supported Employment Co-ordinators (SECs) placed on each site.

Reflecting on the initial recruitment day and outcomes the young Interns have achieved, AoD has helped 50% of the young people to gain paid employment. These successes have been secured through their experiences on their placements.



Above photo: *Hammersmith & Fulham Supported Internship Graduation cohort 2023-2024*

One of the Supported Internship Programme key aims is to promote accessible recruitment and jobs for Disabled people, whilst supporting employers in the development of a diverse work force, by providing training and showing them how reasonable adjustment could be applied within a role.

Our 2023-24 Highlights:

- 50% of the Graduates have secured paid employment through their placements and 30% of Graduates are attending interviews.
- We have a data base of 100+ employers, with 20 additional employers added this year.
- We have delivered ongoing mentor training to all employers.
- We have attended numerous SEND events to promote the Supported Internship Programme.



Case Story – Lola's Supported Internship Journey

Lola joined the High Street Supported Internship programme because **'I would like to get a Job in Admin'.**

Lola was keen to pursue an admin role and was firm with her decision. During her first placement – Lola worked in SEN & Environmental department in Kensington and Chelsea council, where she was completing admin work, make Newsletters for SEN department and completing data entry work. Lola enjoyed her placement and developed a lot of skills but also stated data entry wasn't best suited for her.

Lola then highlighted she wanted to go into the Hospitality industry, The Job coach arrange a placement with her working in the canteen at Kensington & Chelsea council. Lola was working part of a team, helping serving customers and replenishing the stocks and tidying up. One reasonable adjustment that was added for her during her placement agreed by all partners during regular meeting taken place. They implemented having a schedule list of what to next to help Lola refocus. Lola then worked in Nandos as a Host, where Lola flourished used all her skills she let from her other placement and was able to pick up the tasks very quickly and follow instructions.

Once Lola has completed the supported internship programme, Lola has secured paid employment with one of our long-lasting partners Nandos after completing a placement with them as her final placement and with the help of the Job Coach. Lola would be receiving mentoring from the follow-on coordinator and the Job Coaches.

Below is the feedback received from the team.
"She is friendly and supportive. We have received couple of positive customers feedback regards to her service". **Ronny & Team, High Street Kensington Nandos**

Our Future Plans:

- Forge a new working partnership with Morley College who will be the new education provider for the Kensington and Chelsea Internship

- To be more actively involved in forums relating to employment opportunities. This is in progress and the Project Lead is attending a range of relevant meetings promoting the Internship.
- To hold an event for existing employer hosts and new potential hosts to grow the pool of placements available for work experience and future jobs.
- To establish an In Contact group, to be held in AoD's Our Place venue. This will be progressed with the Project Lead for Our Place.
- To improve our outreach work we have been promoting the Supported Internship by having meetings with key personnel from the council. Many of these contacts have had positive results. The Council is requesting to be involved in the
- Employer Engagement for the Council contacts.
- Leaflets have been created to be circulated to companies, secondary schools, colleges and sixth forms to 'sell' the Supported Internships.
- To further develop additional Internship offers. Discussions are underway between AoD and West London College to seek further industry-based Internships.
- To host a SENCo networking event in AoD to share information of opportunities.
- Develop a training programme for the SECs to enhance their knowledge in key areas.

In Work Support

It is 11th years since we launched the small new employment project to support 12 young Disabled people and to provide a Job Club to for Disabled residents to look for work. Looking back at what's happened during these 11 years, AoD has supported a total of 537 Disabled people finding paid employment, 24% of them furthering their career progression and promotion, with 82% of them currently working.



Our 2023-24 Highlights:

- 18 graduate interns, supported by our Supported Employment Coordinators, are now in paid employment
- 21 ex-graduate interns are being supported by our Follow up Coordinator in finding paid employment
- 38 Disabled people in paid employment are being supported by AoD's In Work Support Service

Testimony from English National Opera

"We have been collaborating with Action on Disability since 2022 to employ staff to join our Front of House team at the London Coliseum. We work closely with their employment team to ensure that the candidates are supported from application stage, interviewing and through to their development in the roles. Some of our staff have been with us since 2022, and the team of staff employed through Action on Disability is continually growing. We are very proud to work closely with them."

Our Future Plans:

- Seek new key partner(s) to expand and create new Supported Internship partnerships.
- Continue to recruit more job coach / support worker to meet the growing demand of our In Work Support Service
- Achieve new funding to develop new partnerships and continue projects, especially to continue to fund a Follow Up and Support Project.



Independent Living Service

Independent Living Service has been gradually grown from strength to strength over the last 8 years, starting from the dedicated Peer Support project to a wide range of Independent Living projects now:

- **Direct Payments Support Service**
  Assisting local Disabled residents to manage their Direct Payments
- **Our Place Project**
  New 3-year Lottery fund starting from February 2023
- **Peer Support Project**
  Providing and facilitating a number of Peer Support led groups run by Disabled people
- **Our Voice Project - Co-production and Disability Equality**
  Providing training and support to local Disabled residents to become co-producers

Direct Payments Support Service

London Borough of Hammersmith and Fulham contracted AoD to provide the Direct Payment Support Service (DPSS) to assist local Disabled residents to manage their Direct Payments.

We work closely with the Direct Payment Peer Support Group and Disabled residents to ensure that the service is co-produced and that we are working together in an active way to co-plan, co-deliver and co-review the service.

We believe that a good Direct Payment Support Service should promote choice, control, and independence for Disabled residents, and that their views should inform our service delivery every step of the way.

The Direct Payment Support Service assists Disabled residents to:

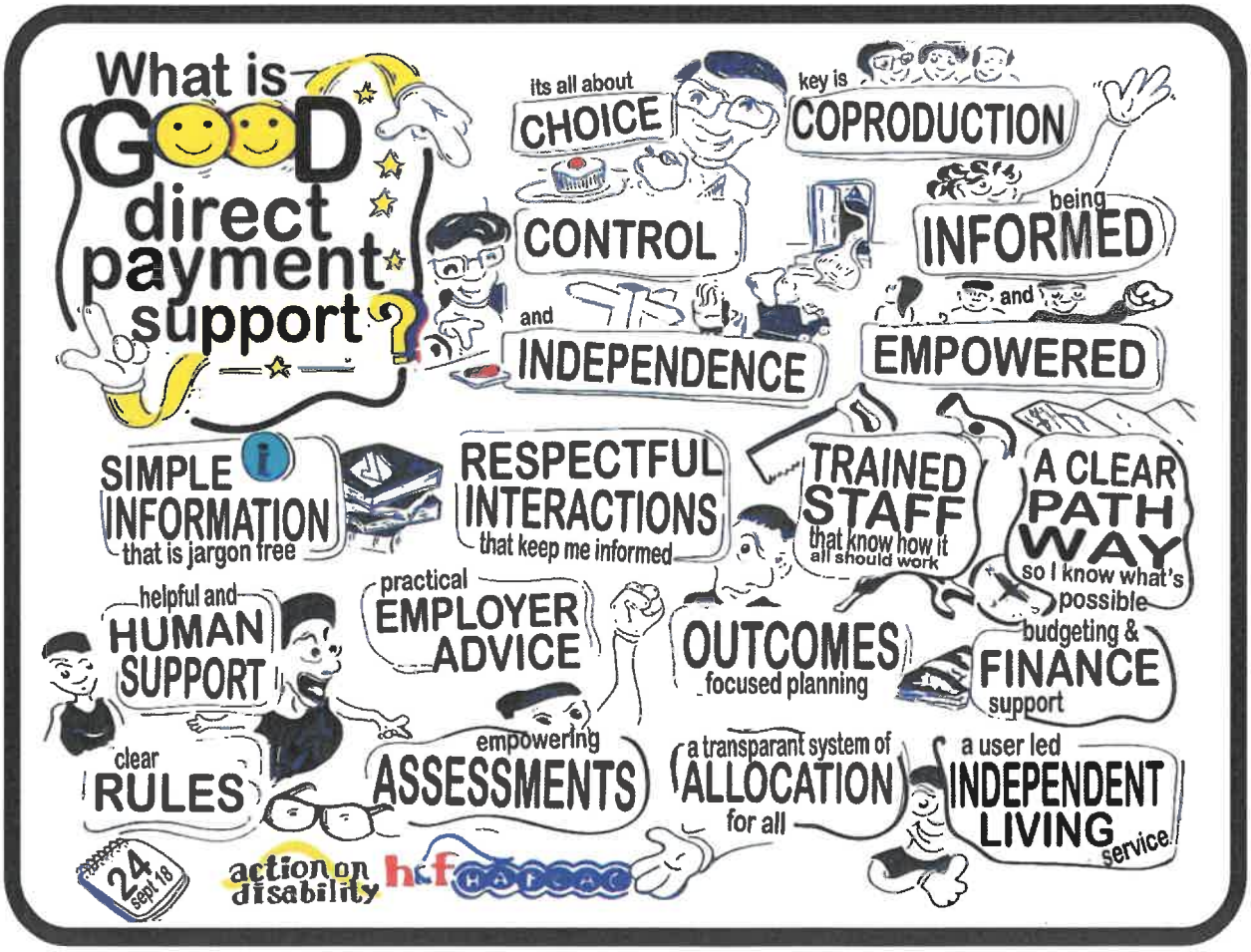
- Set up their Direct Payments.
- Recruit and employ their own support staff.
- Find a suitable payroll service and manage their staff or identify a suitable care agency or provider.
- Manage their Direct Payment budget.
- Be signposted to other organisations for different support where applicable.
- Use their Direct Payments flexibly and creatively (e.g., pooling budgets)
- Be introduced to meet other Disabled people who use a Direct Payment through the Peer Support Group.

Our Project Outcomes:

- Disabled residents are enabled to optimise the opportunities available to them through increased choice and control.
- Through an ethos of self-help, Disabled residents feel empowered and have the ability and confidence to manage their own Direct Payments.
- Disabled residents feel safe, secure, and supported to achieve greater independence with minimal support.
- Disabled residents have improved quality of life.

Our 2023-24 Highlights:

- We received 131 referrals, the majority of which were from LBHF (Circa 90%) the other 10% a largely made up of self-referrals.
- There were 1775 individual contacts made to the service which amounts to 511 hours of advice, information, guidance and support on the phone and face-to-face.
- On average and throughout the year the DPSS team were supporting 68 clients at any one time at different stages of the Direct Payment process.
- The most common request for support from the DPSS was focused on "Employer"
- At the end of 22/23, and since the commencement of this contract a total of 200 LBHF Disabled residents had accessed support from the DPSS. At the end of 23/24 that number rose to 350.
- We delivered and supported access to 13 training and information sessions for Disabled residents across the year, focused on self-directed support, at both a local and regional level, which had 260 attendances in total.
- We facilitated 26 peer group sessions with a total 113 attendances, with an average attendance of 33 Disabled residents each quarter.
- We delivered 7 training sessions to LBHF Social Workers with a total of 54 in attendance.
- We supported the introduction of a Direct Payment operational group between LBHF & AOD which is aimed at identifying challenges and solutions.
- We completed a focused exploration exercise of the barriers to PA recruitment.



Our Challenges:

- AoD, guided by the Direct Payment Peer Support Group, ceased its licensed access the Find A PA Platform, hosted by Ruils. PA recruitment continues to present a challenge for many local self-directed employers.
- Recruiting an independent facilitator for the Peer Support group remains a challenge.
- Recruitment of more local Disabled self-directed residents to the Peer Support group, and onto the Steering group.
- The safety of ILA's carrying out home visits was challenged when one of our ILA's was threatened and subjected to abusive behaviour and language.

How we have overcome these:

- One of the Independent Living Advisors (ILA) conducted a stakeholder engagement research exercise which explored the barriers that exist to recruiting and retaining PA's. This concluded with a report presented to the Steering group. It is hope that the recommendations will be further considered so that Disabled residents have access to the best employees.
- AoD DPSS has acted on the recommendations reported and has moved to commence a recruitment drive through access to job fairs, job centres and through the use of effective recruitment platforms.
- We have explored several network forums to identify an appropriate independent facilitator for the DP Peer Group.
- We have produced a short film and reviewed and produced new publicity materials to increase the numbers of self-directed residents accessing the Peer support group and the Steering group.

Feedback:

"I now understand how to confidently use my direct payment account"
"I would like to know more about what AoD can offer me especially if it helps me to manage my care and support plan"
"The information session delivered at the Irish Centre was really helpful. It's a shame more people weren't there"
"The Team at AoD are lovely"

Our Future Plans:

- AoD will work to implement a service action plan to ensure the work we do aligns with the needs of Disabled residents.
- AoD will review the staffing structure within the DPSS to ensure the service is delivering the best service possible for local Disabled residents.
- Continue to work closely with Local Authority Senior officers, social work managers and teams to improve the streamlining of referrals to the DPSS.
- Review and enhance the delivery of training to social work teams with support from senior LBHF staff and through initiatives including Direct Payments Operational Group and Direct Payments Champions.
- Continue to work with Ruils to secure skills for care funding to ensure local Disabled people, as employers, and PA's have access to meaningful training.
- AoD will recruit an independent peer group facilitator and increase engagement from Disabled residents.

Our Place Project

Funded by the National Lottery Community Fund (Reaching Communities) and Propel London managed by the City Bridge Foundation, 'Our Place' is a community space for Disabled people in Hammersmith and Fulham.



Working with local Disabled residents to create a community space and resource hub, we launched the 'Our Place' project refurbished site located at Lillie Road, across the road from the newly built AoD Centre for Independent Living. This reflects AoD's continued growth and commitment to giving more choices and control to Disabled residents in Hammersmith & Fulham, and across West London.

Our Place offers an inclusive and accessible space where Disabled people can socialise, learn skills, pursue interests, and build relationships. Key to this initiative is ensuring Disabled people have significant ownership of 'Our Place', from participating in peer support groups and activities to being involved in operational delivery.

By focusing on four key outcomes, Disabled people can achieve their full potential:

- A fully refurbished accessible space, designed with Disabled residents in mind, to create a space inclusive to all, and equipped purpose designed rooms e.g. Music Studio, Dance Studio, Art Room, Sensory Room & Lounge Space
- A home away from home, a safe space to reduce isolation, improve wellbeing, and a space to meeting place to socialise and meet new people.

- To create new and exciting opportunities that Disabled residents can lead on, empowering the community to be involved in the running of the Our Place Project
- To create a long-lasting effect for the wider community of Disabled residents across West London.



Above photo: *Deputy Mayor of Hammersmith and Fulham officially opened 'Our Place'*

Our 2023-24 Highlights:

- AoD successfully added to the 3 years funding from NLRC by securing Propel London for years. We also secured funding from the Kings Coronation Fund, John Lyons Charity and from The Earls Court International Film Festival to equip the Our Place Space. We also received a generous donation from Lucy McVeigh towards costs of the arts materials, in honour of Sue Clive MBE.
- We recruited a full-time project lead, who went on to set up an Our Place steering group to direct and coproduce the service and its delivery.
- AoD has linked with partner agencies and specialist providers to support the delivery of a broad range of group activities, including lived experience peer led sessions.
- We commenced work on creating the Our Place Space which we aim to open in July 2024. This activity centre will include a music studio space with film and video production. An exercise studio for yoga and dance etc. A sensory/quite/breakout/prayer space. A lounge space with an art room. This represents an Our Place space that local Disabled people can call their own.
- In its first months Our Place has delivered over 360hrs of activity session delivery, across 180 days, with over 300 attendances.
- We supported access to coproduction training for residents.
- We supported the process that led to the creation of the new family hubs model in LBHF.

Our Challenges:

- As is the case with all new services, engaging the community has taken a significant effort
- Aligning the Our Place identity with AoD's identity and branding has been a learning process.
- Having such a vast community, where there may be a variety of intersectional needs can be difficult to support and prioritise to better serve the wider community.
- Staff ill-health and wellbeing has impacted on proposed delivery and the timetable of delivery
- With a significant absence from staff due to ill health, development on delivery was impacted and resulted in a service underspend.

How we have overcome these:

- AoD has accessed support from a vast network of partners to ensure knowledge of the Our Place offer is reaching the wider Disabled community.
- Concerted efforts to engage the Deaf and hearing impaired, and the Blind and visually impaired communities has been implemented with success and access to our place will commence in 24/25.
- The New Our Place Space is designed with intersectional needs in mind, and it is hoped it will attract wider community engagement.
- CEO and Senior management will deliver a staff session on publicity and AoD branding.
- Guided by HR and Occ Health, staff have been supported to return to work from a spell of ill health and are now delivering with great success.
- In order to achieve a successful return to work, and with agreement from funder, AoD used the underspend to recruit part time support to the project lead, which has proven to be productive.



Above photo: *'Our Place' Project - Music and Video Production Studio*

Feedback:

"I am my Uncle's carer/support and he gave me your contact details as he has been coming along to your coffee mornings which has really helped his mental health so thank you for your support"

"I didn't realise how many opportunities there were out there, until this project started bringing them to us".

"Our Place helped me realise the importance of utilising my skills, the importance of co-production, and no matter how big or small, there is always something to contribute and give back to the community".

Our Future Plans:

- AoD will open the Our Place Space in July 2024.
- We will increase the offer of peer led activities and opportunities
- We aim to have an open-door policy from September for the Our Place Space so that the Disabled Community have access to a community space all day, with access to a choice of activities.
- A publicity drive during the summer will increase knowledge of Our Place and engagement from the West London Disabled Community.
- The Steering board will be supported to understand their responsibility in sustaining the space and the delivery of activities and opportunities.
- Support to prepare a fiancé strategy for when NLRC and Propel London funding comes to an end.



Above photo: *'Our Place' Project – Our Space Lounge*

Our Voice Project - Co-production and Disability Equality

Funded by the Trust for London, this project aims to make the 'voice' of local Disabled people stronger, by building on the Independent Living and Coproduction training sessions run by AoD, where 20 Disabled residents were trained to become co-producers, 35% of whom were people of colour. The impact of this project will result in an increased number of Disabled residents becoming tomorrow's active co-producers, leaders, activists, influencers and participators, fully politically sensitive, engaging and working with local decision makers, commissioners, councillors and community leaders across the Borough, achieving together for a better, inclusive and accessible place to live, work, learn and participate by boosting the number of active Disabled residents driving the spread of the Independent Living and the Social Model of Disability both across all the services and in the community.

Our Project Outcomes:

- **Visibility and Support:**
  - Aim for AoD to support 125 Disabled residents with at least 4 new user-led Coproduced or Peer Support Groups.
- **Effective Campaigns:**
  - Bring together effective campaigners, influencers, and facilitators to join local resident-led coproduction groups, with a target of 50 Disabled co-producers.
- **Training and Leadership:**
  - Support trained co-producers to train other Disabled co-producers.
  - Increase the number of local Disabled leaders to step forward and work together in the borough, with a target of 6 new Disabled Trustees, including 2 young adults, and 10 leaders representing specific impairment groups.



Above photo: *Co-production and Disability Equality Training Session*

Our 2023-24 Highlights:

- The third Coproduction & Disability Equality training was a success with high attendance and engagement.
- Strengthened collaborations with various organizations, contributing to broader diversity and inclusion efforts.

Our Challenges:

- Recruitment and networking remain challenging.
- Budget constraints and remuneration issues affect resource allocation.

How we have overcome these:

- Enhanced our training resources and accessibility features to attract more participants.
- Built stronger networks and partnerships to support our recruitment efforts.

Feedback:

- Positive responses from trainees and participants highlight the value and impact of our training sessions and collaborative projects:

  'Profound gratitude to you all for the opportunity to join this iterative journey and learn so much. The course material and resources are simply incredible. I had the joy of experiencing moments of magic in each of the 7 sessions, moments to remember for long. The most important part of this was the amazing sauce of folks who attended it - no intention to minimise your hard work or contributions - that togetherness and sharing touched me deeply on a level that cannot be put into words.

  I felt I was treated as the best version of myself and this motivates me to become that kind of person. Being nurtured in the nest for the past weeks, I am like a baby bird ready to open my wings and try to fly. Limits is the sky.'



Above photo: *Co-production and Disability Equality Training – Group Discussion*

Our Future Plans:

- Continue to recruit participants for upcoming training sessions.
- Expand our network and partnerships to increase community engagement and project impact.

Welfare Benefits Advice Service

AoD Welfare Benefits Service (WBS) offers free benefits advice and assistance to Disabled adults and children of all ages – including parents and carers of Disabled children – living in the London Borough of Hammersmith and Fulham. The help given is hands-on casework up to First-Tier Tribunal level, and, in some cases, Upper Tribunal level.

Our 2023-24 Highlights:

- We supported **391** residents over the course of the year.
- This resulted in backdated lump sum payments for residents of **£354,663.48.**
- This represents Increased weekly payments for residents of **£29,026.10.**
- With the expectation that welfare benefits are awarded for at least 52 weeks, the total figure for weekly income is **£1,509,356.96.**

Our Challenges:

- Having access to the appropriate resources to match the demands for the service has proven difficult. The Advice contract awarded to AoD by LBHF seven years ago stills carries the same annual value, without any uplift.
- This means that the team, and the demands on them, are not matched with competitive remuneration.
- This, and the pressures from the demands on the service has led to low morale and there have been several occasions where staff within the service considered their positions within AoD.
- The Advice contract is a partnership contract which is also delivered by CAHF and H&F Law Centre. Although there have been requests to LBHF to facilitate adequate support through partnership forums, this has not been backed.
- Access to the service is directed by numerous routes, some of which may have access to their own resources to provide advice. These include Adult Mental Health Services and Health Services. Health do not contribute to the cost of this contract which we believe needs to be addressed by LBHF.
- The recruitment of volunteers has slowed down, and we need more volunteers to support with the essentials of form filling.
- Securing trust funding to meet the shortfall in the services annual budget is incredibly challenging.

How we have overcome these:

- We have met with LBHF Commissioners and service managers to highlight the lack of support to deliver on the demands of this contract.
- We have highlighted that the value of the contract is still as set seven years ago and that it is not sustainable to maintain service delivery.

Feedback:

"Fabulous service. It's so refreshing to see the same adviser every time and not having to re-explain my situation on every visit."

"Clear explanations eased my mind, very friendly advisors. Very happy with the service and will definitely use it again!"

"I've used the service for several years. The advisers have an amazing knowledge of Disability benefits. Every piece of advice they have ever given me has been spot on. I've recommended the service to several people over the years - none of whom have been disappointed"

Our Future Plans:

- As part of our service delivery plan for 2024-25, we explored ways in which we could extend our WBS across the borough and through outreach support. We commenced delivery of outreach drop-in sessions at the 3 new LBH&F Family Hubs. They are Stephen Wiltshire Centre (SWC), Tudor Rose centre and Old Oak community centre. Although in its infancy, this outreach option for local Disabled residents adds to our existing outreach work with organisations like parents Active and Queensmill School.
- At a minimum, continue to explore the potential to generate sufficient income to cover the deficit in annual delivery through trust fundraising.
- Request increased support through the advice contract partnership, facilitated by LBHF.
- Review the staffing structure and delivery model to best match the value associated with this contract.
- Recruit a skilled team of volunteers who can contribute to easing the demands on the team within the service



Above photo: *AoD Youth Board presented Youth Inclusion Charter signed by H&F Council, H&F Youth Council, Young H&F Foundation and AoD*

Youth Service

AoD Youth Service provides opportunities for young Disabled people aged 11-25 to participate in positive activities, and, through partnerships, supports the development of inclusion across London Borough of Hammersmith and Fulham. young Disabled people have access to fun, informal learning where they can gain new skills and challenge themselves through a varied curriculum programme of activities, accreditation, and volunteering.

AoD Youth Service delivered 4 holiday projects (Easter, Summer, October half term Feb half term). We also delivered 4 youth projects each term time week.

Holiday delivery amounted to 32 days with a total of 64 sessions (AM & PM) which amounts to 384 hours of activity. Our term time offers included Soundz, a 6hrs weekly music project delivered at Lyric Hammersmith. Acting Up with AoD, a 2hrs weekly performing arts project also delivered at Lyric Hammersmith. A weekly Youth club that ran for 3hrs every term time Thursday at the Masbro Centre (Urban Partnership Group) and a 3hrs weekly Junior club delivered every Friday at Normand Croft School. This amounts to 120 term time sessions amounting to 420hrs of delivery. in total, AoD Youth service delivered 184 sessions amounting to 804hrs of direct delivery. 127 unique individual young Disabled people accessed our delivery on a regular basis.



Above photo: *AoD Youth members showcase their drama piece as part of our 'Acting up' Drama project with the Lyric Theatre Hammersmith*

Our 2023-24 Highlights:

- AoD Youth Board accessing Coproduction training and creating a Youth Inclusion Charter.
- The launch of our youth board's Youth Inclusion Charter which was signed up to by LBHF (Cabinet Member for Children and Education, Alex Sanderson), Young Hammersmith and

Fulham Foundation (CEO, Gareth Dixon) Action on Disability (Chair, Cllr Sharon Holder) and LBHF Youth Voice.

- Securing a working parentship with West Youth Zone to ensure that any development with the delivery of youth work would ensure young Disabled people have access to opportunities as equals.
- We protected several young people from harm with our multi agency approach to safeguarding.
- we provided all young people with a meal every day that they attended our holiday projects.
- 13 young people worked through the DofE awards scheme and 7 of those young people achieved Gold and received their awards at 2 ceremonies held in the gardens of Buckingham Palace.
  We successfully delivered a one year Acting Up (Performing Arts Project) in partnership with Lyric Hammersmith.
- We delivered two terms of a Youth club in partnership with the Urban Partnership Group at the Masbro Centre.
- We commenced and successfully delivered an LBHF sub-contract through Let Me Play to deliver Universal, Targeted and Specialist Youth Provision.



Above photo: *AoD Youth members received the Duke of Edinburgh's Gold Award at Buckingham Palace*

Our Challenges:

- Our Youth Service team leader went on maternity leave, which impacted on the way in which we staff and manage project delivery.
- The new sub-contract model for Youth Service delivery meant a loss of short breaks funding, which represents a circa £30k loss per year.
- Transport presented challenges due to availability of drivers with our transport provider.

- Throughout the course of 2023-24, there were 7 significant safeguarding concerns raised. In line with AoD policy and procedures, all incidents were managed accordingly.
- While the Youth Inclusion Charter was a welcome initiative to measure the work that AoD Youth Service do, and while there is a commitment from the Youth board to ensure other partner organisations sign up to the charter, some partner organisations continue to deliver a segregated model of inclusion.

Our Impact:

- Through the delivery of our project's, young Disabled people have been thriving as equal members of their communities and continue to aspire to their full potential.
- Young Disabled people have greater interpersonal skills, increased awareness of healthy life choices and well-being, acquired practical life skills, improved employability skills, increased creativity, and accredited learning outcomes.
- Young Disabled people have a positive perspective of Disability, confidence to access their communities and their wider communities, a greater understanding of social and professional responsibility, increased self-esteem, and emotional resilience, can make informed decisions, and have enhanced self-awareness and an awareness of others.
- Young Disabled people have increased independence and economic well-being, have gained peer support and friendships, have a greater sense of belonging and contribution, and have improved well-being.

Case Story

Situation:
K.B. is a 14-year-old male who is on the autistic spectrum and has been accessing our services for the last two years. When he first began accessing our services he was withdrawn and did not engage much in activities with his peers. However, through the various projects he was accessing both in term time and during the holidays, it was observed that he was beginning to engage in activities and form new friendships with peers.

During the Summer holiday programme and Autumn term in 2023, staff began to observe that KB was beginning to become withdrawn again and wasn't participating in activities, choosing instead to spend more time on his phone.

Upon speaking with his mum, she did inform staff that she was also noticing a change in his behaviours and demeanour. She stated that there were a few weeks earlier in the year where KB did not stay at home, but instead chose to stay with other family members There was a incident previously where KB mentioned issues at home in which social services were made aware.

Very recently as well, in the last term, KB mother has indicated that he is no longer as independent as he was, where he was not allowed to travel by himself at certain times due to concerns around where he was going and who he was interacting with.

Tasks:

- Youth Workers to continue to encourage KB engage in activities he enjoys.

- KB to be signposted by Project Coordinator to external organisations to engage in additional activities he enjoys (i.e. digital media, CFC, etc.).
- Youth Workers to engage in conversations with KB both in group settings and independently to check in with him.
- Staff to encourage KB to come off his phone for periods of time and engage with peers in activities

Outcomes:

- K.B has begun to engage in new activities offered during the holidays and term time, including a variety of sports and cooking sessions (these are new activities he has not participated in previously).
- K.B has engaged in positive conversations with staff and peers around topics he enjoys.
- K.B has begun to regularly join in activities with little to no prompting from staff or peers.
- K.B has begun expressing how he feeling to friends and staff and has on several occasions asked for advice on how to handle stressful situations he has encountered (i.e. bullying at school).
- KB has made new positive friendships with peers at both the holiday programme and term time projects.
- KB has won the Jack Petchey award after being nominated by peers for being a positive role model, a good friend and someone who has participated in new activities.

Impact:

- K.B has improved his communication and verbal skills.
- K.B has improved his social skills.
- K.B has made positive relationships with peers.
- K.B has begun to participate in both activities he enjoys and new activities he hasn't done in the past.
- K.B has begun to express how he is feeling positively and seeks advice from peers and staff when he is unsure of what to do.
- KB has begun to spend less time on his phone during programmes with little encouragement from staff.

Summary:

KB has attended AoD Youth Service Programmes for 2 years. At the start of that time, he was extremely disengaged and did not want to take part in activities with peers, despite encouragement from friends and staff. As he settled in, KB became more open and started to engage in activities, form friendships and engage in conversations with peers. Recently in the last several months, staff and mum have observed that he has begun to become more withdrawn, instead choosing to be on his phone for most of the time. Mum has also expressed concerns around where he was going when he was travelling independently and who he may be interacting with during these times.

As a result, she had requested our transport service to pick him up and drop him off at home at the start and end of programmes. With support from staff and peers, KB has begun to re-engage in activities he enjoys and has even begun to participate in activities he has not done in the past such as sports and cooking. He has also been making positive relationships with

new members to the youth service as well as re-engaging in friendships with peers from before.

KB has recently been a recipient of the Jack Petchey awards, nominated by his peers for being a positive role model, good friend and as someone who has done new activities. While he does engage less with the phone during sessions, the phone does continue to be a main distraction for him during programmes, as well as noted by mum at home. He does still require some prompting from staff to participate in activities, but when encouraged he will come off his phone for a duration of time. Staff will continue to support him in the coming year to ensure he continues to maintain positive engagement with our services.

KB has also been signposted to outside activities from AoD for things he enjoys such as Chelsea Football Club and digital media with the Octavia Foundation. He will also be encouraged to participate in workshops and discussions with SASH around being safe online, self-esteem and other topics that may benefit him.

Our Future Plans:

- Deliver on all sub-contracted obligations for 2024-25. (Lead contractor – Let Me Play)
- In line with strategic plans for the Youth Service for 2025 – 2028, identify and secure core funds to deliver a comprehensive, partnership-based youth service.
- Review partnership with Lyric Hammersmith and identify areas requiring improvement. This should include securing Arts Council funding for an inclusive performing arts Project.
- Secure funding for Music project delivery.
- Approach Sports England for Physical activity offer for young Disabled people.
- Commence delivery at West Youth Zone (Onside), review delivery partnership and implement changes as appropriate, all with the aim of ensuring young Disabled people have equal access.
- Continue to promote young Disabled people's Youth Inclusion Charter to partner organisations and request that they adapt delivery to ensure equal access.

Financial review

A successful year which ended with a surplus.

- During this financial year there has not been one significant event that has contributed to AoD's financial performance. We have been responsive to situations as they have arisen and have been careful to work within agreed budgets, control costs and new full cost recovery models.
- The principal sources of funding for the charity are derived from a number of different contracts, grant awards and earned income.
- There are no pension liabilities arising from obligations to a defined benefit pension scheme or pension asset on the financial position of the charity.
- The charity holds no material financial investments, other than our reserves account held with Lloyds Bank.

Reserves policy

Our unrestricted funds, as at 1st April 2024, were £324,648 in general funds. The current reserves policy, as agreed by the Trustees, is a minimum of 25% of annual expenditure, or 3 months running costs in the current financial year, to preserve AoD's cash flow and to meet any unexpected contingencies. For the year a 25% target would require a reserve of £358,804 in unrestricted general funds. The present level of free reserves of £324,648, available to the charity, is just below this target level.

In the short term, the Board has also considered the extent to which existing activities and expenditure could be curtailed, should this be necessary, and have agreed to set a balanced year.

Going concern

There are no concerns about the Charity's ability to meet all its financial and contractual obligations in the year ahead. The charity is a going concern.

Principal risks and uncertainties

The Board of Trustees has conducted a review of the major risks to which the charity is exposed. We have a Risk Register which is updated every six months. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan, which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Cash flow remains the greatest risk. With a number of grants/contract funds being released in arrears, careful planning is required. Cash flow projections enable the Chief Executive to give advance notice to the Board of Trustees of any periods when temporary support is required from reserves.

Regular supervision for staff and volunteers ensures compliance with employment laws. Improved internal communication with staff and volunteers ensures everyone feels part of one organisation. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors to the centre.

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated in June 2001 and registered as a charity in April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 to the assets of the charity. The Board members have no beneficial interest in the charity.

The objects of the charity are:

a. To promote equality of opportunity, choice and independence by removing physical, social and attitudinal barriers to integration within the community for people who have a physical or sensory impairment or learning difficulty, or who experience mental health difficulties, through the encouragement and development of education, training, facilities for recreation, employment based on the ethos of independent living and who reside, work or are undergoing educational or vocational training in, but not exclusively, Greater London.

b. To fulfil any other object which is deemed wholly and exclusively charitable by the laws of England and Wales.

The issues that AoD seeks to tackle cover every part of a person's life and can affect any person from any culture and any walk of life. It covers the following, though this is by no means an exhaustive list:

- Poverty
- Discrimination
- Lack of access, exclusion and segregation
- Health inequalities and lower life expectancy
- Internalised oppression

The Trustees have agreed the following strategies to ensure the charity meets both its objects and the public benefit.

- Inclusion – where possible delivering services inclusively in mainstream settings and influencing other organisations (public, private and voluntary) to do the same.
- Specialist services – where necessary providing tailored, specialist services for Disabled people only.
- Campaigning for equality – arguing for equality of outcome over opportunity and supporting organisations to identify whether inclusion or specialist provision is required to achieve equality of outcome.

The charity fulfils its objects and the public benefit requirement through the following activities:

- Information, signposting and referrals – ensuring people have accurate information and are connected with appropriate services is an essential first step to tackle the issues above.
- Advice and guidance – supporting people through the complex maze of public services is essential.
- Advocacy – ensuring that people have their voice heard when they have been denied, or are not happy with, a service.
- One to one support and person-centred planning – providing direct support to tackle individual issues.
- Employment and volunteering opportunities – providing and supporting people to access opportunities that can lift them out of poverty and to give them a purpose.
- Campaigning and influencing – working with politicians and officers in the public sector, and directors and managers in the private and voluntary sectors, to change attitudes and remove barriers to inclusion.

At the first meeting after each Annual General Meeting, the Trustees will review how the charity meets the public benefit, and the Chief Executive also takes them through their specific responsibilities as charity Trustees. Each Trustee is provided with the location of all Charity Commission guidance online and specific toolkits are printed and given to them.

Recruitment and appointment of Trustees

The directors of the company are also charity Trustees for the purposes of charity law and, under the company's Articles, are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve for a period of three years, after which they must be re-elected at the next AGM. Each year those Trustees who have served their 3-year term must step down but may be re-elected for another three-year term up to a maximum of 9 years of service. Temporary vacancies are filled by the Board until the following AGM when they can be re-elected. The Board appoints its honorary officers at its first meeting after the AGM.

The Board of Trustees represent the voice of local Disabled people and, constitutionally, 75% of its members must have a disability. This is an important part of our structure and one that ensures Action on Disability remains 'user-led'.

Trustee induction and training

Most Trustees have personal experience of disability, and all subscribe to the 'Social Model of Disability' which is the guiding principle of the organisation. However, as part of induction, all Trustees will attend our internal Disability Equality training course.

We encourage new Trustees to participate in short training sessions to familiarise themselves with the charity and the context within which it operates. These sessions cover:

- The obligations of the Trustees.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Basic charity law.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives for the charity.
- Disability Equality Training & Social Model understanding.

The induction programme gives new Trustees an understanding of the work of individual projects, funding of the organisation and various Charity Commission publications. The Chair and senior managers deliver a brief induction shortly after the AGM. Trustees are encouraged to take an interest in a specific area of Action on Disability covering both operations and a strategic interest in the organisation's future developments.

All Trustees serve on the Board of Trustees, which meets quarterly, to review performance and long-term strategies for Action on Disability (AoD). The Officers Group meets at least four times a year to ensure that the policies of AoD are implemented and that the work is properly managed.

The Trustees delegate the day to day running of the charity to the Chief Executive. He is responsible for ensuring that the charity delivers the services specified and that key performance

indicators are met. The Chief Executive leads a team of 24 full and 3 part-time staff, 72 sessional staff and around 15 volunteers. The leadership team ensures the effective and efficient operation of AoD services to Disabled people with the primary focus being Hammersmith and Fulham.

Volunteers

AoD relies on volunteers to staff its reception function. They are the frontline and first contact for people visiting, calling or emailing the charity. Individuals benefit from the role, increasing their social contact, improving their skills and their chance of paid employment. However, the charity could not be run effectively without these volunteers, many of whom work several shifts a week and stay with us for years.

Like all charities, our Trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 4,862 hours this year. If this was calculated just at the living wage level it would equate to £63,935 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

Related parties and relationships with other organisations

The charity has a formal agreement with partner organisations Young Hammersmith & Fulham Foundation (YHFF) and Parentsactive for Family Hub project. YHFF is the lead partner and is responsible for all monitoring, evaluation and performance reporting to the funder. There are agreements with all colleges that are part of our supported employment internship activities, and outline roles/responsibilities and funding agreements.

Statement of responsibilities of the Trustees

The Trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

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,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation.

Trustees' Annual Report
For the year ended 31 March 2024

The Trustees are responsible for keeping proper 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.

Statement as to disclosure to our auditors

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Goldwins Limited were re-appointed as the auditors of the charitable company during the year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 29th July 2024 and signed on their behalf by;

S. Holder

Sharon Holder
Chair

Independent Auditors' Report
For the year ended 31 March 2024

Opinion

We have audited the financial statements of Action on Disability (the 'Charity') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Charity 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 charity'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 directors with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our 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.

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 there is 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.

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 Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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.

This report is made solely to the Charity'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 Charity'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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

Anthony Epton (Senior Statutory Auditor)

for and on behalf of

Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

DATE: 6 August 2024

Action on Disability

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2024

	Notes	Restricted £	Unrestricted £	2024 Total £	Restricted £	Unrestricted £	2023 Total £
Income from:							
Donations and fundraising		-	7,582	**7,582**	532	6,409	**6,941**
Charitable activities:							
Disability projects		714,544	632,012	**1,346,556**	552,838	555,195	**1,108,033**
Total income	2	714,544	639,594	**1,354,138**	553,370	561,604	**1,114,974**
Expenditure on:							
Raising funds		-	(460)	**(460)**	-	(5,049)	**(5,049)**
Charitable activities							
Disability projects		(697,124)	(555,254)	**(1,252,378)**	(543,945)	(469,610)	**(1,013,555)**
Total expenditure	3	(697,124)	(555,714)	**(1,252,838)**	(543,945)	(474,659)	**(1,018,604)**
Net income / (expenditure) for the year		**17,420**	**83,880**	**101,300**	**9,425**	**86,945**	**96,370**
Transfers between funds		-	-	-	136,718	(136,718)	-
Net movement in funds		17,420	83,880	**101,300**	146,143	(49,773)	**96,370**
Funds at 1 April		263,578	400,181	**663,759**	117,435	449,954	**567,389**
Funds at 31 March		280,998	484,061	**765,059**	263,578	400,181	**663,759**

All of the above results are derived from continuing activities. There are no other recognised gains and losses other than those stated above.

Action on Disability

Balance Sheet
As at 31 March 2024

	Notes	£	2024 £	£	2023 £
Fixed assets					
Tangible fixed assets	7		**192,381**		**171,068**
Current assets					
Debtors	8	**171,392**		219,428	
Cash at bank and in hand		**590,463**		501,453	
		761,855		720,881	
Creditors: amounts falling due within one year	9	**(189,177)**		(228,190)	
Net current assets			**572,678**		492,691
Net assets	10		**765,059**		**663,759**
Funds	11				
Restricted funds			**280,998**		263,578
Unrestricted funds					
Designated funds			**159,413**		82,655
General funds			**324,648**		317,526
Total funds			**765,059**		**663,759**

Approved by the Board of Trustees on 29/07/2024 and signed on its behalf by:

S. Holder

Sharon Holder, Chair

Company Registration No. 4237604

Action on Disability

Statement of Cashflows

For the year ended 31 March 2024

	Note	2024	2024	2023	2023
		£	£	£	£
Net cash provided by / (used in) operating activities	13		139,326		90,388
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		1,030		113	
Sale/ (purchase) of fixed assets		(51,346)		(70,131)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(50,316)		(70,018)
Cash flows from financing activities:					
Cash inflows from new borrowing			-	-	
Receipt of endowment			-	-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			89,010		20,370
Cash and cash equivalents at the beginning of the year			501,453		481,083
Cash and cash equivalents at the end of the year	14		**590,463**		**501,453**

Notes to the Financial Statements
For the year ended 31 March 2024

1. Accounting policies

a) 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

c) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.

d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

Expenses are recognised in the period in which they are incurred. Most expenditures include VAT which cannot be recovered.

e) Expenses are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Disability projects	98%
Fundraising and publicity	2%

f) Depreciation and amortisation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	2 years / 5 years (straight line)
Fixtures, fittings and equipment	20% (straight line)
Intangible assets	over 10 years

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

g) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.

h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

i) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

j) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purpose.

Accounting policies (continued)

k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis, based on the length of the lease.

l) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund The company has no liability under the scheme other than for the payment of those contributions.

m) The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Notes to the Financial Statements
For the year ended 31 March 2024

2 Total income	Fund raising	Support Service	Capital Project	Employment Service	Youth Service	Welfare Benefits Service	Independent Living Service	2024 Total	2023 Total
Restricted income	£	£	£	£	£	£	£	£	£
Statutory income	-	-	-	-	-	92,706	174,311	**267,017**	**382,220**
Charitable income	-	-	-	441	215,915	2,083	197,813	**416,252**	**170,618**
Donation and fundraising	-	-	-	-	500	-	2,500	**3,000**	**532**
Fee income	-	-	-	-	14,875	-	900	**15,775**	**-**
Membership / Subscription	-	-	-	-	-	-	-	**-**	**-**
Other income	-	-	-	-	-	-	12,500	**12,500**	**-**
Total restricted income	-	-	-	441	231,290	94,789	388,024	**714,544**	**553,370**
Unrestricted income	£	£	£	£	£	£	£	£	£
Statutory income	-	-	-	2,487	15,126	-	1,165	**18,778**	**52,821**
Charitable income	5,000	-	-	-	-	-		**5,000**	**10,000**
Investment and interest	1,030	-	-	-	-	-	-	**1,030**	**113**
Donation and fundraising	1,552	-		-	170	-	-	**1,722**	**6,409**
Fee income	-	39,553	-	543,850	19,803	-	855	**604,061**	**489,580**
Membership / Subscription	-	-	-	-	-	-	-	**-**	**1,438**
Other income	-	7,092	-	1,497	131	-	283	**9,003**	**1,243**
Total unrestricted income	7,582	46,645	-	547,834	35,230	-	2,303	**639,594**	**561,604**
Total income	**7,582**	**46,645**	**-**	**548,275**	**266,520**	**94,789**	**390,327**	**1,354,138**	**1,114,974**

Notes to the Financial Statements

For the year ended 31 March 2024

3 Total expenditure	Fund raising	Support Service	Capital Project	Employment Service	Youth Service	Welfare Benefits Service	Independent Living Service	Total Disability Projects	2024 Total	2023 Total
	£	£	£	£	£	£	£	£	£	£
People costs (see note 5)	-	75,564	-	412,029	151,382	81,079	195,281	**915,335**	**915,335**	**756,039**
Direct Project expenditure	1,918	60,835	2,725	9,074	63,997	-	40,138	**176,770**	**178,687**	**171,582**
Direct expenses	365	(5,049)	-	2,533	2,272	2,919	3,720	**6,395**	**6,760**	**9,033**
Premises expenditure	-	(620)	-	7,998	23,064	1,987	33,676	**66,105**	**66,105**	**51,020**
Travel and accommodation	-	506	-	565	1,271	48	2,920	**5,310**	**5,310**	**2,565**
Office expenditure	-	(6,770)	-	23,997	13,287	7,859	20,667	**59,039**	**59,040**	**52,080**
Professional fees	-	16,524	-	15,087	2,197	1,065	8,041	**42,914**	**42,914**	**25,383**
Support Service fees	-	(131,981)	-	51,378	26,652	9,479	44,472	**-**	**-**	**-**
Depreciation	-	22,785	5,533	1,225	490	-	-	**30,034**	**30,033**	**20,815**
	2,283	31,794	8,258	523,886	284,612	104,436	348,915	**1,301,902**	**1,304,184**	**1,088,517**
Capitalised in the year	(1,823)	(27,516)	(2,390)	(5,002)	(4,603)	-	(10,012)	**(49,523)**	**(51,346)**	**(69,913)**
Total expenditure	**460**	**4,278**	**5,868**	**518,884**	**280,009**	**104,436**	**338,903**	**1,252,379**	**1,252,838**	**1,018,604**

Notes to the Financial Statements
For the year ended 31 March 2024

4 Net incoming/ (outgoing) resources for the year
This is stated after charging / crediting:

	2024 £	2023 £
Depreciation	30,033	20,815
Auditors' remuneration	4,800	4,250

5 Staff costs and numbers
Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	761,436	629,739
Social security costs	62,700	49,854
Pension contributions	16,959	16,059
Sessional and temporary workers	37,314	35,945
Other people costs	36,927	24,442
	915,336	**756,039**

No employee earned more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £57,028 (2023: £57,000).

The average number of employees during the period was as follows:

	2024 No.	2023 No.
Disability services and projects	37	33
Support services	3	2
	40	**35**

6 Taxation
The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Notes to the Financial Statements
For the year ended 31 March 2024

7 Tangible fixed assets	Intangibles	Leasehold improvements & Office fit out	Fixtures, fittings & equipment	Computer equipment	Total
		£	£	£	£
Cost					
At 1 April 2023	13,841	110,665	39,750	60,361	224,617
Additions	14,591	-	15,723	21,032	51,346
Disposals		-	-	-	-
At 31 March 2024	28,432	110,665	55,473	81,393	275,963
At 1 April 2023	1,456	5,016	10,129	36,948	53,549
Charge for the period	1,508	5,533	8,077	14,915	30,033
Adjustment			63	(63)	-
Disposals		-	-	-	-
At 31 March 2024	2,964	10,549	18,269	51,800	83,582
Net book value At 31 March 2024	**25,468**	**100,116**	**37,204**	**29,593**	**192,381**
At 31 March 2023	**12,385**	**105,649**	**29,621**	**23,413**	**171,068**

8 Debtors	2024	2023
	£	£
Prepayments	**35,225**	26,734
Accrued income	**45,994**	40,373
Other debtors	**90,173**	152,321
	171,392	**219,428**

9 Creditors: amounts falling due within one year	2024	2023
	£	£
Taxation and social security	**(3,468)**	(8,913)
Other taxes	**11,334**	8,421
Other creditors	**20,051**	11,473
Accruals	**2,480**	1,008
Deferred income	**158,780**	214,201
	189,177	**228,190**

10 Analysis of net assets between funds

For the year ended 31 March 2024	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	192,381	192,381
Current assets	280,998	159,413	321,444	761,855
Current liabilities			(189,177)	(189,177)
Net assets at the end of the year	**280,998**	**159,413**	**324,648**	**765,059**

For the year ended 31 March 2023 (prior year)	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	171,068	171,068
Current assets	263,578	82,655	374,648	720,881
Current liabilities			(228,190)	(228,190)
Net assets at the end of the year	**263,578**	**82,655**	**317,526**	**663,759**

11 Movements in funds

	As at 1 April 2023	Income	Expenditure	Transfers in/(out)	As at 31 March 2024
	£	£	£	£	£
Restricted funds:					
Fund raising	-	-	-	-	-
Support Service	-				-
Employment Service	25,000	441	(5,441)	-	20,000
Youth Service	24,218	231,290	(244,779)	-	10,729
Welfare Benefits Service	10,519	94,789	(104,436)	-	872
Capital Building	105,000	-	(5,868)	-	99,132
Independent Living Service	98,841	388,024	(336,600)	-	150,265
Total restricted funds	**263,578**	**714,544**	**(697,124)**	**-**	**280,998**

Designated funds:					
Fund raising	-	7,582	(460)	(7,122)	-
Support Service	-	46,645	(4,278)	-	**42,367**
Employment Service	37,595	547,834	(513,443)	-	**71,986**
Youth Service	-	35,230	(35,230)	-	-
Welfare Benefits Service	-	-	-	-	-
Independent Living Service	-	2,303	(2,303)	-	-
Capital Fund	45,060	-	-	-	**45,060**
Total designated funds	**82,655**	**639,594**	**(555,714)**	**(7,122)**	**159,413**
General funds	**317,526**	-	-	**7,122**	**324,648**
Total unrestricted funds	**400,181**	**639,594**	**(555,714)**	-	**484,061**
Total funds	**663,759**	**1,354,138**	**(1,252,838)**	-	**765,059**

Movements in funds (prior year)

	As at 1 April 2022	Income	Expenditure	Transfers in/(out)	As at 31 March 2023
	£	£	£	£	£
Restricted funds:					
Support Service	-	2,632	(2,632)	-	-
Employment Service	10,944	34,376	(45,320)	25,000	**25,000**
Youth Service	40,245	239,285	(279,530)	24,218	**24,218**
Welfare Benefits Service	16,243	88,220	(97,444)	3,500	**10,519**
Capital Building	-	-	-	105,000	**105,000**
Independent Living Service	50,003	188,857	(119,019)	(21,000)	**98,841**
Total restricted funds	**117,435**	**553,370**	**(543,945)**	**(136,718)**	**263,578**
Designated funds:					
Fund raising	-	186	(5,049)	4,863	-
Support Service	-	17,108	(47,975)	30,867	-
Employment Service	-	458,312	(395,717)	(25,000)	**37,595**
Youth Service	-	20,877	(5,651)	(15,226)	-
Welfare Benefits Service	-	3,500	-	(3,500)	-
Independent Living Service		10,075	-	(10,075)	-
Capital Fund	118,781	51,546	(20,267)	(105,000)	**45,060**
Total designated funds	**118,781**	**561,604**	**(474,659)**	**(123,071)**	**82,655**
General funds	**331,173**	-	-	**(13,647)**	**317,526**
Total unrestricted funds	**449,954**	**561,604**	**(474,659)**	**(136,718)**	**400,181**
Total funds	**567,389**	**1,114,974**	**(1,018,604)**	-	**663,759**

12. Purposes of restricted and designated funds

Support Services	To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.
Capital Project	The AoD Centre for Independent Living is a newly built, accessible, ground floor space (opened in the summer of 2022) which will include supported community activities, peer support groups, confidential interview rooms, a conference / training room and a community garden project.
Employment Service	To assist Disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.
Youth Service	To provide a range of leisure, social and educational opportunities for young Disabled people throughout the year in inclusive environments and settings.
Advocacy Services	To provide a single point of access to advocacy services for those eligible for or in receipt of adult social care services in the London Borough of Hammersmith and Fulham, delivered in partnership with MIND and MENCAP.
Welfare Benefits Services	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for Disabled people. Local authority funded children and families and adult services.
Independent Living Service	To provide a service aimed at bringing Disabled people together to offer mutual support around all aspects of their lives, while sharing activities around common interests such as Direct Payments, IT, Knitting and Healthy Lifestyles.

13 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2024	2023
	£	£
Net movement in funds for the reporting period	**101,300**	**96,370**
Depreciation	**30,033**	**20,815**
Interest, rent and dividends from investments	**(1,030)**	**(113)**
(Increase)/ decrease in debtors	**48,036**	**(121,280)**
Increase / (decrease) in creditors	**(39,013)**	**94,596**
Net cash provided by / (used in) operating activities	**139,326**	**90,388**

14 Analysis of cash and cash equivalents

	At 1 April 2023	Cash flows	Other changes	At 31 March 2024
			£	£
Cash at bank and in hand	501,453	89,010	-	**590,463**
Overdraft facility (repayable on demand)	-	-	-	-
Total cash and cash equivalents	**501,453**	**89,010**	**-**	**590,463**

15 Operating lease commitments

The charity had annual commitments at the year-end under non-cancellable operating leases expiring as follows:

	Equipment 2024 £	Equipment 2023 £
Within 2 to 5 years	-	-

16 Related party transactions

There were no related party transactions during the year.

ACTION ON DISABILITY

England & Wales - Charity number 1091518

Accounts

action on disability

Life beyond barriers

A Company Limited by Guarantee

Company No. 4237604
Charity No. 1091518

Report and financial statements

For the year ended

31 March 2023

Action on Disability

Report and financial statements
For the year ended 31 March 2023

Contents **Page**

Reference and administrative information 1

Trustees' annual report 2 - 22

- Achievements and performance
- Financial review
- Structure, governance and management
- Statement of responsibilities of the Trustees
- Statement as to disclosure to our auditors

Independent auditors' report 23 - 25

Statement of financial activities 26
(incorporating an income and expenditure account)

Balance Sheet 27

Statement of cashflows 28

Notes to the financial statements 29 - 37

Reference and administrative information

Trustees:	Victoria Brignell, Co-Chair Cllr Sharon Holder, Co-Chair Peter Harden, Treasurer Kate Betteridge Juliana Dubuisson Donna Fenner (elected on 29th March 2023) Mike Gannon (re-elected on 29th March 2023) Mustafa Karim Amy Rait Angeleca Silversides Gabriella Zahzouh
Co-opted Adviser:	Patrick McVeigh
Company Secretary:	David Buxton OBE
Chief Executive:	David Buxton OBE
Company number:	4237604
Charity number:	1091518
Registered office:	Centre for Independent Living, Mo Mowlam House, Clem Atlee Court, London SW6 7BF
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
Bankers	Lloyds Bank 417 North End Road Fulham London, SW6 1NS

Trustees Annual Report 2022-23

The Trustees are pleased to present the annual report and accounts for the year 1st April 2022 to 31st March 2023.

Vision

To be part of, and promote, an inclusive society free of disabling barriers, where all individuals are equal.

Mission

As a user-led organisation, managed and controlled by Disabled people, our mission is to:

- Deliver high quality, professional, accessible activities which promote independent living.
- Give Disabled people the knowledge and confidence about their rights, enabling them to access opportunity, make choices and live independently.
- Campaign for the rights of Disabled people and influence local and national policy and practice.



Achievements and performance 2022-23

Employment Service

This year is the 10th anniversary of our once small employment project, set up to support 12 young Disabled people and provide a job club to support Disabled residents looking for work. Over the last 10 years, as a result of this project, AoD has supported a total of 521 Disabled people to find paid employment, 23% of them furthering their career and gaining promotion, 84% of them currently working.

This year, AoD Employment Service continues to provide 4 different projects:

- **Supported Internships;**
  187.5 hours a week of job coaching and employer engagement for 24 Disabled young people at 3 different sites

- **Job Coaching Provision at Fairshot Café;**
  84 hours a week supporting Disabled young trainees

- **Follow on Support Service; and**
  20 hours a week supporting ex-graduate Disabled people to look for paid employment

- **In Work Support Service.**
  105 hours a week job support and coaching to Disabled workers at different work locations across Greater London

All projects are aimed at promoting accessible recruitment and jobs for Disabled people, whilst supporting employers in the development of a diverse work force through consultation and training. We are proud to be working with several employers and partners who are committed to change. Here are some of the employers with whom we have worked this year:

- Building 245 Hammersmith
- Holiday Inn
- Imperial College London
- London Borough of Hammersmith and Fulham
- Lyric Theatre Hammersmith
- Nandos
- National Theatre
- NHS
- Pret
- Primark
- Royal Borough of Kensington and Chelsea
- London Borough of Ealing



Our 2022-23 Highlights:

- 24 graduate interns supported by our Supported Employment Coordinators are now in paid employment
- 35 ex-graduate interns are being supported by our Follow up Coordinator in finding paid employment
- 26 Disabled people in paid employment are being supported by AoD's In Work Support Service

Case Story – Kabir's Supported Internship Journey

Kabir joined the High Street Supported Internship programme because
'I needed to develop my employability skills to prepare for my future job ... especially if you may have been excluded from apprenticeships or traineeships ... none would get back to me'.

Kabir was keen to pursue technical and supportive roles where he could assist other deaf people but felt unable to do so due to his own barriers – he had previously sought support for his impairment. During his first placement - he worked as a Business Support Officer in Kensington and Chelsea councils Children's services. Due to the pandemic, this was a remote role.

Kabir wished to develop his data-processing skills during this time and spent most of this placement updating a database of disability-confident employers in the local area. Other aspects of his role involved co-production; Kabir investigated access issues with the local

offer's website, gave his opinion on how deaf people could access the material on the site, as well as other functionalities he believed the site should consider.

Kabir discussed performance pressures with his job coach – where he found regular meetings tiring but wanted to show his hearing colleagues and mentors that he was present/ paying attention during those meetings, alongside other issues such as ergonomic issues (strain signing on screen whilst using a keyboard). Kabir's job coach worked with him to develop better ergonomics and his self-advocacy skills to discuss with his workplace mentors about what reasonable adjustments he would require as a deaf autistic person to do his job remotely.

The Equality Act 2010 places a duty on an employer to make reasonable adjustments for Disabled employees. By the second term Kabir negotiated to have bullet-pointed notes of meetings sent to him, a detachable keyboard and a change in his role (titled: SEND Local Offer Officer in Employment Pathways and Participation) to focus primarily on co-produced tasks. Action on Disability staff also negotiated a 'check-in' system and a timetable with planned in screen-time and ergonomic breaks to elevate these issues that were causing Kabir anxiety.

During this time, Kabir created a 'deaf friendly' video on his experience as a deaf student and why he chose to join a supported internship programme – for the purposes of informing other deaf students of vocational programmes. Kabir also enrolled on a business enterprise workshop, where he developed a business plan and a website for a deaf student support service which matches students with the appropriate support, they require to complete a chosen course (including BSL).

Once Kabir has completed the supported internship programme, he's considering a paid IT apprenticeship role within the council - developed by his workplace mentors for Kabir to continue developing his IT skills whilst in paid employment.

Kabir would prefer to complete functional skills to Level 2 next year, however he has a dependant, and he needs to evidence £18,600 earnings as a home-office requirement.

Kabir is currently working with Action on Disability staff to find full-time paid employment and assistance to setup Access to Work arrangements once in-work.

"It was pleasant speaking with Kabir at team meetings and we value his positive contributions to the project ... he was very pro-active with his approach to the tasks we were working on together".

Marianna, Kensington and Chelsea Register Office

Our Future Plans:

- Seek new key partner(s) to expand to more Supported Internship sites with our Follow-On Support Service
- Recruit more job coaches / support workers to meet the growing demand of our In Work Support Service

- Achieve new funding to develop new partnerships and continue projects, especially a great need to fund a Follow-Up and Support project



Independent Living Service

Independent Living Service has grown from strength to strength over the last 7 years, starting from the dedicated Peer Support project to now providing a wide range of Independent Living projects:

- **Direct Payments Support Service**
  Assisting local Disabled residents to manage their Direct Payments

- **Our Place Project**
  New 3-year Lottery fund starting from February 2023

- **Peer Support Project**
  Providing and facilitating a number of Peer Support led groups run by Disabled people

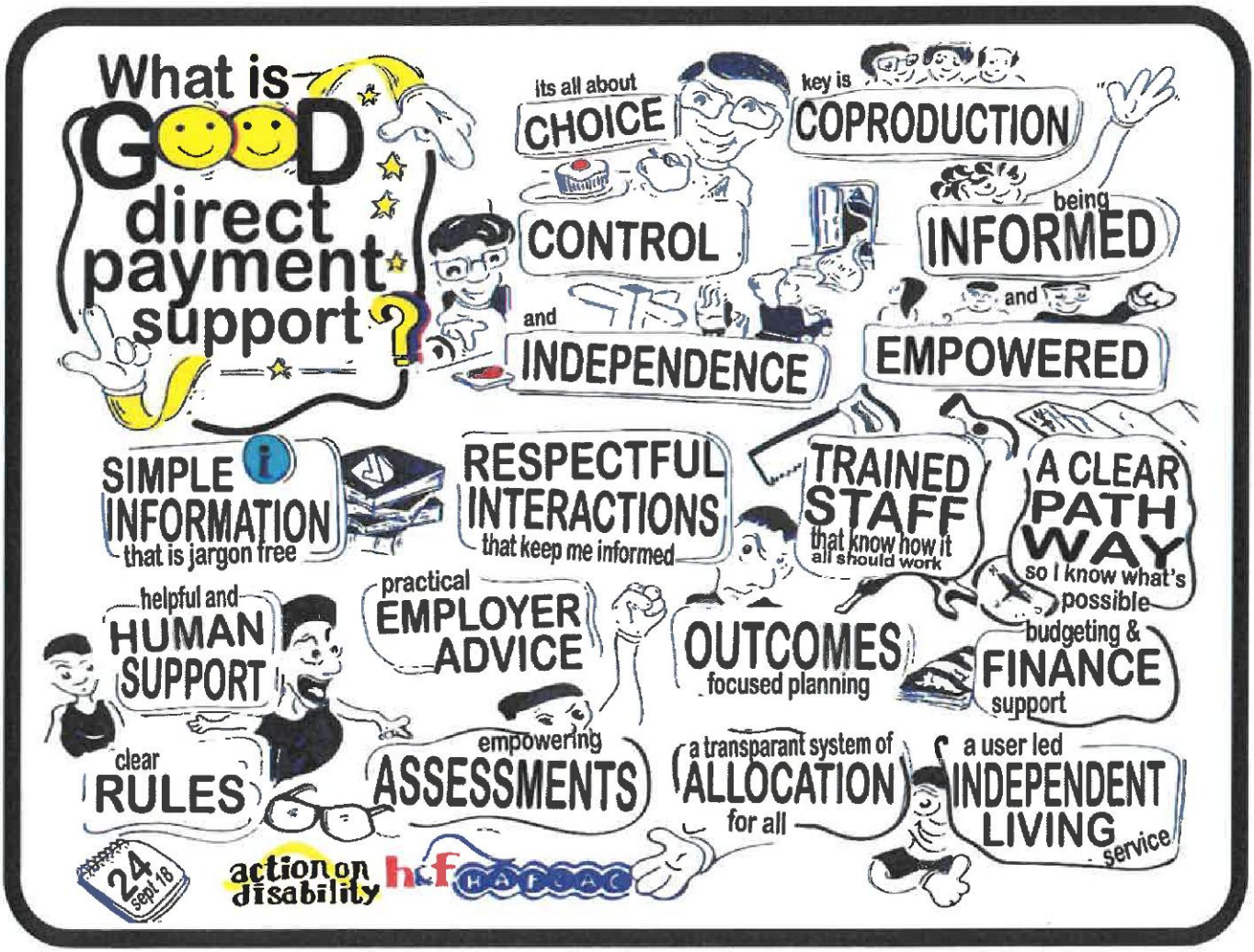
- **Co-production and Disability Equality Project**
  Providing training and support to local Disabled residents to become co-producers

Direct Payments Support Service

London Borough of Hammersmith and Fulham contracted AoD to provide the Direct Payment Support Service (DPSS) to assist local Disabled residents to manage their Direct Payments.

We work closely with the Direct Payment Peer Support Group and Disabled residents to ensure that the service is co-produced and that we are working together in an active way to co-plan, co-deliver and co-review the service.

We believe that a good Direct Payment Support Service should promote choice, control, and independence for Disabled residents, and that their views should inform our service delivery every step of the way.



The Direct Payment Support Service assists Disabled residents to:

- Set up their Direct Payments.
- Recruit and employ their own support staff.
- Find a suitable payroll service and manage their staff or identify a suitable care agency or provider.
- Manage their Direct Payment budget.

- Be signposted to other organisations for different support where applicable.
- Use their Direct Payments flexibly and creatively (e.g., pooling budgets)
- Be introduced to meet other Disabled people who use a Direct Payment through the Peer Support Group.

Our Project Outcomes:

- Disabled residents are enabled to optimise the opportunities available to them through increased choice and control.
- Through an ethos of self-help, Disabled residents feel empowered and have the ability and confidence to manage their own Direct Payments.
- Disabled residents feel safe, secure, and supported to achieve greater independence with minimal support.
- Disabled residents have improved quality of life.

Our 2022-23 Highlights:

- As the pandemic restrictions ended, the DPSS dramatically increased in person engagement, but continued to offer opportunities to engage through online platforms. This approach ensured access to all areas of the DPSS.
- We accessed support from a wide variety of voluntary sector partners and local authority departments to raise our profile with the intention of raising the profile of Direct Payments and increasing its use.
- We continued to work closely with the local authority departmental managers, social workers, and Local Authority's Direct Payment (DP) Champion. This has been designed to ensure a streamlined approach to responding to referrals.
- We have delivered quarterly training and refresher sessions and tailored annual training with the departmental teams. Training has been delivered with support from the DP Champion.
- Supported by the Peer Support group, we have commenced a review of the Find-A-PA platform to assess and value.
- We recruited a new second full-time ILA.
- We appointed a new DPSS Project Lead.
- We recruited an independent facilitator to support the Peer Support group.
- Through engagement from local Disabled residents, we have supported co-production to ensure services are designed and delivered to meet the needs of those accessing services.
- We have had a total of 95 referrals this year. 73% of these referrals were received from the local authority and 27% were self-referrals from residents.
- There has been a total of 598 individual contacts made this year to clients and anonymous queries. This has totaled 407 hours and 26 minutes of support on the phone and face to face.
- We delivered 23 Peer Group sessions, with a total of 74 Disabled residents in attendance.
- We delivered 16 training sessions to social workers and social care staff related to Direct Payments.

Our Challenges:

- While there has been senior support for instilling the practice of the Direct Payment as the default preference, this remains a challenge for social work teams.
- Recruitment of a full team has remained a challenge.
- The effectiveness of the Find-a-PA platform is under review.
- Retaining an independent facilitator for the Peer Support group.
- Recruitment of more local Disabled DP users to the Peer Support group.

How we have overcome these:

- We have continued to raise concerns with the DP Steering Group around the issue of Direct Payment as a default. We expect the DP Champion and our continued training offer to LA officers will improve the DP experience for local Disabled people.
- We will continue with recruitment drives to ensure we have a full team on the DPSS.
- We will support the Peer Support group to review the effectiveness of the Find a PA platform and decide on the best way forward.
- We have recruited an independent facilitator to support the outcomes of the Peer Support Group.
- We will explore a variety of different approaches in supporting the delivery of the DP Peers Support group with the aim of increasing engagement.



Feedback:

- Thank u very much indeed Isabella!
- The DPSS was very helpful, and I now understand a lot about how I can use my DP. Plenty of support was provided and I am currently happy with my care provider, thank you.
- DP Peer Support Group has been great to help people in need & the Team lead/ Workers always listen & try their upmost best.
- I find the peer support group an invaluable support and hope that it will continue running for the foreseeable future.

Our Future Plans:

- Recruit a full team to the DPSS Service including 0.5 team leader and 2 full time ILA's
- Review and enhance publicity encouraging local people to use an ILA. This will be supported by direction from the DPSS Steering group.
- Increase engagement of local Disabled people accessing peer support through the facilitation of the Peer Support group.
- Continue to work closely with Local Authority Senior officers, social work managers and teams to improve the streamlining of referrals to the DPSS.
- Review and enhance the delivery of training to social work teams with support from the DP champion.
- Review the Find-A-PA platform and explore options to improve PA recruitment.
- Explore skills for care funding options to ensure local Disabled people, as employers, and PA's have access to meaningful training.

Our Place Project

'Our Place' is a new project that commenced delivery in February 2023, thanks to 3 years funding from the National Lottery Community Fund (Reaching Communities).

'Our Place' will be a community space for Disabled people in Hammersmith and Fulham. We plan to create a community space and resource hub that Disabled residents can call their own – led by them and facilitated by our full time Project Lead for Our Place.

Welfare Benefits Advice Service

AoD Welfare Benefits Service (WBS) offers free benefits advice and assistance to Disabled adults and children of all ages – including parents and carers of Disabled children – living in the London Borough of Hammersmith and Fulham. The help given is hands-on casework up to First-Tier Tribunal level, and, in some cases, Upper Tribunal level.

During the past year, the AoD WBS dealt with 380 cases as well as giving advice by telephone and e-mail. It also handled 2,880 phone calls and emails, of which about half entailed giving one-off advice to other organisations and Disabled or ill people in the London Borough of Hammersmith and Fulham.

Our 2022-23 Highlights:

- We appointed Sami Basha as the new Adults Welfare Benefits Advisor.
- We appointed two new volunteers to support the delivery of Welfare Benefits advice.
- We supported **367** cases over the course of the year.
- This resulted in backdated lump sum payments for clients of **£133,106.40.**
- This represents Increased weekly payments for clients of **£14,487.37.**
- With the expectation that welfare benefits are awarded for at least 52 weeks, the total figure for weekly income is **£753,343.24** over the course of 2022-23.
- As restrictions relating to the pandemic ended, we reignited our partnership with Citizens Advice and H&F Law Centre.

Case Story

Mr and Mrs B have a newly diagnosed autistic son. They live in a council home with their 5 children. Mr B works on a zero-hour contract. When he is out of work the family are affected by the Benefit Cap and his Working Tax Credits stop.

We advised the family to claim Universal Credit so that their income could be topped up when Mr B is not working. The family were in rent arrears. We supported them to make a claim for a Discretionary Housing Payment, and they received a short-term award.

We made a successful claim for Disability Living Allowance for their son (£86.30 per week). This gave the mother an entitlement to Carer's Allowance (£69.70 per week) and a Disabled Child Addition (£30.66 per week) in their Universal Credit. These awards mean the family are now exempt from the Benefit Cap and as a result they are financially better off.

Once again, the AoD WBS would like to acknowledge the tremendous input of its volunteers. The smooth running and success of the AoD WBS would not be possible without their dedication and support. They continue to help local Disabled people to complete Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Employment and Support Allowance Work Capability forms. They continue to achieve high success rates. Thank you, Justin, Rob and Stephanie.

Regrettably, and with great sadness, we said goodbye to Linda Shapman, who passed away in May 2022. Linda volunteered with AoD WBS for over 8 years and provided crucial support to countless families in Hammersmith and Fulham. Linda was a kind, warm and generous person who will be missed by all at AoD but particularly by Doreen and Justin.

Youth Service

AoD Youth Service provides opportunities for young Disabled people aged 11-25 to participate in positive activities, and, through partnerships, supports the development of inclusion across London Borough of Hammersmith and Fulham. Young Disabled people have access to fun, informal learning where they can gain new skills and challenge themselves through a varied curriculum programme of activities, accreditation, and volunteering.

521 places were accessed by young Disabled people across our delivery through the year with 127 different young people accessing projects. We delivered 202 sessions throughout the year which amounted to nearly 700 hours of delivery at critical times. Most of these sessions were 3 hours long, however our Soundz Project (Music) was 6 hours long and our Acting Up with AoD (Performing arts) were 2 hours each session.

Young Disabled people had access to Arts Awards through our Arts project and the Duke of Edinburgh (DofE) Awards Scheme. Our Youth Board directed the service and young Disabled people had access to co-production training which culminated in the creation of the Inclusive Youth Charter.

Our 2022-23 Highlights:

- We bid for the Youth contract for 2023 to 2028 as a sub contracted provider under a lead bid from Let Me Play. Let Me Play were successful, and we will commence the delivery of our youth service as a subcontracted provider form 1st April 2023.
- The Youth team developed a strategy which identified risk and opportunity and aligned it with a funding strategy to ensure that we can continue to deliver a comprehensive offer for young Disabled people up to the end of March 2026.
- We were successful in securing Youth Music Funding to deliver the Sondz Musci project in partnership with Lyric Hammersmith.
- We successfully delivered a one year Acting Up (Performing Arts Project) in partnership with Lyric Hammersmith.
- We delivered two terms of a Youth club in partnership with the Urban Partnership Group at the Masbro Centre.
- We continued to discuss what West Zone (Onside) will look and feel like for LBHF young Disabled people when they open the facility in Spring 2024.
- We delivered on all LBH&F youth service contracts, including:
  - School holiday projects
  - A weekly after school project
  - A weekly youth club
  - The Duke of Edinburgh (DofE) Awards Scheme
- 6 young people participated in the DofE Awards Scheme and 4 completed their Gold Section and received their awards at a reception in the Gardens of Buckingham Palace.

Our Challenges:

- Our Youth Service team leader went on maternity leave, which impacted on the way in which we staff and manage project delivery.
- Preparing for contract delivery for 2023-24 was a challenge as the local authority changed the way services were contracted.
- Uncertainty around contracts meant uncertainty securing delivery venues.
- Transport presented challenges due to availability of drivers with our transport provider.
- Throughout the course of 2022-23, there were 3 significant safeguarding concerns raised. In line with AoD policy and procedures, all incidents were managed accordingly.

Our Impact:

- Young Disabled people are thriving as equal members of their communities and will continue to achieve their full potential.
- Young Disabled people have greater interpersonal skills, increased awareness of healthy life choices and well-being, acquired practical life skills, improved employability skills, increased creativity, and accredited learning outcomes.
- Young Disabled people have a positive perspective of disability, confidence to access their communities and their wider communities, a greater understanding of social and professional responsibility, increased self-esteem, and emotional resilience, can make informed decisions, and have enhanced self-awareness and an awareness of others.
- Young Disabled people have increased independence and economic well-being, have gained peer support and friendships, have a greater sense of belonging and contribution, and have improved well-being.

Case Story

Situation:
J.M is 15 years old and is on the autistic spectrum. J.M is currently in care and was referred to us by her social worker as needing access to provisions where she can socialise and build on her confidence. When first joining AoD, J.M was very shy and isolated herself from the other young people and would rarely interact with staff. She also did not participate in many of the activities offered during the programmes, often choosing to be on her own.

Tasks:
- J.M. to engage in conversations around her interests with staff members at the Junior Club and holiday programme.
- J.M. to engage in conversations around her interests with other peers at the Junior Club and holiday programme.
- J.M. will be encouraged to participate in other activities with peers for short periods of time (i.e., digital media, sewing, indoor sports).
- J.M to be encouraged to form friendships and socialise with her peers.

Results:
- J.M. has independently engaged staff members and peers in conversations about her interests in animation as well as discuss their interests as well.
- J.M. has independently started conversations with new young people who have joined the Junior club over the last term. She stated she had wanted to make new members feel welcome.
- J.M. has engaged in other activities with peers including completing her bag in sewing, participating the creation of a music video (animation portion) during digital media and some indoor sporting activities such as football and handball.
- During the holiday programme, J.M. participated in outdoor football, video games and cooking alongside other young people.

Outcomes:

- J.M has become more confident.
- J.M looks forward to accessing our provision and regularly attends, gaining a sense of belonging.
- J.M has formed friendships with shared interests.
- J.M has offered to deliver her own art project, showing other young people her skills whilst teaching them.
- J.M won a Jack Petchey award for her increased participation in new activities.
- J.M has formed secure trusting relationship with staff.

Summary:
J.M. has become more sociable during programmes and projects. At the beginning, with prompting, she participated in activities that interested her such as art and drawing. She also, with prompting, began to engage in conversations with the youth workers, volunteers, and other peers.

Over the course of time, J.M. began to take initiative often engaging others in conversations on her own. On several occasions she has even struck up conversations with new young people on their first days making them feel comfortable. J.M. has also began to engage in other activities that she hasn't participated in, in the past such as digital media, sports, and sewing. She has expressed an interest in running her own art activity with other young people over the summer holiday programme around animation and drawing. J.M. was also the recipient of the Jack Petchey award and has expressed wanting to use the money towards this project.

Our Future Plans:

- Deliver on all sub-contracted obligations for 2023-24. (Lead contractor – Let Me Play)
- In line with strategic plans for the youth service for 2023 – 2026, identify and secure funds to deliver a comprehensive, partnership-based youth service.
- Review partnership with Lyric Hammersmith and identify areas requiring improvement. This should include securing Arts Council funding for an inclusive performing arts Project.
- Review Music project delivery and secure funding for further delivery.
- Respond to consultation carried out with young Disabled people who access AoD Youth Service around physical activity, health & wellbeing. Prepare a proposal for Sports England, followed with a funding approach.
- Progress the development of a Service Level Agreement to work in partnership with West Zone (Onside).
- Promote young Disabled people's Inclusive Youth Charter to partner organisations and request they adapt to the requests form young people.

New Centre for Independent Living

First of all, we wanted to say a massive thank-you to our funders, the Mayor of London's Fund (Greater London Authority) and the Wolfson Foundation, and to our individual donors, for their financial contributions towards our Capital Appeal Fund (£220,000). And, a massive thank-you to the London Borough of Hammersmith and Fulham for offering Action on Disability (AoD) secure, permanent and accessible accommodation on a 250-year under-lease, giving us the stability to expand our services. This sustainable legacy was one of our key capital fund project's aims. This project was a once-in-a-lifetime opportunity for AoD to move from temporary premises into a fully accessible Independent Living Centre on a long lease.



Action on Disability's new premises were designed to be safe, comfortable and welcoming and, above all, to support the independence of Disabled people who use the centre. This meant that accessibility was the founding premise of the centre design and fit-out. This was made possible by:

- Strong support from H&F Council which led to AoD being offered the ground floor of a new-build block of flats on the derelict site of the former council housing office.
- Shepherd's Bush Housing Group, for funding and carrying out the main build.
- The Mayor of London's Fund for funding the fit out to meet the range of accessibility needs.
- GLA project managers for their valuable advice and support throughout the pandemic-stretched process.
- Helen Allen, our garden designer who is also an access specialist, who additionally gave freely of her time to support the project.
- The support of volunteers, eg. Maria del Prado Fernandez, Algaba, an architect with access specialism, who gave her time to assess and update the plans.
- AoD members/staff and the Youth Service for putting their time into co-production and to the Youth Service for volunteering in the fit-out, garden and producing artwork for the centre.

There were major challenges in delivery during the COVID-19 pandemic, so the handover was delayed by approximately 1.5 years. While we were pleased to manage mainly to budget, the builders have, unfortunately, now gone bankrupt with some snagging issues still outstanding, which have been paid for from our contingency funds. Capacity for managing the project in an organisation of our size – and over a much longer period than was planned – has also not been easy. However, we are proud of our achievements and optimistic as we are now focussing on co-producing our future strategy and direction for expansion in the capacity of our services.

The Grand Opening of our new Centre for Independent Living was held on 10th May 2023. The perfect occasion to see, with great pride and joy, the first ever Disabled Mayor of Hammersmith and Fulham, an AoD member and former Trustee, open our new Centre, with over 100 attendees during the glorious, warm and wonderful weather!



Our grateful thanks to the following funders for their support of our work

Addison Youth Trust
City Bridge Trust (via Inclusion London)
City Bridge Trust
Dr Edwards & Bishop King's Fulham Charity
Earl's Court Community Fund
Garfield Weston Foundation

Youth Service - Core Project
Employment Service - Follow Up Project
Youth Service - Core Project
Youth Service - Holiday Activity Project
Independent Living Service - Peer Support
Independent Living Service - Peer Support

GLA Mayor of London Fund	Capital Project - Centre for Independent Living
Jack Petchey Foundation	Youth Service - Young People Awards Scheme
John Lyon's Charity	Youth Service – Core Project
London Borough of Hammersmith & Fulham	Independent Living Service - Building Trust
London Borough of Hammersmith & Fulham	Independent Living Service - Co-production
London Borough of Hammersmith & Fulham	Independent Living Service - Direct Payments
London Borough of Hammersmith & Fulham	Welfare Benefits Service
London Borough of Hammersmith & Fulham	Youth Service - Short Breaks
London Borough of Hammersmith & Fulham	Youth Service - Youth Work
London Community Response Fund	Youth Service – Core Project
ScrewFix Foundation	Capital Project - Centre for Independent Living
Wolfson Foundation	Capital Project - Centre for Independent Living
Youth Music	Youth Service – Music Project

And, also to those who made generous donations and remembered Action on Disability in their Wills.

Financial review

A successful year which ended with a surplus.

- During this financial year there has not been one significant event that has contributed to AoD's financial performance. We have been responsive to situations as they have arisen and have been careful to work within agreed budgets, control costs and new full cost recovery models.
- The principal sources of funding for the charity are derived from a number of different contracts, grant awards and earned income.
- There are no pension liabilities arising from obligations to a defined benefit pension scheme or pension asset on the financial position of the charity.
- The charity holds no material financial investments, other than our reserves account held with Lloyds Bank.

Reserves policy

Our unrestricted funds, on 1st April 2023, were £317,526 in general funds. The current reserves policy, as agreed by the Trustees, is a minimum of 25% of annual expenditure, or 3 months running costs in the current financial year, to preserve AoD's cash flow and to meet any unexpected contingencies. For the year, a 25% target would require a reserve of £300,000 in unrestricted general funds. The present level of free reserves of £317,526, available to the charity, is just above this target level.

In the short term, the Board has also considered the extent to which existing activities and expenditure could be curtailed, should this be necessary, and have agreed to set a balanced year.

Going concern

There are no concerns about the Charity's ability to meet all its financial and contractual obligations in the year ahead. The charity is a going concern.

Principal risks and uncertainties

The Board of Trustees has conducted a review of the major risks to which the charity is exposed. We have a Risk Register which is updated every six months. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan, which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Cash flow remains the greatest risk. With several grants/contract funds being released in arrears, careful planning is required. Cash flow projections enable the Chief Executive to give advance notice to the Board of Trustees of any periods when temporary support is required from reserves.

Regular supervision for staff and volunteers ensures compliance with employment laws. Improved internal communication with staff and volunteers ensures everyone feels part of one organisation. Procedures are in place to ensure the health and safety policy of staff, volunteers, service users and visitors to the centre.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated in June 2001 and registered as a charity in April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 to the assets of the charity. The Board members have no beneficial interest in the charity.

The objects of the charity are:

a. To promote equality of opportunity, choice and independence by removing physical, social and attitudinal barriers to integration within the community for people who have a physical or sensory impairment or learning difficulty, or who experience mental health difficulties, through the encouragement and development of education, training, facilities for recreation, employment based on the ethos of independent living and who reside, work or are undergoing educational or vocational training in, but not exclusively, Greater London.

b. To fulfil any other object which is deemed wholly and exclusively charitable by the laws of England and Wales.

The issues that AoD seeks to tackle cover every part of a person's life and can affect any person from any culture and any walk of life. It covers the following, though this is by no means an exhaustive list:

- Poverty
- Discrimination
- Lack of access, exclusion and segregation
- Health inequalities and lower life expectancy
- Internalised oppression

The Trustees have agreed the following strategies to ensure the charity meets both its objects and the public benefit.

- Inclusion – where possible delivering services inclusively in mainstream settings and influencing other organisations (public, private and voluntary) to do the same.
- Specialist services – where necessary providing tailored, specialist services for Disabled people only.
- Campaigning for equality – arguing for equality of outcome over opportunity and supporting organisations to identify whether inclusion or specialist provision is required to achieve equality of outcome.

The charity fulfils its objects and the public benefit requirement through the following activities:

- Information, signposting and referrals – ensuring people have accurate information and are connected with appropriate services is an essential first step to tackle the issues above.
- Advice and guidance – supporting people through the complex maze of public services is essential.
- Advocacy – ensuring that people have their voice heard when they have been denied, or are not happy with, a service.
- One to one support and person-centred planning – providing direct support to tackle individual issues.
- Employment and volunteering opportunities – providing and supporting people to access opportunities that can lift them out of poverty and to give them a purpose.
- Campaigning and influencing – working with politicians and officers in the public sector, and directors and managers in the private and voluntary sectors, to change attitudes and remove barriers to inclusion.

At the first meeting after each Annual General Meeting, the Trustees will review how the charity meets the public benefit and the Chief Executive also takes them through their specific responsibilities as charity Trustees. Each Trustee is provided with the location of all Charity Commission guidance online and specific toolkits are printed and given to them.

Recruitment and appointment of Trustees

The directors of the company are also charity Trustees for the purposes of charity law and, under the company's Articles, are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Board are

elected to serve for a period of three years, after which they must be re-elected at the next AGM. Each year those Trustees who have served their 3-year term must step down, but may be re-elected for another three-year term up to a maximum of 9 years of service. Temporary vacancies are filled by the Board until the following AGM when they can be re-elected. The Board appoints its honorary officers at its first meeting after the AGM.

The Board of Trustees represent the voice of local Disabled people and, constitutionally, 75% of its members must have a disability. This is an important part of our structure and one that ensures Action on Disability remains 'user-led'.

Trustee induction and training

Most Trustees have personal experience of disability, and all subscribe to the 'Social Model of Disability' which is the guiding principle of the organisation. However, as part of induction, all Trustees will attend our internal Disability Equality training course.

We encourage new Trustees to participate in short training sessions to familiarise themselves with the charity and the context within which it operates. These sessions cover:

- The obligations of the Trustees.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Basic charity law.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives for the charity.
- Disability Equality Training & Social Model understanding.

The induction programme gives new Trustees an understanding of the work of individual projects, funding of the organisation and various Charity Commission publications. The Chair and senior managers deliver a brief induction shortly after the AGM. Trustees are encouraged to take an interest in a specific area of Action on Disability covering both operations and a strategic interest in the organisation's future developments.

All Trustees serve on the Board of Trustees, which meets quarterly, to review performance and long-term strategies for Action on Disability (AoD). The Officers Group meets at least four times a year to ensure that the policies of AoD are implemented and that the work is properly managed.

The Trustees delegate the day to day running of the charity to the Chief Executive. He is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Chief Executive leads a team of 18 full and 4 part-time staff, 54 sessional staff and around 21 volunteers. The leadership team ensures the effective and efficient operation of AoD services to Disabled people with the primary focus being Hammersmith and Fulham.

Volunteers

AoD relies on volunteers to staff its reception function. They are the frontline and first contact for people visiting, calling or emailing the charity. Individuals benefit from the role, increasing

their social contact, improving their skills and their chance of paid employment. However, the charity could not be run effectively without these volunteers, many of whom work several shifts a week and stay with us for years.

Like all charities, our Trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 4,200 hours this year. If this was calculated just at the living wage level, it would equate to £42,630 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

Related parties and relationships with other organisations

The charity has a formal agreement with partner organisation Ruils for the Direct Payments Support Service. AoD is the lead partner and is responsible for all monitoring, evaluation and performance reporting to the funders. There are agreements with all colleges that are part of our supported employment internship activities, and outline roles/responsibilities and funding agreements.

Statement of responsibilities of the Trustees

The Trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

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,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation.

The Trustees are responsible for keeping proper 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.

Statement as to disclosure to our auditors

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Goldwins Limited were re-appointed as the auditors of the charitable company during the year and have expressed their willingness to continue in that capacity.

The Trustees' Annual Report has been approved by the Trustees on 25th September 2023 and signed on their behalf by;



Sharon Holder
Co-Chair

Independent Auditors' Report
For the year ended 31 March 2023

Opinion
We have audited the financial statements of Action on Disability (the 'Charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, 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).

In our opinion, the financial statements:
- give a true and fair view of the state of the Charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Charity 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 charity'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 directors with respect to going concern are described in the relevant sections of this report.

Other information
The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our 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.

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 there is 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.

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 Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the Trustees
As explained more fully in the Trustees' responsibilities statement, the Trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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.

This report is made solely to the Charity'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 Charity'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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor and Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

DATE 10 October 2023

Action on Disability

Statement of Financial Activities
For the year ended 31 March 2023

	Notes	Restricted £	Unrestricted £	2023 Total £	Restricted £	Unrestricted £	2022 Total £
Income							
Income from							
Donations and fundraising		532	6,409	**6,941**	98	1,719	**1,817**
Charitable activities: Disability projects		552,838	555,195	**1,108,033**	610,254	460,660	**1,070,914**
Total income	2	553,370	561,604	**1,114,974**	610,352	462,379	**1,072,731**
Expenditure on							
Raising funds		-	(5,049)	**(5,049)**	(98)	(2,144)	**(2,242)**
Charitable activities							
Disability projects		(543,945)	(469,610)	**(1,013,555)**	(445,608)	(459,580)	**(905,188)**
Total expenditure	3	(543,945)	(474,659)	**(1,018,604)**	(445,706)	(461,724)	**(907,430)**
Net income / (expenditure) for the year		**9,425**	**86,945**	**96,370**	**164,646**	**655**	**165,301**
Transfers between funds		136,718	(136,718)	-	(103,254)	103,254	-
Net movement in funds		146,143	(49,773)	**96,370**	61,392	103,909	**165,301**
Funds at 1 April		117,435	449,954	**567,389**	56,043	346,045	**402,088**
Funds at 31 March		263,578	400,181	**663,759**	117,435	449,954	**567,389**

All of the above results are derived from continuing activities. There are no other recognised gains and losses other than those stated above.

Action on Disability

Balance Sheet

For the year ended 31 March 2023

	Notes	£	2023 £	£	2022 £
Fixed assets					
Tangible fixed assets	7		**171,068**		121,752
Current assets					
Debtors	8	**219,428**		98,148	
Cash at bank and in hand		**501,453**		481,083	
		720,881		579,231	
Creditors: amounts falling due within one year	9	**(228,190)**		(133,594)	
Net current assets			**492,691**		445,637
Net assets	10		**663,759**		**567,389**
Funds	11				
Restricted funds			**263,578**		117,435
Unrestricted funds					
Designated funds			**82,655**		118,781
General funds			**317,526**		331,173
Total funds			**663,759**		**567,389**

Approved by the Board of Trustees on 25th September 2023 and signed on its behalf by:



Sharon Holder, Co-Chair

Company Registration No. 4237604

Action on Disability

Statement of Cashflows

For the year ended 31 March 2023

	Note	2023	2023	2022	2022
		£	£	£	£
Net cash provided by / (used in) operating activities	13		90,388		194,260
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		113		6	
Sale/ (purchase) of fixed assets		(70,131)		(108,000)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(70,018)		(107,994)
Cash flows from financing activities:					
Cash inflows from new borrowing			-	-	
Receipt of endowment			-	-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			20,370		86,266
Cash and cash equivalents at the beginning of the year			481,083		394,817
Cash and cash equivalents at the end of the year	14		**501,453**		**481,083**

Notes to the Financial Statements
For the year ended 31 March 2023

1. Accounting policies

a) 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

c) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.

d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

Expenses are recognised in the period in which they are incurred. Most expenditures include VAT which cannot be recovered.

e) Expenses are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Disability projects	98%
Fundraising and publicity	2%

f) Depreciation and amortisation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	2 years / 5 years (straight line)
Fixtures, fittings and equipment	20% (straight line)
Intangible assets	over 10 years

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

g) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.

h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

i) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

j) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purpose.

Accounting policies (continued)

k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis, based on the length of the lease.

l) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund The company has no liability under the scheme other than for the payment of those contributions.

m) The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Notes to the Financial Statements
For the year ended 31 March 2023

2 Total Income	Fund raising	Support Services	Capital Project	Employment Services	Youth Services	Welfare Benefits Service	Independent Living Services	2023 Total	2022 Total
Restricted Income	£	£	£	£	£	£	£	£	£
Statutory Income	-	-	-	-	123,000	88,220	171,000	**382,220**	**474,333**
Charitable Income	-	2,625	-	34,376	115,760	-	17,857	**170,618**	**135,898**
Donation and Fundraising	-	7	-	-	525	-	-	**532**	**98**
Fee Income	-	-	-	-	-	-	-	**-**	**-**
Membership / Subscription	-	-	-	-	-	-	-	**-**	**23**
Other Income	-	-	-	-	-		-	**-**	**-**
Total Restricted Income	-	2,632	-	34,376	239,285	88,220	188,857	**553,370**	**610,352**
Unrestricted Income	£	£	£	£	£	£	£	£	£
Statutory Income	-	2,000	50,746	-	-	-	75	**52,821**	**100**
Charitable Income	-	-	-	-	-	-	10,000	**10,000**	**119,066**
Investment and Interest	93	20	-	-	-	-	-	**113**	**6**
Donation and Fundraising	93	2,417	-	-	399	3,500	-	**6,409**	**1,763**
Fee Income	-	12,376	-	458,164	19,040	-	-	**489,580**	**340,293**
Membership / Subscription	-	-	-	-	1,438	-	-	**1,438**	**1,100**
Other Income	-	295	800	148	-	-	-	**1,243**	**51**
Total Unrestricted Income	186	17,108	51,546	458,312	20,877	3,500	10,075	**561,604**	**462,379**
Total Income	**186**	**19,740**	**51,546**	**492,688**	**260,162**	**91,720**	**198,932**	**1,114,974**	**1,072,731**

Notes to the Financial Statements

For the year ended 31 March 2023

3 Total expenditure	Fund raising	Support services	Capital Project	Employment Services	Youth Service	Welfare Benefits Service	Independent Living Services	Total Disability Projects	2023 Total	2022 Total
	£	£	£	£	£	£	£	£	£	£
People Costs (see note 5)	4,800	107,658	480	348,662	146,635	73,103	74,701	**751,239**	**756,039**	**708,682**
Direct Project Expenditure	-	22,782	58,426	10,744	57,446	-	22,184	**171,582**	**171,582**	**202,234**
Direct Expenses	249	3,796	4,630	34	193	25	106	**8,784**	**9,033**	**8,445**
Premises Expenditure	-	5,430	1,900	2,756	35,543	2,532	2,859	**51,020**	**51,020**	**21,968**
Travel and Accommodation	-	290	-	802	1,038	11	424	**2,565**	**2,565**	**3,725**
Office Expenditure	-	15,478	2,421	11,661	7,247	6,982	8,291	**52,080**	**52,080**	**43,308**
Professional fees	-	2,200	2,848	5,095	4,393	2,867	7,980	**25,383**	**25,383**	**12,824**
Support Services fees	-	(116,434)	6,800	60,242	34,784	11,924	2,684	**-**	**-**	**-**
Depreciation	-	19,358	-	1,041	416	-	-	**20,815**	**20,815**	**9,498**
	5,049	60,558	77,505	441,037	287,695	97,444	119,229	**1,083,468**	**1,088,517**	**1,010,684**
Capitalised in the year	-	(9,951)	(57,238)	-	(2,514)	-	(210)	**(69,913)**	**(69,913)**	**(103,254)**
Total expenditure	**5,049**	**50,607**	**20,267**	**441,037**	**285,181**	**97,444**	**119,019**	**1,013,555**	**1,018,604**	**907,430**

4 Net incoming/ (outgoing) resources for the year

This is stated after charging / crediting:

	2023 £	2022 £
Depreciation	20,815	9,498
Auditors' remuneration	4,250	4,250

5 Staff costs and numbers

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	629,739	589,173
Social security costs	49,854	46,655
Pension contributions	16,059	14,897
Sessional and temporary workers	35,945	34,783
Other people costs	24,442	23,174
	756,039	708,682

No employee earned more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £57,000 (2022: £54,367).

The average number of employees during the period was as follows:

	2023 No.	2022 No.
Disability Services and Projects	33	26
Support Services	2	3
	35	**29**

6 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Notes to the Financial Statements
For the year ended 31 March 2023

7 Tangible fixed assets	Intangibles	Leasehold improvements & Office fit out	Fixtures, fittings & equipment	Computer equipment	Total
		£	£	£	£
Cost					
At 1 April 2022	4,445	93,220	18,088	38,733	154,486
Additions	9,396	17,445	21,662	21,628	70,131
Disposals	-	-	-	-	-
At 31 March 2023	13,841	110,665	39,750	60,361	224,617
Depreciation & amortisation					
At 1 April 2022	974	-	6,113	25,647	32,734
Charge for the period	482	5,016	4,016	11,301	20,815
Disposals	-	-	-	-	-
At 31 March 2023	1,456	5,016	10,129	36,948	53,549
Net book value At 31 March 2023	**12,385**	**105,649**	**29,621**	**23,413**	**171,068**
At 31 March 2022	**3,471**	**93,220**	**11,975**	**13,086**	**121,752**

8 Debtors	2023	2022
	£	£
Prepayments	**26,734**	22,830
Accrued income	**40,373**	45,485
Other debtors	**152,321**	29,833
	219,428	**98,148**

9 Creditors: amounts falling due within one year	2023	2022
	£	£
Taxation and social security	**(8,913)**	(2,504)
Other taxes	**8,421**	9,877
Other creditors	**11,473**	6,803
Accruals	**1,008**	300
Deferred income	**214,201**	119,118
	228,190	**133,594**

Notes to the Financial Statements
For the year ended 31 March 2023

10 Analysis of net assets between funds

For the year ended 31 March 2023	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	171,068	**171,068**
Current assets	263,578	82,655	374,648	**720,881**
Current liabilities			(228,190)	**(228,190)**
Net assets at the end of the year	**263,578**	**82,655**	**317,526**	**663,759**

For the year ended 31 March 2022 (prior year)	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	121,752	**121,752**
Current assets	117,435	118,781	343,015	**579,231**
Current liabilities			(133,594)	**(133,594)**
Net assets at the end of the year	**117,435**	**118,781**	**331,173**	**567,389**

11 Movements in funds

	As at 1 April 2022	Income	Expenditure	Transfers in/(out)	As at 31 March 2023
	£	£	£	£	£
Restricted funds:					
Support Service	-	2,632	(2,632)	-	-
Employment Service	10,944	34,376	(45,320)	25,000	**25,000**
Youth Service	40,245	239,285	(279,530)	24,218	**24,218**
Welfare Benefits Service	16,243	88,220	(97,444)	3,500	**10,519**
Capital building	-	-	-	105,000	**105,000**
Independent Living Service	50,003	188,857	(119,019)	(21,000)	**98,841**
Total restricted funds	**117,435**	**553,370**	**(543,945)**	**(136,718)**	**263,578**
Designated funds:					
Fund raising	-	186	(5,049)	4,863	-
Support Services	-	17,108	(47,975)	30,867	-
Employment Service	-	458,312	(395,717)	(25,000)	**37,595**
Youth Service	-	20,877	(5,651)	(15,226)	-
Welfare Benefits Service	-	3,500	-	(3,500)	-
Independent Living Service		10,075	-	(10,075)	-
Capital Fund	118,781	51,546	(20,267)	(105,000)	**45,060**
Total designated funds	**118,781**	**561,604**	**(474,659)**	**(123,071)**	**82,655**
General funds	**331,173**	-	-	**(13,647)**	**317,526**
Total unrestricted funds	**449,954**	**561,604**	**(474,659)**	**(136,718)**	**400,181**
Total funds	**567,389**	**1,114,974**	**(1,018,604)**	-	**663,759**

Movements in funds (prior year)

	As at 1 April 2021	Income	Expenditure	Transfers in/(out)	As at 31 March 2022
	£	£	£	£	£
Restricted funds:					
Fund raising	-	98	(98)	-	-
Support Service	-	5,103	(5,103)	-	-
Capital Project	-	103,254	-	(103,254)	-
Employment Service	5,000	71,399	(65,455)	-	10,944
Youth Service	-	182,868	(142,623)	-	40,245
Welfare Benefits Service	16,834	88,220	(88,811)	-	16,243
Independent Living Service	34,209	159,410	(143,616)	-	50,003
Total restricted funds	**56,043**	**610,352**	**445,706**	**(103,254)**	**117,435**
Designated funds:					
Fund raising	-	1,719	(2,144)	425	-
Support Service	-	1,652	(572)	(1,080)	-
Employment Service	-	343,623	(343,623)	-	-
Youth Service	-	115,385	(115,385)	-	-
Capital Fund	68,035	-	-	50,746	118,781
Total designated funds	**68,035**	**462,379**	**(461,724)**	**50,091**	**118,781**
General funds	**278,010**	**-**	**-**	**53,163**	**331,173**
Total unrestricted funds	**346,045**	**462,379**	**(461,724)**	**103,254**	**449,954**
Total funds	**402,088**	**1,072,731**	**(907,430)**	**-**	**567,389**

12. Purposes of restricted and designated funds

Support Service — To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.

Capital Project — The AoD Centre for Independent Living is a newly built, accessible, ground floor space (opening in the summer of 2022) which will include supported community activities, peer support groups, confidential interview rooms, a conference / training room and a community garden project.

Employment Service — To assist disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.

Youth Service — To provide a range of leisure, social and educational opportunities for young disabled people throughout the year in inclusive environments and settings.

Advocacy Service — To provide a single point of access to advocacy services for those eligible for or in receipt of adult social care services in the London Borough of

	Hammersmith and Fulham, delivered in partnership with MIND and MENCAP.
Welfare Benefits Service	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for disabled people. Local authority funded children and families and adult services.
Independent Living Service	To provide a service aimed at bringing disabled people together to offer mutual support around all aspects of their lives, while sharing activities around common interests such as Direct Payments, IT, Knitting and Healthy Lifestyles.

13 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2023	2022
	£	£
Net movement in funds for the reporting period	**96,370**	**165,301**
Depreciation	**20,815**	**9,498**
Interest, rent and dividends from investments	**(113)**	**(6)**
(Increase)/ decrease in debtors	**(121,280)**	**(39,791)**
Increase / (decrease) in creditors	**94,596**	**59,258**
Net cash provided by / (used in) operating activities	**90,388**	**194,260**

14 Analysis of cash and cash equivalents

	At 1 April 2022	Cash flows	Other changes	At 31 March 2023
			£	£
Cash at bank and in hand	481,083	20,370	-	**501,453**
Overdraft facility (repayable on demand)	-	-	-	-
Total cash and cash equivalents	**481,083**	**20,370**	**-**	**501,453**

15 Operating lease commitments

The charity had annual commitments at the year-end under non-cancellable operating leases expiring as follows:

	Equipment 2023	Equipment 2022
	£	£
Within 2 to 5 years	**-**	-

16 Related party transactions

There were no related party transactions during the year.

ACTION ON DISABILITY

England & Wales - Charity number 1091518

Accounts

action on disability

Life beyond barriers

A Company Limited by Guarantee

Company No. 4237604
Charity No. 1091518

Report and financial statements

For the year ended

31 March 2022

Action on Disability

Report and financial statements
For the year ended 31 March 2022

Contents	Page
Reference and administrative information	1
Trustees' annual report	2 - 16
• Achievements and performance	
• Financial review	
• Structure, governance and management	
• Statement of responsibilities of the trustees	
• Statement as to disclosure to our auditors	
Independent auditors' report	17 - 20
Statement of financial activities (incorporating an income and expenditure account)	21
Balance Sheet	22
Statement of cashflows	23
Notes to the financial statements	23 - 32

Reference and administrative information

Trustees:	Cllr Sharon Holder, Chair Peter Harden, Treasurer David Isaac (resigned on 21st January 2022) Kate Betteridge Victoria Brignell Juliana Dubuisson (elected on 15th November 2021) Mike Gannon Mustafa Karim Cllr Patricia Quigley (resigned on 10th June 2022) Amy Rait (re-elected on 15th November 2021) Angeleca Silversides (re-elected on 15th November 2021) Gabriella Zahzouh
Co-opted Adviser:	Patrick McVeigh
Company Secretary:	David Buxton
Chief Executive:	David Buxton
Company number:	4237604
Charity number:	1091518
Registered office:	Normand Croft Community School, Lillie Road, London, SW6 7SR
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
Bankers	Lloyds Bank 417 North End Road Fulham London, SW6 1NS

Trustees Annual Report 2021-22

The Trustees are pleased to present the annual report and accounts for the year 1st April 2021 to 31st March 2022.

Vision

To be part of, and promote, an inclusive society free of disabling barriers, where all individuals are equal.

Mission

As a user-led organisation, managed and controlled by disabled people, our mission is to:

- Deliver high quality, professional, accessible activities which promote independent living.
- Give disabled people the knowledge and confidence about their rights, enabling them to access opportunity, make choices and live independently.
- Campaign for the rights of disabled people and influence local and national policy and practice.

Achievements and performance 2021-22

Employment Service

We have a good reputation for setting up and delivering supported internships for people with learning disabilities. This year we provided management, job-coaching, and employer engagement for 34 young people with learning difficulties/ASD across our 4 internship and traineeship partners.

We have also continued our new supported employment projects which have been. Those two projects are;

- Equip Inclusive Employment project funded by ESFA
- Follow on Support Service for former interns funded by Inclusion London
- ABLE 2 project supporting 16 - 25 physically disabled/long term medical conditions funded by Barnet and Southgate College.

This brings the total number of employment projects to 7. All projects are aimed at promoting accessible recruitment and jobs for disabled people, whilst supporting employers in the development of a diverse work force through consultation and training. We are proud to be working with several employers and partners who are committed to change.

Here are some of the employers with whom we have worked this year:

- Building 245 Hammersmith
- Ashdown Phillips
- Comic Relief
- PWC
- BNP
- Green Zone
- Marks and Spencer
- John Lewis/ Waitrose
- Westfield
- The Entertainer
- Coliseum Theatre
- Holiday Inn
- Imperial College London, Charing Cross
- London Borough of Hammersmith and Fulham
- Lyric
- Gails Bakery
- Iverde
- Nandos
- Safety Net People First
- NHS
- Pret a Manger
- VIY
- Royal Mail
- Ealing Council
- Oaklands School
- West Middlesx University Hospital
- ISS
- Info4Sport
- Unity Works
- Primark
- Royal Borough of Kensington and Chelsea

Case Story – Kabir's Supported Internship Journey

Kabir joined the High Street Supported Internship programme because ***'I needed to develop my employability skills to prepare for my future job ... especially if you may have been excluded from apprenticeships or traineeships ... none would get back to me'.***

Kabir was keen to pursue technical and supportive roles where he could assist other deaf people but felt unable to do so due to his own barriers – he had previously sought support for his impairment. During his first placement - he worked as a Business Support Officer in Kensington and Chelsea councils Children's services. Due to the pandemic, this was a remote role.

Kabir wished to develop his data-processing skills during this time and spent most of this placement updating a database of disability-confident employers in the local area. Other aspects of his role involved co-production; Kabir investigated access issues with the local offer's website, gave his opinion on how deaf people could access the material on the site, as well as other functionalities he believed the site should consider.

Kabir discussed performance pressures with his job coach – where he found regular meetings tiring but wanted to show his hearing colleagues and mentors that he was present/ paying attention during those meetings, alongside other issues such as ergonomic issues (strain signing on screen whilst using a keyboard). Kabir's job coach worked with him to develop better ergonomics and his self-advocacy skills to discuss with his workplace mentors about what reasonable adjustments he would require as a deaf autistic person to do his job remotely.

The Equality Act 2010 places a duty on an employer to make reasonable adjustments for disabled employees. By the second term Kabir negotiated to have bullet-pointed notes of meetings sent to him, a detachable keyboard and a change in his role (titled: SEND Local Offer Officer in Employment Pathways and Participation) to focus primarily on co-produced tasks. Action on Disability staff also negotiated a 'check-in' system and a timetable with planned in screen-time and ergonomic breaks to elevate these issues that were causing Kabir anxiety.

During this time, Kabir created a 'deaf friendly' video on his experience as a deaf student and why he chose to join a supported internship programme – for the purposes of informing other deaf students of vocational programmes. Kabir also enrolled on a business enterprise workshop, where he developed a business plan and a website for a deaf student support service which matches students with the appropriate support, they require to complete a chosen course (including BSL).

Once Kabir has completed the supported internship programme, he's considering a paid IT apprenticeship role within the council - developed by his workplace mentors for Kabir to continue developing his IT skills whilst in paid employment.

Kabir would prefer to complete functional skills to Level 2 next year, however he has a dependant, and he needs to evidence £18,600 earnings as a home-office requirement.

Kabir is currently working with Action on Disability staff to find full-time paid employment and assistance to setup Access to Work arrangements once in-work.

"It was pleasant speaking with Kabir at team meetings and we value his positive contributions to the project ... he was very pro-active with his approach to the tasks we were working on together".

Marianna, Kensington and Chelsea Register Office

2021-22 Highlights:

- All 3 Supported Internships managed to continue following the pandemic and a new cohort was recruited, as we had completed projects during lockdown we had additional plans in place in case there was another lockdown and this was implemented whenever there was a Covid related
- Follow on Support Project has continued and has involved us working with over 40 graduates throughout the year. This support was so invaluable and has resulted in the project being extended for another 6 months with the funders asking for a larger DPO led bid for further funding
- We have provided DET training to several employers at cost which has been well received and has led employers like ENO (English National Opera) Coliseum Theatre to hire 8 graduates after completing work trials.
- We have supported 30 clients into paid employment in this time period

Future plans:

- Talk to BNP and PWC to create a Traineeship/Internship model that would be set in the City of London.
- Create a business plan to grow our Supported Internship sites with our follow-on support service
- Continue growing the In-work support service
- Work with Moat School in Hammersmith to create an Employer Engagement programme to support their sixth form students by sourcing work experience placements and support students into paid employment.

AoD continues to set the agenda for disability employment in West London and has devised new approaches that are achieving great results. We have carved out a role, and a reputation, for setting up and delivering supported internships for people with learning difficulties.

Direct Payment Support Service

The Direct Payment Support Service supports Hammersmith and Fulham residents to manage their Direct Payments.

We work closely with the Direct Payment Peer Support Group and local residents to ensure that the service is co-produced and that we are working together in an active way to plan, deliver and review the service.

We believe that a good Direct Payment Support Service should promote choice, control, and independence for local residents, and that their views should inform our service delivery every step of the way.

The Direct Payment Support Service:

- Supports residents to set up their Direct Payments
- Supports residents to recruit and employ their own support staff
- Supports residents to find a suitable payroll service and manage their staff, or identify a suitable care agency or provider
- Supports residents to manage their Direct Payment budget
- Signposts and refers residents to other organisations where applicable
- Supports residents to use their Direct Payments flexibly and creatively (e.g. pooling budgets)
- Introduces residents to other people who use a Direct Payment through the Peer Support Group.

Project Outcomes:

- Residents are enabled to optimise the opportunities available to them through increased choice and control
- Through an ethos of self-help residents feel empowered and have the ability and confidence to manage their own direct payments

- Residents feel safe, secure and supported to achieve greater independence with minimal support
- Residents have improved quality of life.

2021-22 Highlights:

- This year we received 96 referrals, a 12.5% increase on last year
- We provided one-off information and advice on 579 occasions.
- We delivered 25 Peer Group sessions, with a total of 64 residents in attendance.
- We delivered 22 training sessions to social workers and social care staff on a range of topics including an introduction to our service, Employment Law, Nominated and Authorised Persons and Using Direct Payments Flexibly: as well as refresher sessions encompassing all topics and tailored trainings for the social work teams.
- We continued to deliver our vital services online, via the telephone and face-to-face both in client's homes and in the office.

Challenges:

- Continuing to deliver the service with changing rules surrounding the pandemic.
- Providing accurate information around vaccinations & PPE to residents
- Building relationships with the council and social services, especially after the departure of a key member of the council staff who acted as a link between services.
- Supporting the council to build and implement a new DP process.

How we have overcome these:

- We have continued to stay up to date with all new changes surrounding COVID restrictions, rules & vaccination clinics and fed back to residents accordingly
- We have changed our communication style with the local authority and instead of relying on an individual to answer queries, have built relationships with Managers and Social Workers individually.
- Continued to develop our service to meet the needs of residents.

Feedback: Having Support from AoD has helped me to…

- Lovely support from the DPSS- they were welcoming and understanding and tried to help me look for a suitable carer. I know who to contact if I need anything else.
- Have a better understanding of the support available to me. Everyone I spoke with was very knowledgeable and keen to help
- I will certainly go back to DPSS if I need any more help. Thank you for what you have done for me. I feel everything is a little bit easier now.
- The DPSS was very helpful, and I now understand a lot about how I can use my DP. Plenty of support was provided and I am currently happy with my care provider, thank you.
- It's nice to speak to someone who really sounds like they know what they're doing…I look forward to further contact and looking for PA's

Future Plans:

The COVID-19 pandemic continues to be challenging but we will regularly review and develop the service to ensure our delivery meets the needs of those who access it. Although carrying out virtual meetings and delivering a telephone-heavy service is not ideal, there are residents that prefer working this way. This has been especially apparent in Peer Group Meetings, with some residents reporting they would not be able to attend if the meeting were face-to-face. We will keep this in mind when developing the service and likely hold hybrid meetings – face-to-face for those who wish to attend in the new offices and projecting to those who would prefer to join online. The DPSS will continue to:

- Work closely with other voluntary sector organisations, day opportunities, supported living providers and community centers to promote our service more widely. We have recently started work on contacting these organisations individually and hope to promote the service this way. We hope to deliver a 're-launch' of our service alongside the opening of the new offices and with support from LBHF.
- Work closely with the council and build on our relationships with Managers, Social Workers and the newly appointed DP Champion. ILA's will continue working closely with their allocated teams to answer queries in a timely manner and deliver both annual refresher training and training to new members. The DP Lead will continue to attend Managers Meetings each fortnight and feed back to the team.
- Deliver the 4-week quarterly training, 1-off refresher sessions and tailored annual training with the individual teams. This training is delivered by both the project lead and the ILA's.
- Use the Find-A-PA platform for personal assistant recruitment but we will review its impact through consultation with those who use the platform to establish its value. Recruitment is presenting itself as a significant challenge to all sectors and particularly within social care. We will explore the potential to find safe recruitment platforms and methods to ensure those who recruit a PA have access to an effective service.
- Support co-production and ensure our service is delivered in a way that best meets the needs of local Disabled people, by being informed by local Disabled people. We will continue to support with the Steering Group in a way that works best for residents.

Welfare Benefits Advice Service

AoD Welfare Benefits Service (WBS) offers free benefits advice and assistance to disabled adults and children of all ages – including parents and carers of disabled children – living in the borough of Hammersmith and Fulham. The help given is hands-on casework up to First-Tier Tribunal level, and, in some cases, Upper Tribunal level.

During the past year, the AoD WBS dealt with 380 cases as well as giving advice by telephone and e-mail. It also handled 2,880 phone calls and emails, of which about half entailed giving one-off advice to other organisations and disabled or ill people in the H&F borough.

2021-22 Highlights:

- In supporting **380** ill and disabled residents of H&F, the WBS secured one-off backdated payments totalling **£222,477.**

- Increased *weekly income* totalled **£20,581.09.** As most benefits are awarded for at least a year, the total yearly figure is **£1,070,217.**

Once again, the AoD WBS would like to acknowledge the tremendous input of its volunteers. The smooth running and success of the AoD WBS would not be possible without their dedication and support. They continue to help local Disabled people to complete Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Employment and Support Allowance Work Capability forms. They continue to achieve high success rates.

Regrettably, and with great sadness we said goodbye to Linda Shapman, who passed away in May 2022. Linda volunteered with AoD WBS for over 8 years and provide crucial support to countless families in Hammersmith and Fulham. Linda was a kind, warm and generous person who will be missed by all at AoD but particularly by Doreen and Justin.

Case Stories

"It's good news! My son's DLA application was approved, and they have given him the higher rate until 2029. I wanted to take this opportunity to thank you from the bottom of my heart. This was only possible because of AoD. This makes a huge difference to my son's life and consequently my own. Please continue with the amazing work you do, changing the lives of people like my son and I."

"Fabulous service. It's so refreshing to see the same adviser every time and not having to re-explain my situation on every visit."

"I've known the service for several years. The advisers have an amazing knowledge of disability benefits. Every piece of advice they have ever given me has been spot on. I've recommended the service to several people over the years – none of who have been disappointed."

"I had benefit checks and was being underpaid by £402 a month. This help me get back payment of £1,120. Very happy."

Youth Service

AoD Youth Service provides opportunities for young disabled people aged 11-25 to participate in positive activities, and, through partnerships, supports the development of inclusion across LBH&F. Young people have access to fun, informal learning where they can gain new skills and challenge themselves through a varied curriculum programme of activities, accreditation, and volunteering.

191 places were accessed by young disabled people across our delivery through the year and 79 different young people accessed our projects (This number still represents restricted delivery). Ordinarily, AoD Youth service engages, on average, 120 unique young people through all projects each year, however ongoing restrictions and uncertainty surrounding the

pandemic meant there was a combination of a very controlled offer to a limited number of young people and anxiety around returning to a populated service space. AoD Youth service offered limited volunteering opportunities to young people and restricted access to the DofE awards. That said, as the year moved forward, so the numbers increased and were significantly up on 2021/2022.

2021-22 Highlights:

- As restrictions eased through 2021/22 AoD Youth Service, still following guidance from National Government and the National Youth Agency on delivery restrictions, increased the numbers of places to young people to 191 throughout all our delivery.
- We continued to work with existing partners and began new partnerships with Inclusion London and the Alliance for Inclusive education (Alfie), the Urban Partnership Group (UPG) at the Masbro Centre, Kingston University, You Are Not Alone (YANA), Advance, Finborough Theatre, Synergy Theatre Project, Bush Theatre and The Gate with Turtle Key Arts.
- We delivered on all LBH&F youth service contracts, including:
  - School holiday projects
  - A weekly after school project
  - A weekly youth club
  - The Duke of Edinburgh (DofE) awards scheme
- 5 young people commenced their gold DofE awards and 4 participated in Silver.
- We secured one year's Youth Music funding for a project that will commence in June 2022

Challenges:

- At the start of this year, restrictions were still a feature of our delivery and the summer project closed for 4 days after an outbreak of Covid amongst the staff team delivering the service.
- Uncertainty around the future of local authority contracts meant it was difficult to plan for service delivery.
- Uncertainty around contracts meant uncertainty around venues for delivery.
- There were safeguarding concerns raised around a young person becoming pregnant. Appropriate advice & guidance was sought, and this matter was managed.

Impact:

- Young disabled people thrived as equal members of their communities and continued to achieve their full potential.
- While restrictions remained during the first months of 21/22 young people, identified by LBH&F Disabled Children's Team and the Short Breaks Service, continued to have access to projects away from the domestic environment and had access to activities, a healthy meal, and their peers. Without this service these young disabled people may have endured significant isolation, a dependence on adults in the domestic environment and potential risk to their overall wellbeing.

- Young Disabled people have greater interpersonal skills, increased awareness of healthy life choices and well-being, acquired practical life skills, improved employability skills, increased creativity, and accredited learning outcomes.
- Young Disabled people have a positive perspective of disability, confidence to access their communities and their wider communities, a greater understanding of social and professional responsibility, increased self-esteem, and emotional resilience, can make informed decisions, and have enhanced self-awareness and an awareness of others.
- Young Disabled people have increased independence and economic well-being, have gained peer support and friendships, have a greater sense of belonging and contribution, and have improved well-being.

Case Story

Background
E.F. is 18-years and on the "AUTISTIC spectrum, has learning difficulties and a sensory processing disorder". He started with AoD at the age of 14 but left our services for a while to attend another provision. However, access to that provision ended when he turned 18. It also meant that access to children's services also ended as he transitioned to adulthood. These changes to his structure and routine caused great anxiety for both E.F as well as his family. During this year, E.F. started accessing our services again and was extremely anxious about this change. E.F was very hesitant to engage in the activities on offer and felt more comfortable keeping to himself.

Approach
Encourage E.F. to engage in activities that he enjoys as well as new ones
Encourage E.F. to engage with his peers
Find ways to cater the programme to things that E.F enjoys
Encourage E.F. to have conversations with peers about things he enjoys

Observation
E.F. has engaged with the activity programme during the year
E.F. has participated physically for small amounts of time (normally 5-10 minutes) in activities like football and handball. He does spend more time (15-20 minutes) engaging with the activities by standing on the side and acting as an announcer, describing in his own words what is happening.
E.F. has had conversations with peers about things he likes to do. Through asking each other questions they have been able to bond and become familiar with one another. On several occasions young people have initiated the conversation and spoke to him about other topics, and he has become more open to participate in new activities and try new things.

Outcome
E.F. has improved his social skills with peers, has improved his communication skills, has become more engaged in activities offered, has become less anxious and enjoys attending the Youth club with his peers.

Summary
Being new to our services after being away for a few years, E.F. struggled with increased anxiety due to a change in his routine and the transition to adulthood. This caused anxiety within the family as well. Accessing our services has allowed E.F. to re-engage in activities he enjoys, make new friends, and learn new skills. He has increased his confidence and has become more communicative with peers and staff. He has also improved his social skills by talking with peers and engaging with them in new and familiar activities. His family have noted the change in his demeanour and actions since coming back to Action on Disability. Mum has expressed that he appears less anxious at home and has settled well into a new routine while improving his communication and inter-personal skills.

Future Plans:

- Prepare for the Early intervention tender process which is scheduled to commence in October 2022. This will be for LBH&F Contract delivery from 1st April 2023.
- Review current service and develop a strategy for 1st April 2023 to 31st March 2026.
- Deliver one year Youth Music Funded project in partnership with Lyric Hammersmith.
- Deliver a one year "Acting Up" performing arts project in partnership with Lyric Hammersmith.
- Pilot two term deliver of youth club in partnership with UPG at the Masbro Centre.
- Advance talks with Onside to develop a partnership that will see young disabled people have access to West Zone as equals.

Financial review

A successful year which ended with a surplus.

- During this financial year there has not been one significant event that has contributed to AoD's financial performance. We have been responsive to situations as they have arisen and have been careful to work within agreed budgets, control costs and new full cost recovery models.
- The principal sources of funding for the charity are derived from several different contracts, grant awards and earned income.
- There are no pension liabilities arising from obligations to a defined benefit pension scheme or pension asset on the financial position of the charity.
- The charity holds no material financial investments, other than our reserves account held with Lloyds Bank.

Reserves policy

Our unrestricted funds, as at 1 April 2022, were £331,173 in general funds. The current reserves policy, as agreed by the trustees, is a minimum of 25% of annual expenditure, or 3 months running costs in the current financial year, to preserve AoD's cash flow and to meet any unexpected contingencies. For the year, a 25% target would require a reserve of £275,000 in unrestricted general funds. The present level of free reserves of £331,173, available to the charity, is just above this target level. In the short term, the Board has also considered the

extent to which existing activities and expenditure could be curtailed, should this be necessary, and have agreed to set a balanced year.

Going concern

There are no concerns about the Charity's ability to meet all its financial and contractual obligations in the year ahead. The charity is a going concern.

Principal risks and uncertainties

The Board of Trustees has conducted a review of the major risks to which the charity is exposed. We have a Risk Register which is updated every six months. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan, which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Cash flow remains the greatest risk. With several grants/contract funds being released in arrears, careful planning is required. Cash flow projections enable the CEO to give advance notice to the Board of Trustees of any periods when temporary support is required from reserves.

Regular supervision and yearly appraisals for staff and volunteers ensure compliance with employment laws. Improved internal communication with staff and volunteers ensures everyone feels part of one organisation. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors to the centre.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated in June 2001 and registered as a charity in April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 to the assets of the charity. The Board members have no beneficial interest in the charity

The objects of the charity are:

a. To promote equality of opportunity, choice and independence by removing physical, social and attitudinal barriers to integration within the community for people who have a physical or sensory impairment or learning difficulty, or who experience mental health difficulties, through the encouragement and development of education, training, facilities for recreation, employment based on the ethos of independent living and who reside, work or are undergoing educational or vocational training in, but not exclusively, Greater London.

b. To fulfil any other object which is deemed wholly and exclusively charitable by the laws of England and Wales.

The issues that AoD seeks to tackle cover every part of a person's life and can affect any person from any culture and any walk of life. It covers the following, though this is by no means an exhaustive list:

- Poverty
- Discrimination
- Lack of access, exclusion and segregation
- Health inequalities and lower life expectancy
- Internalised oppression

The trustees have agreed the following strategies to ensure the charity meets both its objects and the public benefit.

- Inclusion – where possible delivering services inclusively in mainstream settings and influencing other organisations (public, private and voluntary) to do the same.
- Specialist services – where necessary providing tailored, specialist services for disabled people only.
- Campaigning for equality – arguing for equality of outcome over opportunity and supporting organisations to identify whether inclusion or specialist provision is required to achieve equality of outcome.

The charity fulfils its objects and the public benefit requirement through the following activities:

- Information, signposting and referrals – ensuring people have accurate information and are connected with appropriate services is an essential first step to tackle the issues above.
- Advice and guidance – supporting people through the complex maze of public services is essential.
- Advocacy – ensuring that people have their voice heard when they have been denied, or are not happy with, a service.
- One to one support and person-centred planning – providing direct support to tackle individual issues.
- Employment and volunteering opportunities – providing and supporting people to access opportunities that can lift them out of poverty and to give them a purpose.
- Campaigning and influencing – working with politicians and officers in the public sector, and directors and managers in the private and voluntary sectors, to change attitudes and remove barriers to inclusion.

At the first meeting after each Annual General Meeting, the Trustees will review how the charity meets the public benefit and the CEO also takes them through their specific responsibilities as charity trustees. Each Trustee is provided with the location of all Charity Commission guidance online and specific toolkits are printed and given to them.

Recruitment and appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Board are

elected to serve for a period of three years, after which they must be re-elected at the next AGM. Each year those trustees who have served their 3-year term must step down but may be re-elected for another three-year term up to a maximum of 9 years of service. Temporary vacancies are filled by the Board until the following AGM when they can be re-elected. The Board appoints its honorary officers at its first meeting after the AGM.

The Board of Trustees represent the voice of local disabled people and, constitutionally, 75% of its members must have a disability. This is an important part of our structure and one that ensures Action on Disability remains 'user-led'.

Trustee induction and training

Most trustees have personal experience of disability and all subscribe to the 'Social Model of Disability' which is the guiding principle of the organisation. However, as part of induction, all trustees will attend our internal disability equality training course.

We encourage new trustees to participate in short training sessions to familiarise themselves with the charity and the context within which it operates. These sessions cover:

- The obligations of the Trustees.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Basic charity law.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives for the charity.
- Disability Equality Training & Social Model understanding.

The induction programme gives new trustees an understanding of the work of individual projects, funding of the organisation and various Charity Commission publications. The Chair and senior managers deliver a brief induction shortly after the AGM. Trustees are encouraged to take an interest in a specific area of Action on Disability covering both operations and a strategic interest in the organisation's future developments.

All trustees serve on the Board of Trustees, which meets quarterly, to review performance and long-term strategies for Action on Disability (AoD). The Officers Group meets at least four times a year to ensure that the policies of AoD are implemented and that the work is properly managed.

The trustees delegate the day to day running of the charity to the CEO. He is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The CEO leads a team of 16 full and 4 part-time staff, 44 sessional staff and around 25 volunteers. The senior management team ensures the effective and efficient operation of AoD services to disabled people with the primary focus being Hammersmith and Fulham.

Volunteers

AoD relies on volunteers to staff its reception function. They are the frontline and first contact for people visiting, calling or emailing the charity. Individuals benefit from the role, increasing their social contact, improving their skills and their chance of paid employment. However, the

charity could not be run effectively without these volunteers, many of whom work several shifts a week and stay with us for years.

Like all charities, our trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 4,200 hours this year. If this was calculated just at the living wage level it would equate to £42,630 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

Related parties and relationships with other organisations

The charity has a formal agreement with partner organisation Ruils for the Direct Payments Support Service. AoD is the lead partner and is responsible for all monitoring, evaluation and performance reporting to the funders. There are agreements with all colleges that are part of our supported employment internship activities, and outline roles/responsibilities and funding agreements.

Statement of responsibilities of the trustees

The trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

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,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation.

The trustees are responsible for keeping proper 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.

Statement as to disclosure to our auditors

Insofar as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Goldwins Limited were re-appointed as the auditors of the charitable company during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the Trustees on 25th July 2022 and signed on their behalf by;



Sharon Holder
Chair of Trustees

Independent Auditors' Report
For the year ended 31 March 2022

Opinion

We have audited the financial statements of Action on Disability (the 'Charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Charity 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 charity'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 directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our 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.

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 there is 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.

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 trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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.

Independent Auditors' Report
For the year ended 31 March 2022

This report is made solely to the Charity'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 Charity'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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Nabeel Shahzad

Nabeel Shahzad (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

DATE: 05.09.2022

Action on Disability

Statement of Financial Activities (incorporating an income and expenditure account)
For the year ended 31 March 2022

	Notes	Restricted funds £	Unrestricted funds £	2022 Total funds £	Restricted funds £	Unrestricted funds £	2021 Total funds £
Income							
Income from							
Donations and fundraising		98	1,719	**1,817**	4,584	24	**4,608**
Charitable activities:							
Disability projects		610,254	460,660	**1,070,914**	504,812	384,026	**888,838**
Total income	2	610,352	462,379	**1,072,731**	509,396	384,050	**893,446**
Expenditure on							
Raising funds		(98)	(2,144)	**(2,242)**	(4,904)	-	**(4,904)**
Charitable activities							
Disability projects		(445,608)	(459,580)	**(905,188)**	(486,790)	(285,542)	**(772,332)**
Total expenditure	3	(445,706)	(461,724)	**(907,430)**	(491,694)	(285,542)	**(777,236)**
Net income / (expenditure) for the year		**164,646**	**655**	**165,301**	**17,702**	**98,508**	**116,210**
Transfers between funds		(103,254)	103,254	-	(990)	990	-
Net movement in funds		61,392	103,909	**165,301**	16,712	99,498	**116,210**
Funds at 1 April 2021		56,043	346,045	**402,088**	39,331	246,547	**285,878**
Funds at 31 March 2022		117,435	449,954	**567,389**	56,043	346,045	**402,088**

All of the above results are derived from continuing activities. There are no other recognised gains and losses other than those stated above.

Action on Disability

Balance Sheet

For the year ended 31 March 2022

	Notes	£	2022 £	£	2021 £
Fixed assets					
Tangible fixed assets	7		**121,752**		23,250
Current assets					
Debtors	8	**98,148**		58,357	
Cash at bank and in hand		**481,083**		394,817	
		579,231		453,174	
Creditors: amounts falling due within one year	9	**(133,594)**		(74,336)	
Net current assets			**445,637**		378,838
Net assets	10		**567,389**		402,088
Funds	11				
Restricted funds			**117,435**		56,043
Unrestricted funds					
Designated funds			**118,781**		68,035
General funds			**331,173**		278,010
Total funds			**567,389**		402,088

Approved by the Board of Trustees on 25/7/2022 and signed on its behalf by:

S. Holder

Sharon Holder, Chair

Company Registration No. 4237604

Action on Disability

Statement of Cashflows

For the year ended 31 March 2022

	Note	2022	2022	2021	2021
		£	£	£	£
Net cash provided by / (used in) operating activities	13		194,260		118,853
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		6		15	
Sale/ (purchase) of fixed assets		(108,000)		(14,245)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(107,994)		(14,230)
Cash flows from financing activities:					
Cash inflows from new borrowing			-	-	
Receipt of endowment			-	-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			86,266		104,623
Cash and cash equivalents at the beginning of the year			394,817		290,194
Cash and cash equivalents at the end of the year	14		**481,083**		**394,817**

Notes to the Financial Statements
For the year ended 31 March 2022

1. Accounting policies

a) 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

c) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.

d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

Expenses are recognised in the period in which they are incurred. Most expenditures include VAT which cannot be recovered.

e) Expenses are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Disability projects	98%
Fundraising and publicity	2%

f) Depreciation and amortisation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	2 years / 5 years (straight line)
Fixtures, fittings and equipment	20% (straight line)
Intangible assets	over 10 years

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

g) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.

h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

i) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

j) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purpose.

Notes to the Financial Statements
For the year ended 31 March 2022

Accounting policies (continued)

k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis, based on the length of the lease.

l) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund The company has no liability under the scheme other than for the payment of those contributions.

m) The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Notes to the Financial Statements

For the year ended 31 March 2022

2 Total Income	Fund raising	Support Services	Capital Project	Employment Services	Youth Services	Advocacy Services	Welfare Benefits Service	Independent Living Services	2022 Total	2021 Total
Restricted Income	£	£	£	£	£	£	£	£	£	£
Statutory Income	-	350	103,254	-	123,099	-	88,220	159,410	**474,333**	**334,562**
Charitable Income	-	4,753	-	71,399	59,746	-	-	-	**135,898**	**170,250**
Donation and Fundraising	98	-	-	-		-	-	-	**98**	**4,584**
Fee Income	-	-	-	-	-	-	-	-	**-**	**-**
Membership / Subscription	-	-	-	-	23	-	-	-	**23**	
Other Income	-	-	-	-	-	-	-	-	**-**	**-**
Total Restricted Income	98	5,103	103,254	71,399	182,868		88,220	159,410	**610,352**	**509,396**
Unrestricted Income	£	£	£	£	£	£	£	£		£
Statutory Income	-	100	-						**100**	**10,339**
Charitable Income	-	505	-	19,061	99,500	-	-	-	**119,066**	**105,887**
Investment and Interest	6	-	-	-	-	-	-	-	**6**	**15**
Donation and Fundraising	1,713	-	-	-	50	-	-	-	**1,763**	**24**
Fee Income	-	1,047	-	324,562	14,684	-	-	-	**340,293**	**266,038**
Membership / Subscription	-	-	-	-	1,100	-	-	-	**1,100**	**357**
Other Income	-	-	-	-	51	-	-	-	**51**	**1,390**
Total Unrestricted Income	1,719	1,652	-	343,623	115,385	-	-	-	**462,379**	**384,050**
Total Income	**1,817**	**6,755**	**103,254**	**415,022**	**298,253**	**-**	**88,220**	**159,410**	**1,072,731**	**893,446**

Notes to the Financial Statements

For the year ended 31 March 2022

3 Total expenditure	Fund raising	Support services	Capital Project	Employment Services	Youth Service	Advocacy Services	Welfare Benefits Service	Independent Living Services	Total Disability Projects	2022 Total	2021 Total
	£	£	£	£	£	£	£	£	£	£	£
People Costs (see note 5)	500	96,042	-	320,445	149,100	-	66,806	75,789	**708,182**	**708,682**	606,040
Direct Project Expenditure	-	2,914	103,254	16,552	43,819	-	-	35,695	**202,234**	**202,234**	74,175
Direct Expenses	1,742	3,200	-	341	2,981	-	110	71	**6,703**	**8,445**	7,917
Premises Expenditure	-	1,743	-	1,742	13,837	-	1,742	2,904	**21,968**	**21,968**	23,360
Travel and Accommodation	-	1,107	-	1,083	1,499	-	30	6	**3,725**	**3,725**	1,225
Office Expenditure	-	10,351	-	11,498	7,097	-	7,058	7,304	**43,308**	**43,308**	43,733
Professional fees	-	6,403	-	2,989	712	-	1,596	1,124	**12,824**	**12,824**	12,322
Support Services fees	-	(124,918)	-	53,953	38,773	-	11,469	20,723	-	-	-
Depreciation	-	8,833	-	475	190	-	-	-	**9,498**	**9,498**	8,464
	2,242	5,675	103,254	409,078	258,008	-	88,811	143,616	**1,008,442**	**1,010,684**	777,236
Capitalised in the year	-	-	(103,254)	-		-	-	-	**(103,254)**	**(103,254)**	-
Total expenditure	**2,242**	**5,675**	**-**	**409,078**	**258,008**	**-**	**88,811**	**143,616**	**905,188**	**907,430**	777,236

Notes to the Financial Statements
For the year ended 31 March 2022

4 Net incoming/ (outgoing) resources for the year
This is stated after charging / crediting:

	2022 £	2021 £
Depreciation	9,498	8,464
Auditors' remuneration	4,250	4,250

5 Staff costs and numbers
Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	589,173	579,917
Social security costs	46,655	49,612
Pension contributions	14,897	12,432
Sessional and temporary workers	34,783	46,927
Other people costs	23,174	10,206
	708,682	**606,040**

No employee earned more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £54,367 (2021: £59,686).

The average number of employees during the period was as follows:

	2022 No.	2021 No.
Disability Services and Projects	26	21
Support Services	3	3
	29	**24**

6 Taxation
The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Notes to the Financial Statements
For the year ended 31 March 2022

7 Tangible fixed assets	Intangibles	Leasehold improvements & Office fit out	Fixtures, fittings & equipment	Computer equipment	Total
		£	£	£	£
Cost					
At 1 April 2021	4,161	-	7,067	35,258	46,486
Additions	284	93,220	11,021	3,475	108,000
Disposals			-	-	-
At 31 March 2022	4,445	93,220	18,088	38,733	154,486
Depreciation & amortisation					
At 1 April 2021	536	-	5,159	17,541	23,236
Charge for the period	438	-	954	8,106	9,498
Disposals	-	-	-	-	-
At 31 March 2022	974	-	6,113	25,647	32,734
Net book value At 31 March 2022	**3,471**	**93,220**	**11,975**	**13,086**	**121,752**
At 31 March 2021	**3,625**	**-**	**1,908**	**17,717**	**23,250**

8 Debtors	2022	2021
	£	£
Prepayments	22,830	23,354
Accrued income	45,485	18,865
Other debtors	29,833	16,138
	98,148	**58,357**

9 Creditors: amounts falling due within one year	2022	2021
	£	£
Taxation and social security	(2,504)	2,916
Other taxes	9,877	966
Other creditors	6,803	625
Accruals	300	500
Deferred income	119,118	75,340
	133,594	**74,336**

Notes to the Financial Statements
For the year ended 31 March 2022

10 Analysis of net assets between funds

For the year ended 31 March 2022	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	121,752	**121,752**
Current assets	117,435	118,781	343,015	**579,231**
Current liabilities			(133,594)	**(133,594)**
Net assets at the end of the year	**117,435**	**118,781**	**331,173**	**567,389**

For the year ended 31 March 2021 (prior year)	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	23,250	**23,250**
Current assets	56,043	68,035	329,096	**453,174**
Current liabilities			(74,336)	**(74,336)**
Net assets at the end of the year	**56,043**	**68,035**	**278,010**	**402,088**

11 Movements in funds

	As at 1 April 2021	Income	Expenditure	Transfers in/(out)	As at 31 March 2022
	£	£	£	£	£
Restricted funds:					
Fund raising	-	98	(98)	-	-
Support Services	-	5,103	(5,103)	-	-
Capital Project	-	103,254	-	(103,254)	-
Employment Services	5,000	71,399	(65,455)	-	**10,944**
Youth Services	-	182,868	(142,623)	-	**40,245**
Welfare Benefits Service	16,834	88,220	(88,811)	-	**16,243**
Independent Living Services	34,209	159,410	(143,616)	-	**50,003**
Total restricted funds	**56,043**	**610,352**	**445,706**	**(103,254)**	**117,435**
Designated funds:					
Fund raising	-	1,719	(2,144)	425	-
Support Services	-	1,652	(572)	(1,080)	-
Employment Services	-	343,623	(343,623)	-	-
Youth Services	-	115,385	(115,385)	-	-
Capital Fund	68,035	-	-	50,746	**118,781**
Total designated funds	**68,035**	**462,379**	**(461,724)**	**50,091**	**118,781**
General funds	**278,010**	**-**	**-**	**53,163**	**331,173**
Total unrestricted funds	**346,045**	**462,379**	**(461,724)**	**103,254**	**449,954**
Total funds	**402,088**	**1,072,731**	**(907,430)**	**-**	**567,389**

Notes to the Financial Statements
For the year ended 31 March 2022

11 Movements in funds

	As at 1 April 2020	Income	Expenditure	Transfers in/(out)	As at 31 March 2021
	£	£	£	£	£
Restricted funds:					
Fund raising	-	4,609	(4,904)	295	-
Support Services	-	-	-	-	-
Capital Project	-	4,524	(4,381)	(143)	-
Employment Services	15,000	38,374	(48,374)	-	5,000
Youth Services	-	215,246	(215,246)	-	-
Advocacy Service	1,074	375	(307)	(1,142)	-
Welfare Benefits Service	3,000	95,720	(81,885)	-	16,835
Independent Living Services	20,257	150,548	(136,597)	-	34,208
Total restricted funds	**39,331**	**509,396**	**(491,694)**	**(990)**	**56,043**
Designated funds:					
Fund raising	-	661	-	(661)	-
Support Services	-	11,164	(6,207)	(4,957)	-
Employment Services	-	252,998	(242,882)	(10,116)	-
Youth Services	-	66,801	(36,453)	(30,348)	-
Independent Living Services	-	2,426	-	(2,426)	-
New Centre - Capital Fund	18,035	50,000	-	-	68,035
Total designated funds	**18,035**	**384,050**	**(285,542)**	**(48,508)**	**68,035**
General funds	**228,512**	**-**	**-**	**49,498**	**278,010**
Total unrestricted funds	**246,547**	**384,050**	**(285,542)**	**990**	**346,045**
Total funds	**285,878**	**893,446**	**(777,236)**	**-**	**402,088**

12. Purposes of restricted and designated funds

Support Services — To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.

Capital Project — The AoD Centre for Independent Living is a newly built, accessible, ground floor space (opening in the summer of 2022) which will include supported community activities, peer support groups, confidential interview rooms, a conference / training room and a community garden project.

Employment Service — To assist disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.

Youth Service — To provide a range of leisure, social and educational opportunities for young disabled people throughout the year in inclusive environments and settings.

Advocacy Services	To provide a single point of access to advocacy services for those eligible for or in receipt of adult social care services in the London Borough of Hammersmith and Fulham, delivered in partnership with MIND and MENCAP.
Welfare Benefits Services	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for disabled people. Local authority funded children and families and adult services.
Independent Living Service	To provide a service aimed at bringing disabled people together to offer mutual support around all aspects of their lives, while sharing activities around common interests such as Direct Payments, IT, Knitting and Healthy Lifestyles.

13 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2022	2021
	£	£
Net movement in funds for the reporting period	**165,301**	**116,210**
Depreciation	**9,498**	**8,464**
Interest, rent and dividends from investments	**(6)**	**(15)**
Decrease / (increase) in debtors	**(39,791)**	**(34,160)**
(Decrease) / increase in creditors	**59,258**	**28,354**
Net cash provided by / (used in) operating activities	**194,260**	**118,853**

14 Analysis of cash and cash equivalents

	At 1 April 2021	Cash flows	Other changes	At 31 March 2022
			£	£
Cash at bank and in hand	394,817	86,266	-	**481,083**
Overdraft facility (repayable on demand)	-	-	-	-
Total cash and cash equivalents	**394,817**	**86,266**	**-**	**481,083**

15 Operating lease commitments

The charity had annual commitments at the year-end under non-cancellable operating leases expiring as follows:

	Equipment 2022	Equipment 2021
	£	£
Within 2 to 5 years	**-**	-

16 Related party transactions

There were no related party transactions during the year.

ACTION ON DISABILITY

England & Wales - Charity number 1091518

Accounts

action on disability

Life beyond barriers

A Company Limited by Guarantee

Company No. 4237604
Charity No. 1091518

Report and financial statements

For the year ended

31 March 2021

Action on Disability

Report and financial statements
For the year ended 31 March 2021

Contents **Page**

Reference and administrative information **1**

Trustees' annual report **2 - 16**

- Achievements and performance
- Financial review
- Structure, governance and management
- Statement of responsibilities of the trustees
- Statement as to disclosure to our auditors

Independent auditors' report **17 - 20**

Statement of financial activities **21**
(incorporating an income and expenditure account)

Balance sheet **22**

Statement of cashflows **23**

Notes to the financial statements **24 - 32**

Reference and administrative information

Trustees:	Victoria Brignell, Chair David Isaac, Vice Chair Patrick McVeigh, Vice Chair (term ended on 16th November 2020) Peter Harden, Treasurer Kate Betteridge Mike Gannon Cllr Sharon Holder Mustafa Karim (new term started on 16th November 2020) Cllr Patricia Quigley (appointed on 29th February 2020) Amy Rait Angeleca Silversides Gabriella Zepf
Co-opted Adviser:	Patrick McVeigh (appointed on 29th November 2020)
Company Secretary:	David Buxton
Chief Executive:	David Buxton
Company number:	4237604
Charity number:	1091518
Registered office:	Normand Croft Community School, Lillie Road, London, SW6 7SR
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
Bankers	Lloyds Bank, 417 North End Road, Fulham, London, SW6 1NS

Trustees Annual Report 2020-21

The trustees are pleased to present the annual report and accounts for the year 1st April 2020 to 31st March 2021.

Vision

To be part of, and promote, an inclusive society free of disabling barriers, where all individuals are equal.

Mission

As a user-led organisation, managed and controlled by disabled people, our mission is to:

- Deliver high quality, professional, accessible activities which promote independent living.
- Give disabled people the knowledge and confidence about their rights, enabling them to access opportunity, make choices and live independently.
- Campaign for the rights of disabled people and influence local and national policy and practice.

Achievements and performance 2020-21

Employment Service

We have a good reputation for setting up and delivering supported internships for people with learning disabilities. This year we provided management, job-coaching, and employer engagement for 33 young people with learning difficulties/ASD across our 3 internship partners.

We have also continued our new Supported employment Projects which have been going well, but not as well as we hoped due to the pandemic. Those two projects are;

- Equip Inclusive Employment project funded by ESFA
- Follow on Support Service for former interns funded by Inclusion London

This brings the total number of employment projects to 5. All projects are aimed at promoting accessible recruitment and jobs for disabled people, whilst supporting employers in the development of a diverse work force through consultation and training. We are proud to be working with several employers and partners who are committed to change.

We are also due to start the ABLE2 project with Barnet & Southgate College, funded by the Mayor's European Social Fund Programme. This project will run for 3 years and will support 17-24 young people who are physically impaired and NEET.

Here are some of the employers with whom we have worked this year:

- Building 245 Hammersmith
- Ashdown Phillips

- Renault
- Holiday Inn
- Imperial College London, Charing Cross
- Imperial College London University
- NHS Covid Centres, Hammersmith and Fulham and Imperial Sites
- London Borough of Hammersmith and Fulham
- Lyric
- Nandos
- National Theatre
- NHS
- Pret
- Primark
- Royal Borough of Kensington and Chelsea
- London Borough of Ealing
- British Heart Foundations (BHF)

Case Story – Kabir's Supported Internship Journey

Kabir joined the High Street Supported Internship programme because
'I needed to develop my employability skills to prepare for my future job ... especially if you may have been excluded from apprenticeships or traineeships ... none would get back to me'.

Kabir was keen to pursue technical and supportive roles where he could assist other deaf people but felt unable to do so due to his own barriers – he had previously sought support for his impairment. During his first placement - he worked as a Business Support Officer in Kensington and Chelsea councils Children's services. Due to the pandemic, this was a remote role.

Kabir wished to develop his data-processing skills during this time and spent most of this placement updating a database of disability-confident employers in the local area. Other aspects of his role involved co-production; Kabir investigated access issues with the local offer's website, gave his opinion on how deaf people could access the material on the site, as well as other functionalities he believed the site should consider.

Kabir discussed performance pressures with his job coach – where he found regular meetings tiring but wanted to show his hearing colleagues and mentors that he was present/ paying attention during those meetings, alongside other issues such as ergonomic issues (strain signing on screen whilst using a keyboard). Kabir's job coach worked with him to develop better ergonomics and his self-advocacy skills to discuss with his workplace mentors about what reasonable adjustments he would require as a deaf autistic person to do his job remotely.

The Equality Act 2010 places a duty on an employer to make reasonable adjustments for disabled employees. By the second term Kabir negotiated to have bullet-pointed notes of

meetings sent to him, a detachable keyboard and a change in his role (titled: SEND Local Offer Officer in Employment Pathways and Participation) to focus primarily on co-produced tasks. Action on Disability staff also negotiated a 'check-in' system and a timetable with planned in screen-time and ergonomic breaks to elevate these issues that were causing Kabir anxiety.

During this time, Kabir created a 'deaf friendly' video on his experience as a deaf student and why he chose to join a supported internship programme – for the purposes of informing other deaf students of vocational programmes. Kabir also enrolled on a business enterprise workshop, where he developed a business plan and a website for a deaf student support service which matches students with the appropriate support, they require to complete a chosen course (including BSL).

Once Kabir has completed the supported internship programme, he's considering a paid IT apprenticeship role within the council - developed by his workplace mentors for Kabir to continue developing his IT skills whilst in paid employment.

Kabir would prefer to complete functional skills to Level 2 next year, however he has a dependant and he needs to evidence £18,600 earnings as a home-office requirement.

Kabir is currently working with Action on Disability staff to find full-time paid employment and assistance to setup Access to Work arrangements once in-work.

"It was pleasant speaking with Kabir at team meetings and we value his positive contributions to the project ... he was very pro-active with his approach to the tasks we were working on together".

Marianna, Kensington and Chelsea Register Office

2020-21 Highlights:

- All 3 Supported Internships managed to continue during the pandemic and a new cohort was recruited during the first lockdown
- Follow on Support Project continued during the pandemic and steady support was delivered to disabled clients working from home; we supported 5 clients continuously
- We created additional workshops and sessions to continue supporting former Interns and keeping them motivated despite the lockdown and lack of job opportunities
- We have supported 5 graduate interns into paid employment in this time period

Future plans:

- We are still planning on starting our partnership with John Lyons Charity to set up a new style of Supported Internship
- Create a business plan to support more Supported Internship sites with our follow-on support service
- Continue growing the In-work support service

- Work with Ashdown Phillips to establish a partnership with AoD to offer additional work experience and placements for our supported employment projects.

AoD continues to set the agenda for disability employment in West London and has devised new approaches that are achieving great results. We have carved out a role, and a reputation, for setting up and delivering supported internships for people with learning difficulties.

Direct Payment Support Service

The Direct Payment Support Service aims to support Hammersmith and Fulham residents to manage their Direct Payments.

We work closely with the Direct Payment Peer Support Group and local residents to ensure that the service is co-produced and that we are working together in an active way to plan, deliver and review the service.

We believe that a good Direct Payment Support Service should promote choice, control and independence for local residents and that their views should inform our service delivery every step of the way.

The Direct Payment Support Service aims to:

- Support residents to set up their Direct Payments
- Support residents to recruit and employ their own support staff
- Support residents to find a suitable payroll service and manage their staff, or identify a suitable care agency or provider
- Support residents to manage their Direct Payment budget
- Signpost and refer residents to other organisations where applicable
- Support residents to use their Direct Payments flexibly and creatively (e.g. pooling budgets)
- Introduce residents to other people who use a Direct Payment through the Peer Support Group.

Project Outcomes:

- Residents are enabled to optimise the opportunities available to them through increased choice and control
- Through an ethos of self-help residents feel empowered and have the ability and confidence to manage their own direct payments
- Residents feel safe, secure and supported to achieve greater independence with minimal support
- Residents have improved quality of life.

2020-21 Highlights:

- In the first full year of delivery we received 83 referrals.
- We provided one-off information and advice on 422 occasions.

- We delivered 22 Peer Group sessions via Zoom, with a total of 75 residents in attendance.
- We delivered 22 training sessions to social workers and social care staff on a range of topics including an introduction to our service, Employment Law and Nominated and Authorised Persons.
- We continued to deliver our vital services online and via the telephone.

Challenges:

- Delivering a new service during the COVID-19 pandemic was extremely difficult.
- Building relationships with the council and social services.
- Staff sickness.

How we have overcome these:

- We have continued to work closely with Alexander Payne, Acting Independent Living Lead, to build relationships within the council and social services. We have Developed and delivered a series of social work training sessions.
- Continued to develop our service to meet the needs of residents at this time.
- Prioritised our to-do lists and shared referrals amongst ourselves.

Feedback: Having Support from AoD has helped me to...

- "Increase the number of hours of help for our 90 year old mother who has dementia an now needs 24 hour care. It will certainly make a difference and is much appreciated".
- "Set up support and increased my independence".
- "Employ my husband as my pa during covid as I am in extreme vulnerable group and am afraid a of exposure by agency carers and resolve DP problems".
- "Speak with social services about my mother's care and get the budget increased. Understand the employer responsibilities if I were to employ a carer on behalf of my mother".
- "Get the care I need. Jennifer is so kind to me, just chatting to me helped me so much. I cannot thank her enough".

Future Plans:

The COVID-19 pandemic has been a huge challenge, but we have reviewed and developed our service delivery to meet the needs of clients. We have learnt a lot from this and will continue to develop our service every step of the way, and even continue to deliver some aspects of the revised service in the future. For example, when restrictions begin to ease we will deliver our Peer Group sessions via Zoom and in person, as a "blended" session.

As restrictions begin to lift, we will work closely with other voluntary sector organisations, day centres, supported living providers and community centres to promote our service more widely. We hope to deliver a 're-launch' of our service in the community in September/October time depending on the situation with the pandemic. This would be held at a central location where residents and other providers would be invited to attend.

We will look to promote the Find-a-PA service more widely, by visiting job centres and university job fairs to encourage people to sign up as PAs.

We will continue to co-produce our service by holding a series of co-production workshops with residents to look at various council documents and reflect on the service delivery so far.

Welfare Benefits Advice Service

AoD Welfare Benefits Service (WBS) offers free benefits advice and assistance to disabled adults and children of all ages – including parents and carers of disabled children – living in the borough of Hammersmith and Fulham. The help given is hands-on casework up to First-Tier Tribunal level, and, in some cases, Upper Tribunal level.

During the past year, the AoD WBS dealt with 398 cases as well as giving advice by telephone and e-mail. It also handled 2,150 phone calls and emails, of which about half entailed giving one-off advice to other organisations and disabled or ill people in the H&F borough.

2020-21 Highlights:

- In supporting **398** ill and disabled residents of H&F, the WBS secured one-off backdated payments totalling **£134,697.21.**
- Increased *weekly income* totalled **£13,137.74.** As most benefits are awarded for at least a year, the total yearly figure is **£683,162.30** (i.e. £13,137.74 x 52)

Once again, the AoD WBS would like to acknowledge the tremendous input of its volunteers. The smooth running and success of the AoD WBS would not be possible without their dedication and hard work. They help our clients and members throughout lockdown to complete Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Employment and Support Allowance Work Capability forms. They continue to achieve high success rates.

Case Stories

- Mrs A has a 5-year-old disabled son in receipt of DLA. She contacted the WB service for a benefit check after claiming Universal Credit (UC). We quicky established Mrs A should be receiving additional elements in her UC payments; a Disabled Child Element (£402.41 pcm) in respect of her son's DLA entitlement and a Carer Element (163.73 pcm) as Mrs A is a full-time carer for her son. We contacted UC to inform them of our findings. As a result, the family are now £566.14 better-off each month.

- Ms B had both physical and mental health issues. She needed assistance to appeal the DWP's decision after being refused Personal Independence Payment (PIP). The WBS wrote a submission and supported Ms B at her Tribunal hearing. The Tribunal increased Ms B's Daily Living component from Standard to Enhanced rate. Having previously not been awarded any rate of the Mobility component, the Tribunal changed the DWP's decision and awarded the Enhanced rate. This resulted in a lump sum payment of £6,756.46 backdated to November 2019, **PLUS** an annual payment of £7,911.80 for a period of two and a half years.

- Mr C came to us after he had submitted an unsuccessful Mandatory Reconsideration request for his PIP; he did this with no help. He had been referred to our WBS by his Labour Councillor who requested our assistance with an appeal for Mr C. With our support, the DWP revisited their decision and changed it without the need for Mr C to go to appeal. Mr C was awarded a lump sum of £800 and a 3-year award totalling £9313.20.

Youth Service

Action on Disability's Youth Service provides opportunities for young disabled people aged 11-25 to participate in positive activities, and, through partnerships, supports the development of inclusion across LBH&F. Young people have access to fun, informal learning where they can gain new skills and challenge themselves through a varied curriculum programme of activities, accreditation, and volunteering.

173 young disabled people are registered with our service during 2020/21 and 48 different young people accessed our projects. Ordinarily, AoD Youth service engages, on average, 120 unique young people through all projects each year, however restrictions applied to delivery meant a very controlled offer to a limited number of young people throughout 2020/21. AoD Youth service did not offer volunteering opportunities to young people as this would impact on the numbers of young people accessing the delivery spaces, and there was limited access to the DofE awards.

2020-21 Highlights:

- No one needs reminding of the year 2020/21 and the impact Covid-19 had on all of our lives. That said, AoD Youth Service was quick to adapt with, initially, all delivery going to the zoom platform. As the world around us developed strategies for managing services through the pandemic, our Youth Service waited for guidance from National Government and the National Youth Agency. Once guidance was in place for out of school provision, AoD Youth Service quickly stepped up to deliver face to face offers to young disabled people and have continued to do so throughout the year.
- Increased partnership working with LBH&F disabled children's team and the short breaks service to identify those families most in need of a service during the pandemic.
- We provided 8 families who were significantly impacted on by the consequences of the pandemic, with substantial supermarket vouchers over the Christmas period.
- We secured London Community Response fund Wave 3 income to offset a reduced value contract from LBHF Youth Services (17% reduction in annual contract value).

- We achieved the London Youth Bronze Quality Mark.
- We delivered a restricted offer on all LBH&F youth service contracts, including:
  - School holiday projects
  - A weekly after school project
  - A weekly youth club
  - The Duke of Edinburgh (DofE) awards scheme
- 3 young people participated in the DofE awards scheme completing sections of their bronze award.
- We completed the delivery of our Youth Music funded offer to young people in partnership with Lyric Hammersmith and Tigersonic Studios.
- In partnership with Lyric Hammersmith, we delivered a summer digital filming making project for young disabled people which was accessed through the zoom platform.
- We continued to support Dance West when their delivery of Move it Mondays moved to the zoom platform.
- Young people created a mural for the new AoD offices which will be on display at the reception area. They also created two time capsules which will be planted on the site. This was made possible with thanks to Dr Edwards and Bishop Kings Fulham Charity.
- Thanks to a donation form the Daisy Trust, Young people created a selection of Christmas Cards which went on sale in December 2020 generating further income to the Youth Service.
- Thanks to the Fit & Fed program by Street Games, all young people accessing our holiday projects enjoyed a healthy meal and had access to regular exercise every day of delivery.
- Over the course of the past year, young disabled people accessed 7 different projects, amounting to 154 different sessions of activities.
- The expected impact of the pandemic on the voluntary sector in terms of funding, presented significant challenges, However AoD Youth Services secured core funding City Bridge Trust, John Lyons Charity, Addison Youth Trust, London Community Response Fund Wave 3 & 5 which has provided security of access for young disabled people.

Challenges:

- A restricted offer meant that not all young people registered to access our services did.
- It is unclear what the impact may have been on those who could not access our service due to restrictions in terms of mental health, physical health, safeguarding and growth.
- There were safeguarding concerns raised around young people who did access our service which did include a suicide attempt and an emergency placement
- Sadly, one young person passed away after contracting COVID-19.

Impact:

- Young people, identified by LBH&F Disabled Children's Team and the Short Breaks Service, had access to projects away from the domestic environment and had access to activities, a healthy meal, and their peers. Without this service these young disabled people may have endured significant isolation, a dependence on adults in the domestic environment and potential risk to their overall wellbeing.

- These young people have had access to their peers through the delivery of our offers, enabling them to sustain safe social networks, which encourages a greater sense of self-esteem, confidence, and resilience.
- They have also had access to physical activity and a healthy meal, ensuring that they have a greater sense of wellbeing, both physically and mentally.

Case Story

Situation:
S.M was new to our service and was 14 years old. He had cerebral palsy and quite significant and complex support needs. He used Pecs to communicate and was a wheelchair user. S.M attended a purpose-built school and lived in a residential setting. Outside of school, SM rarely had the opportunity to socialise with his peers or take part in fun and engaging activities, leaving him quite socially isolated. It was identified by staff who work with him that it was important for him to make new friends and socialise with other young people of his age.

Once referred to AoD, S.M attended our weekly junior club along with support from his individual support worker. S.M engaged in Yoga and music each week and really enjoyed spending time with his peers. He arrived each week with a huge smile on his face and really enjoyed the young people greeting him and asking him how he was. Staff who worked with S.M commented that he always looked forward to coming each week as he really enjoyed participating in the activities. He became more confident in choosing to take part in activities that he enjoyed which allowed staff and other young people to understand his interests and how he communicates.

Impact:
S.M successfully integrated as an AoD member during the junior club and became quite popular amongst other young people. He took part in activities that he enjoyed and socialised with his peers. He improved his drumming and keyboard skills and took a keen interest in music allowing him to have fun and express himself. He also improved his teamwork and communication skills. Through forming friendships, S.M confidence and self-esteem was enhanced.

Summary:
S.M attended the junior club each week and become a popular member. Through demonstrating his skills in playing musical instruments and his keen interest in music, he found much in common with the other young people and formed many friendships. He had the opportunity to socialise with his peers each week which raised his confidence and self-esteem. It is with great sadness that we report that S.M passed away after contracting COVID-19. He had such a huge impact on our service and on his peers and is greatly missed.

Future Plans:

- 2020-21 commenced with significant challenges to all services due to the pandemic and resulting restrictions. AoD Youth Service adapted and continued to deliver on all contracted and trust funding outcomes in accordance with Government and National Youth Agency guidelines. Throughout 2021/22 our priority must be, where possible, to recover our full offer and to re-engage all those young people who have not accessed our project, and their peers.
- In partnership with the Alliance for Inclusive Education (ALFIE), LBH&F Youth Voice, Young Hammersmith & Fulham Foundation, LBH&F Co-Production we will support the development young trainers who will form part of a training offer to the youth sector to increase access for young disabled people.
- Having secured core funding for up to 2025, we will look to secure LBH&F Youth contracts once they go to tender in late 2021, and we will look to secure funding to expand our offer, in partnership with Lyric Hammersmith, through the arts.

Financial review

A successful year which ended with a surplus.

- During this financial year there has not been one significant event that has contributed to AoD's financial performance. We have been responsive to situations as they have arisen and have been careful to work within agreed budgets, control costs and new full cost recovery models.
- The principal sources of funding for the charity are derived from a number of different contracts, grant awards and earned income.
- There are no pension liabilities arising from obligations to a defined benefit pension scheme or pension asset on the financial position of the charity.
- The charity holds no material financial investments, other than our reserves account held with Lloyds Bank.

Reserves policy

Our unrestricted funds, as at 1 April 2021, were £278,010 in general funds. The current reserves policy as agreed by the trustees is a minimum of 25% of annual expenditure, or 3 months running costs in the current financial year, to preserve AoD's cash flow and to meet any unexpected contingencies. For the year a 25% target would require a reserve of £275,000 in unrestricted general funds. The present level of free reserves of £278,010, available to the charity, is just above this target level. The Board of Trustees is well aware that it is unlikely that the target range will be reached for another year due to the COVID-19 national crisis creating serious financial implications. In the short term, the Board has also considered the extent to which existing activities and expenditure could be curtailed, should this be necessary, and have agreed to set a balanced year.

Going concern

There are no concerns about the Charity's ability to meet all of its financial and contractual obligations in the year ahead. The charity is a going concern.

Principal risks and uncertainties

The Board of Trustees has conducted a review of the major risks to which the charity is exposed. We have a Risk Register which is updated every six months. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan, which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Cash flow remains the greatest risk. With a number of grants/contract funds being released in arrears, careful planning is required. Cash flow projections enable the CEO to give advance notice to the Board of Trustees of any periods when temporary support is required from reserves.

Regular supervision and yearly appraisals for staff and volunteers ensure compliance with employment laws. Improved internal communication with staff and volunteers ensures everyone feels part of one organisation. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors to the centre.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated in June 2001 and registered as a charity in April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 to the assets of the charity. The Board members have no beneficial interest in the charity

The objects of the charity are:

a. To promote equality of opportunity, choice and independence by removing physical, social and attitudinal barriers to integration within the community for people who have a physical or sensory impairment or learning difficulty, or who experience mental health difficulties, through the encouragement and development of education, training, facilities for recreation, employment based on the ethos of independent living and who reside, work or are undergoing educational or vocational training in, but not exclusively, Greater London.

b. To fulfil any other object which is deemed wholly and exclusively charitable by the laws of England and Wales.

The issues that AoD seeks to tackle cover every part of a person's life and can affect any person from any culture and any walk of life. It covers the following, though this is by no means an exhaustive list:

- Poverty
- Discrimination
- Lack of access, exclusion and segregation
- Health inequalities and lower life expectancy
- Internalised oppression

The trustees have agreed the following strategies to ensure the charity meets both its objects and the public benefit.

- Inclusion – where possible delivering services inclusively in mainstream settings and influencing other organisations (public, private and voluntary) to do the same.
- Specialist services – where necessary providing tailored, specialist services for disabled people only.
- Campaigning for equality – arguing for equality of outcome over opportunity and supporting organisations to identify whether inclusion or specialist provision is required to achieve equality of outcome.

The charity fulfils its objects and the public benefit requirement through the following activities:

- Information, signposting and referrals – ensuring people have accurate information and are connected with appropriate services is an essential first step to tackle the issues above.
- Advice and guidance – supporting people through the complex maze of public services is essential.
- Advocacy – ensuring that people have their voice heard when they have been denied, or are not happy with, a service.
- One to one support and person-centred planning – providing direct support to tackle individual issues.
- Employment and volunteering opportunities – providing and supporting people to access opportunities that can lift them out of poverty and to give them a purpose.
- Campaigning and influencing – working with politicians and officers in the public sector, and directors and managers in the private and voluntary sectors, to change attitudes and remove barriers to inclusion.

At the first meeting after each Annual General Meeting, the Trustees will review how the charity meets the public benefit and the CEO also takes them through their specific responsibilities as charity trustees. Each Trustee is provided with the location of all Charity Commission guidance online and specific toolkits are printed and given to them.

Recruitment and appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve for a period of three years, after which they must be re-elected at the next AGM. Each year those trustees who have served their 3-year term must step down, but may be re-elected for another three-year term up to a maximum of 9 years of service. Temporary

vacancies are filled by the Board until the following AGM when they can be re-elected. The Board appoints its honorary officers at its first meeting after the AGM.

The Board of Trustees represent the voice of local disabled people and, constitutionally, 75% of its members must have a disability. This is an important part of our structure and one that ensures Action on Disability remains 'user-led'.

Trustee induction and training

Most trustees have personal experience of disability and all subscribe to the 'Social Model of Disability' which is the guiding principle of the organisation. However, as part of induction, all trustees will attend our internal disability equality training course.

We encourage new trustees to participate in short training sessions to familiarise themselves with the charity and the context within which it operates. These sessions cover:

- The obligations of the Trustees.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Basic charity law.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives for the charity.
- Disability Equality Training & Social Model understanding.

The induction programme gives new trustees an understanding of the work of individual projects, funding of the organisation and various Charity Commission publications. The Chair and senior managers deliver a brief induction shortly after the AGM. Trustees are encouraged to take an interest in a specific area of Action on Disability covering both operations and a strategic interest in the organisation's future developments.

All trustees serve on the Board of Trustees, which meets quarterly, to review performance and long-term strategies for Action on Disability (AoD). The Officers Group meets at least four times a year to ensure that the policies of AoD are implemented and that the work is properly managed.

The trustees delegate the day to day running of the charity to the CEO. He is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The CEO leads a team of 16 full and 4 part-time staff, 44 sessional staff and around 25 volunteers. The senior management team ensures the effective and efficient operation of AoD services to disabled people with the primary focus being Hammersmith and Fulham.

Volunteers

AoD relies on volunteers to staff its reception function. They are the frontline and first contact for people visiting, calling or emailing the charity. Individuals benefit from the role, increasing their social contact, improving their skills and their chance of paid employment. However, the charity could not be run effectively without these volunteers, many of whom work several shifts a week and stay with us for years.

Like all charities, our trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 4,200 hours this year. If this was calculated just at the living wage level it would equate to £42,630 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

Related parties and relationships with other organisations

The charity has a formal agreement with partner organisation Ruils for the Direct Payments Support Service. AoD is the lead partner and is responsible for all monitoring, evaluation and performance reporting to the funders. There are agreements with all colleges that are part of our supported employment internship activities, and outline roles/responsibilities and funding agreements.

Statement of responsibilities of the trustees

The trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

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,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation.

The trustees are responsible for keeping proper 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.

Statement as to disclosure to our auditors

Insofar as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Goldwins Limited were re-appointed as the auditors of the charitable company during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 26th July 2021 and signed on their behalf by;

Victoria Brignell

Victoria Brignell
Chair of Trustees

Independent Auditors' Report
For the year ended 31 March 2021

Opinion

We have audited the financial statements of Action on Disability (the 'Charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Charity 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 charity'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 directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our 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.

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 there is 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.

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 trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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.

Independent Auditors' Report
For the year ended 31 March 2021

This report is made solely to the Charity'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 Charity'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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

DATE: 4 October 2021
:

Action on Disability

Statement of Financial Activities
For the year ended 31 March 2021

	Notes	Restricted £	Unrestricted £	2021 Total £	Restricted £	Unrestricted £	2020 Total £
Income from:							
Donations and fundraising		4,584	24	**4,608**	-	7,268	7,268
Charitable activities:							
Disability projects		504,812	384,026	**888,838**	829,926	111,979	941,905
Total income	2	509,396	384,050	**893,446**	829,926	119,247	**949,173**
Expenditure on:							
Raising funds		(4,904)	-	**(4,904)**	-	(14,028)	(14,028)
Charitable activities							
Disability projects		(486,790)	(285,542)	**(772,332)**	(853,850)	(12,671)	(866,521)
Total expenditure	3	(491,694)	(285,542)	**(777,236)**	(853,850)	(26,699)	**(880,549)**
Net income / (expenditure) for the year		**17,702**	**98,508**	**116,210**	**(23,924)**	**92,548**	**68,624**
Transfers between funds		(990)	990	-	45,409	(45,409)	-
Net movement in funds		16,712	99,498	**116,210**	21,485	47,139	68,624
Funds at 1 April 2020		39,331	246,547	**285,878**	17,846	199,408	**217,254**
Funds at 31 March 2021		56,043	346,045	**402,088**	39,331	246,547	**285,878**

All of the above results are derived from continuing activities. There are no other recognised gains and losses other than those stated above.

Action on Disability

Balance Sheet
As at 31 March 2021

	Notes	£	2021 £	£	2020 £
Fixed assets					
Tangible fixed assets	7		**23,250**		17,469
Current assets					
Debtors	8	**58,357**		24,197	
Cash at bank and in hand		**394,817**		290,194	
		453,174		314,391	
Creditors: amounts falling due within one year	9	**(74,336)**		(45,982)	
Net current assets			**378,838**		268,409
Net assets	10		**402,088**		285,878
Funds	11				
Restricted funds			**56,043**		39,331
Unrestricted funds					
Designated funds			**68,035**		18,035
General funds			**278,010**		228,512
Total funds			**402,088**		285,878

Approved by the Board of Trustees on 26/06/21 and signed on its behalf by:

Victoria Brignell

Victoria Brignell - (Chair)

Company Registration No. 4237604

Action on Disability

Statement of Cashflows
For the year ended 31 March 2021

	Note	2021	2021	2020	2020
		£	£	£	£
Net cash provided by / (used in) operating activities	13		118,853		60,870
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		15		21	
Sale/ (purchase) of fixed assets		(14,245)		(13,280)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(14,230)		(13,259)
Cash flows from financing activities:					
Cash inflows from new borrowing			-	-	
Receipt of endowment			-	-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			104,623		47,611
Cash and cash equivalents at the beginning of the year			290,194		242,583
Cash and cash equivalents at the end of the year	14		**394,817**		290,194

Notes to the Financial Statements
For the year ended 31 March 2021

1. Accounting policies

a) 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

c) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.

d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

Expenses are recognised in the period in which they are incurred. Most expenditures include VAT which cannot be recovered.

e) Expenses are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Disability projects	98%
Fundraising and publicity	2%

f) Depreciation and amortisation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	2 years / 5 years (straight line)
Fixtures, fittings and equipment	20% (straight line)
Intangible assets	over 10 years

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

g) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.

h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

i) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

j) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purpose.

Accounting policies (continued)

k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight-line basis, based on the length of the lease.

l) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund The company has no liability under the scheme other than for the payment of those contributions.

m) The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Notes to the Financial Statements

For the year ended 31 March 2021

2 Total Income	Fund raising	Support Services	Capital Project	Employment Services	Youth Services	Advocacy Services	Welfare Benefits Service	Independent Living Services	2021 Total	2020 Total
Restricted Income	£	£	£	£	£	£	£	£	£	£
Statutory Income	-	-	-	-	123,000	375	88,220	122,967	**334,562**	403,013
Charitable Income	25	-	4,524	38,374	92,246	-	7,500	27,581	**170,250**	70,450
Donation and Fundraising	4,584	-	-	-	-	-	-	-	**4,584**	-
Fee Income	-	-	-	-	-	-	-	-	**-**	356,186
Other Income	-	-	-	-	-	-	-	-	**-**	277
Total Restricted Income	4,609	-	4,524	38,374	215,246	375	95,720	150,548	**509,396**	829,926
Unrestricted Income	£	£		£	£	£	£	£	£	£
Statutory Income	-	10,339	-	-	-	-	-	-	**10,339**	3,140
Charitable Income	16	-	50,000	-	55,871	-	-	-	**105,887**	58,835
Investment and Interest	15	-	-	-	-	-	-	-	**15**	21
Donation and Fundraising	4	-	-	-	-	-	-	20	**24**	5,274
Fee Income	626	-	-	252,998	10,008	-	-	2,406	**266,038**	49,691
Membership / Subscription	-	-	-	-	357	-	-	-	**357**	40
Other Income	-	825	-	-	565	-	-	-	**1,390**	2,246
Total Unrestricted Income	661	11,164	50,000	252,998	66,801	-	-	2,426	**384,050**	119,247
Total Income	**5,270**	**11,164**	**54,524**	**291,372**	**282,047**	**375**	**95,720**	**152,974**	**893,446**	949,173

Notes to the Financial Statements

For the year ended 31 March 2021

3 Total expenditure	Fund raising	Support services	Capital Project	Employment Services	Youth Service	Advocacy Services	Welfare Benefits Service	Independent Living Services	Total Disability Projects	2021 Total	2020 Total
	£	£	£	£	£	£	£	£	£	£	£
People Costs (see note 5)	3,655	83,970	-	227,465	165,891	213	59,231	65,615	**602,385**	**606,040**	699,094
Direct Project Expenditure	-	3,130	1,425	9,310	23,267	-	46	36,997	**74,175**	**74,175**	96,034
Direct Expenses	1,099	1,262	-	669	2,590	-	1,315	982	**6,818**	**7,917**	10,393
Premises Expenditure	-	1,111	-	740	18,179	-	1,480	1,850	**23,360**	**23,360**	17,406
Travel and Accommodation	-	34	-	53	835	-	217	86	**1,225**	**1,225**	3,757
Office Expenditure	-	11,119	-	8,795	8,665	45	5,667	9,442	**43,733**	**43,733**	37,393
Professional fees	150	1,851	2,956	2,778	1,361	-	1,487	1,739	**12,172**	**12,322**	11,897
Support Services fees	-	(104,141)	-	41,023	30,740	49	12,443	19,886	**-**	**-**	-
Depreciation	-	7,872		423	169	-	-	-	**8,464**	**8,464**	4,575
Total expenditure	**4,904**	**6,208**	**4,381**	**291,256**	**251,697**	**307**	**81,886**	**136,597**	**772,332**	**777,236**	880,549

Notes to the Financial Statements
For the year ended 31 March 2021

4 Net incoming/ (outgoing) resources for the year
This is stated after charging / crediting:

	2021 £	2020 £
Depreciation	8,464	4,575
Auditors' remuneration	4,250	4,000

5 Staff costs and numbers
Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	481,433	579,917
Social security costs	38,702	49,612
Pension contributions	12,450	12,432
Sessional and temporary workers	60,975	46,927
Other people costs	12,480	10,206
	606,040	699,094

No employee earned more than £60,000 during the year.

The total employee benefits including pension contributions and employers' NIC of the key management personnel were £59,686 (2020: £53,191).

The average number of employees during the period was as follows:

	2021 No.	2020 No.
Disability Services and Projects	21	24
Support Services	3	3
	24	27

6 Taxation
The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Notes to the Financial Statements
For the year ended 31 March 2021

7 Tangible fixed assets	Website	Fixtures, fittings & equipment	Computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	3,000	7,067	22,174	32,241
Additions	1,161	-	13,084	14,245
Disposals	-	-	-	-
At 31 March 2021	4,161	7,067	35,258	46,486
Depreciation & amortisation				
At 1 April 2020	138	4,442	10,192	14,772
Charge for the period	398	717	7,349	8,464
Disposals	-	-	-	-
At 31 March 2021	536	5,159	17,541	23,236
Net book value				
At 31 March 2021	**3,625**	**1,908**	**17,717**	**23,250**
At 31 March 2020	**2,862**	**2,625**	**11,982**	**17,469**

8 Debtors	2021	2020
	£	£
Prepayments	23,354	1,527
Accrued income	18,865	-
Other debtors	16,138	22,670
	58,357	24,197

9 Creditors: amounts falling due within one year	2021	2020
	£	£
Taxation and social security	11	2,916
Other taxes	(2,140)	966
Other creditors	625	4,492
Accruals	500	-
Deferred income	75,340	37,608
	74,336	45,982

Notes to the Financial Statements
For the year ended 31 March 2021

10 Analysis of net assets between funds

For the year ended 31 March 2021	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	23,250	**23,250**
Current assets	56,043	68,035	329,096	**453,174**
Current liabilities	-	-	(74,336)	**(74,336)**
Net assets at the end of the year	**56,043**	**68,035**	**278,010**	**402,088**

For the year ended 31 March 2020 (prior year)	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	17,469	**17,469**
Current assets	39,331	18,035	257,025	**314,391**
Current liabilities	-	-	(45,982)	**(45,982)**
Net assets at the end of the year	**39,331**	**18,035**	**228,512**	**285,878**

11 Movements in funds

	As at 1 April 2020	Income	Expenditure	Transfers in/(out)	As at 31 March 2021
	£	£	£	£	£
Restricted funds:					
Fund raising	-	4,609	(4,904)	295	-
Support Services	-	-	-	-	-
Capital Project	-	4,524	(4,381)	(143)	-
Employment Services	15,000	38,374	(48,374)	-	**5,000**
Youth Services	-	215,246	(215,246)	-	-
Advocacy Service	1,074	375	(307)	(1,142)	-
Welfare Benefits Service	3,000	95,720	(81,885)	-	**16,835**
Independent Living Services	20,257	150,548	(136,597)	-	**34,208**
Total restricted funds	**39,331**	**509,396**	**(491,694)**	**(990)**	**56,043**
Designated funds:					
Fund raising	-	661	-	(661)	-
Support Services	-	11,164	(6,207)	(4,957)	-
Employment Services	-	252,998	(242,882)	(10,116)	-
Youth Services	-	66,801	(36,453)	(30,348)	-
Independent Living Services	-	2,426	-	(2,426)	-
40th Year Capital Fund	18,035	50,000	-	-	**68,035**
Total designated funds	**18,035**	**384,050**	**(285,542)**	**(48,508)**	**68,035**

General funds	**228,512**	**-**	**-**	**49,498**	**278,010**
Total unrestricted funds	**246,547**	**384,050**	**(285,542)**	**990**	**346,045**
Total funds	**285,878**	**893,446**	**(777,236)**	**-**	**402,088**

Movements in funds (prior year)	**As at 1 April 2019**	**Income**	**Expenditure**	**Transfers in/(out)**	**As at 31 March 2020**
	£	**£**	**£**	**£**	**£**
Restricted funds:					
Fund raising	-	1,000	(1,000)	-	-
Employment Services	10,000	400,533	(433,671)	38,138	**15,000**
Youth Services		203,435	(200,191)	(3,244)	-
Advocacy Service	3,037	69,238	(71,201)	-	**1,074**
Welfare Benefits Service		95,720	(99,735)	7,015	**3,000**
Independent Living Services	4,809	60,000	(48,052)	3,500	**20,257**
Total restricted funds	**17,846**	**829,926**	**(853,850)**	**45,409**	**39,331**
Designated funds:					
Support Services	-	3,000	14,821	(17,821)	-
Employment Services	-	81,311	-	(81,311)	-
Youth Services	-	27,492	(27,492)	-	-
Independent Living Services	-	176	-	(176)	-
40th Year Capital Fund	13,055	-	-	4,980	**18,035**
Total designated funds	**13,055**	**111,979**	**(12,671)**	**(94,328)**	**18,035**
General funds	186,353	7,268	(14,028)	48,919	**228,512**
Total unrestricted funds	**199,408**	**119,247**	**(26,699)**	**(45,409)**	**246,547**
Total funds	**217,254**	**949,173**	**(880,549)**	**-**	**285,878**

12. Purposes of restricted funds

Support Services	To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.
Youth Service	To provide a range of leisure, social and educational opportunities for young disabled people throughout the year in inclusive environments and settings.
Independent Living Service	To provide a service aimed at bringing disabled people together to offer mutual support around all aspects of their lives, while sharing activities around

	common interests such as Direct Payments, IT, Knitting and Healthy Lifestyles.
Employment Service	To assist disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.
Advocacy Services	To provide a single point of access to advocacy services for those eligible for or in receipt of adult social care services in the London Borough of Hammersmith and Fulham, delivered in partnership with MIND and MENCAP.
Welfare Benefits Services	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for disabled people. Local authority funded children and families and adult services.

13 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021	2020
	£	£
Net movement in funds for the reporting period	**116,210**	68,624
Depreciation	**8,464**	4,575
Interest, rent and dividends from investments	**(15)**	(21)
Decrease / (increase) in debtors	**(34,160)**	46,263
(Decrease) / increase in creditors	**28,354**	(58,571)
Net cash provided by / (used in) operating activities	**118,853**	60,870

14 Analysis of cash and cash equivalents

	At 1 April 2020	Cash flows	Other changes	At 31 March 2021
			£	£
Cash at bank and in hand	290,194	104,623	-	**394,817**
Overdraft facility (repayable on demand)	-	-	-	-
Total cash and cash equivalents	**290,194**	**104,623**	**-**	**394,817**

15 Operating lease commitments

The charity had annual commitments at the year-end under non-cancellable operating leases expiring as follows:

	Equipment 2021	Equipment 2020
	£	£
Within 2 to 5 years	-	-

16 Related party transactions

There were no related party transactions during the year.