



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

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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 14 th November 2023) Peter Harden, Treasurer (9-year term ended on 14 th November 2023) Kate Betteridge Juliana Dubuisson Donna Fenner Mike Gannon Mustafa Karim Naomi Key-Field (elected on 14 th November 2023) Greg Patton (elected on 14 th November 2023) Amy Rait Angeleca Silversides Gabriella Zahzouh (9 year term ended on 14 th 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

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Trustees' Annual Report

For the year ended 31 March 2024

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:

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- 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

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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:

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- 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.

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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

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- 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.



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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.



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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:

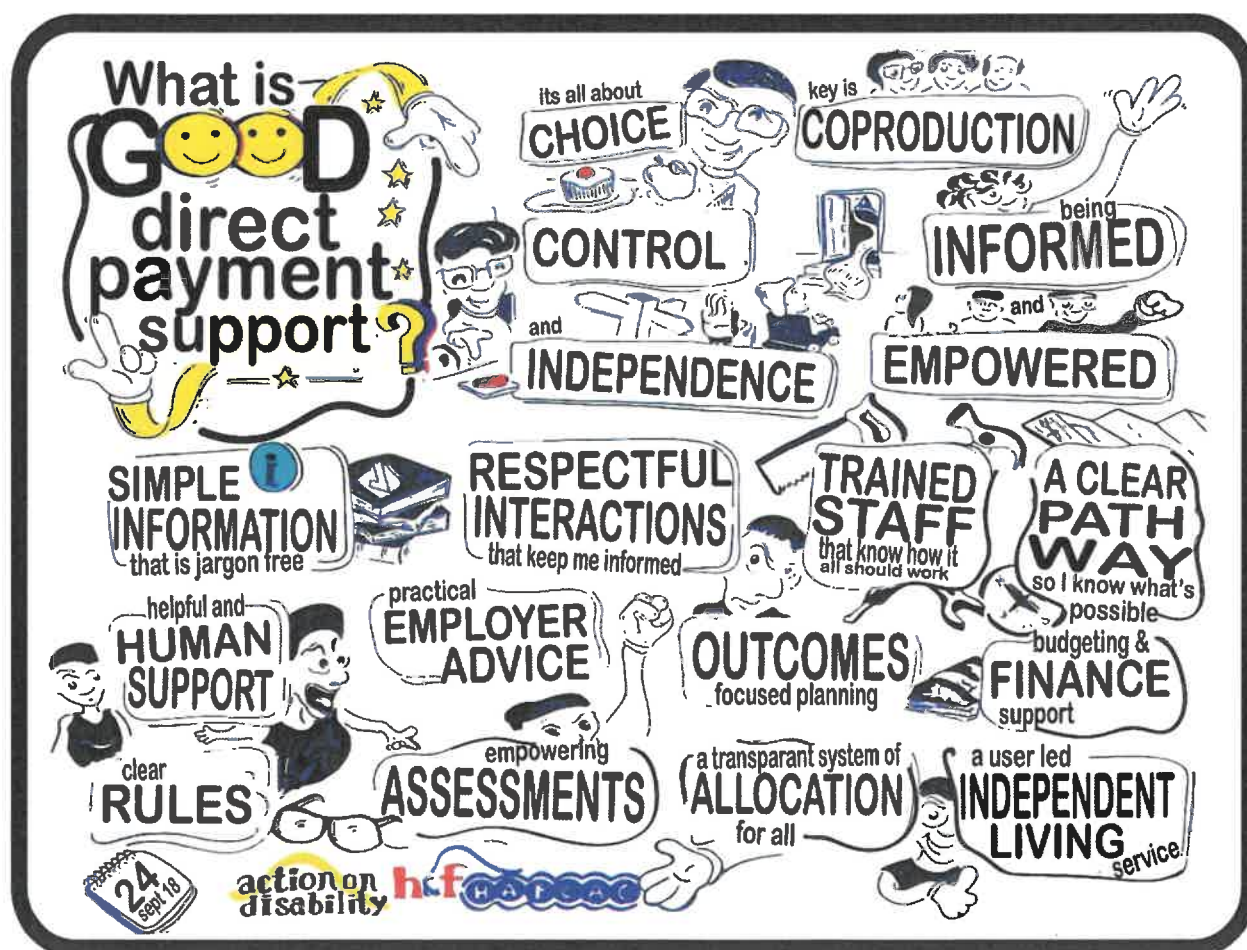
- Set up their Direct Payments.
- Recruit and employ their own support staff.
- Find a suitable payroll service and manage their staff or identify a suitable care agency or provider.
- Manage their Direct Payment budget.
- Be signposted to other organisations for different support where applicable.
- 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.



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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.

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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.

Welcome to Our Place
By Action on Disability

action on disability
Life beyond barriers

A peer led community resource and activity space by local Deaf and Disabled people, for local Deaf and Disabled people.

Peer Groups
Advice
Information and Guidance

Co-production
Social Opportunities
Activities

Get in touch
✉ ourplace@aod.org.uk ☎ 0207 385 2098 🌐 www.aod.org.uk

Charity N°: 1091518

Funded by **COMMUNITY FUND** **Pr*pel**

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.

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- 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/quiet/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.

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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

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Feedback:

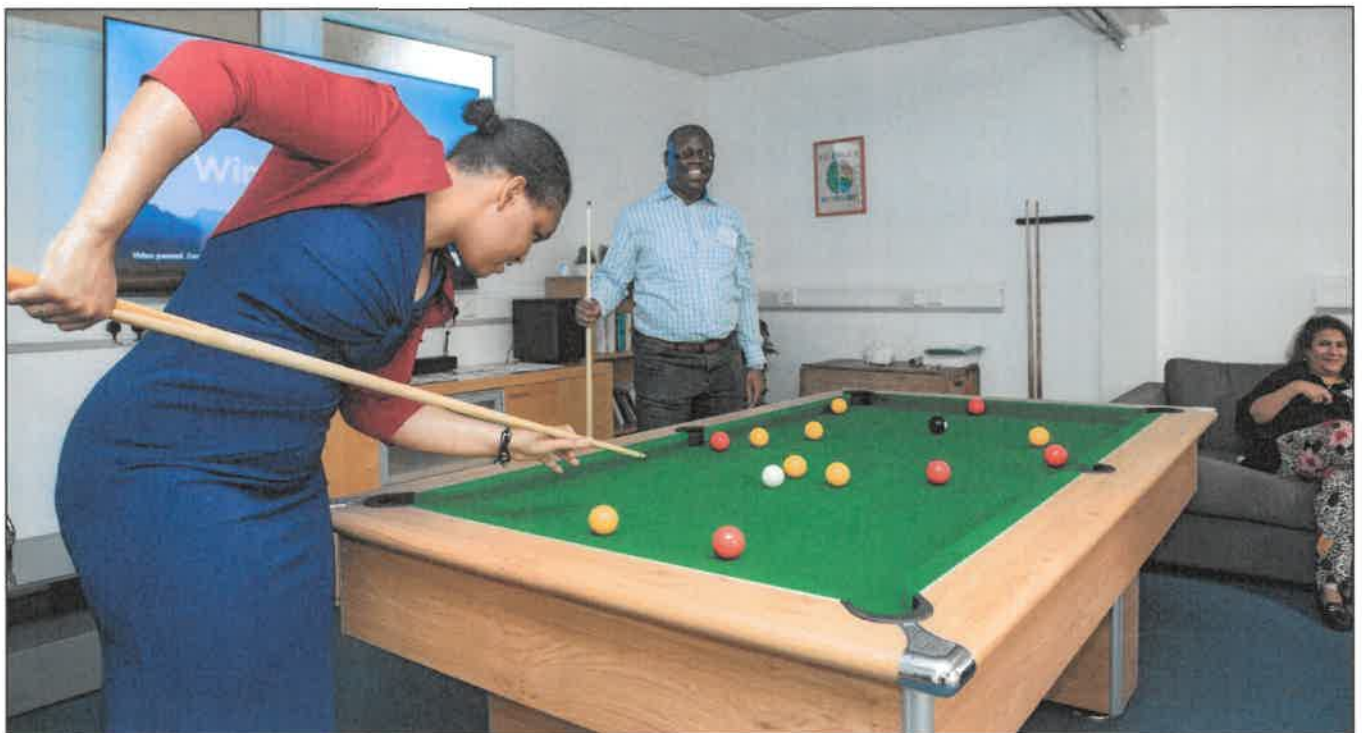
"I am my Uncle's carer/support and he gave me your contact details as he has been coming along to your coffee mornings which has really helped his mental health so thank you for your support"

"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

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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

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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

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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.

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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

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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

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For the year ended 31 March 2024

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.

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- 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 an 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.

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For the year ended 31 March 2024

- 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

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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.

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For the year ended 31 March 2024

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:

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For the year ended 31 March 2024

- 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.

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For the year ended 31 March 2024

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

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For the year ended 31 March 2024

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.

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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;



Sharon Holder
Chair

Action on Disability

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.

Action on Disability

Independent Auditors' Report For the year ended 31 March 2024

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.

Action on Disability

Independent Auditors' Report For the year ended 31 March 2024

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.

Action on Disability

Independent Auditors' Report
For the year ended 31 March 2024

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
		<u>761,855</u>		<u>720,881</u>
Creditors: amounts falling due within one year	9	<u>(189,177)</u>		<u>(228,190)</u>
Net current assets			<u>572,678</u>	<u>492,691</u>
Net assets	10		<u>765,059</u>	<u>663,759</u>
Funds	11			
Restricted funds			280,998	263,578
Unrestricted funds				
Designated funds			159,413	82,655
General funds			324,648	317,526
Total funds			<u>765,059</u>	<u>663,759</u>

Approved by the Board of Trustees on 29/07/2024 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 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

Action on Disability

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.

Notes to the Financial Statements

For the year ended 31 March 2024

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.

Action on Disability

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

Action on Disability

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

Action on Disability

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.

Action on Disability

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	<u>28,432</u>	<u>110,665</u>	<u>55,473</u>	<u>81,393</u>	<u>275,963</u>
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	<u>2,964</u>	<u>10,549</u>	<u>18,269</u>	<u>51,800</u>	<u>83,582</u>
Net book value					
At 31 March 2024	<u>25,468</u>	<u>100,116</u>	<u>37,204</u>	<u>29,593</u>	<u>192,381</u>
At 31 March 2023	<u>12,385</u>	<u>105,649</u>	<u>29,621</u>	<u>23,413</u>	<u>171,068</u>

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

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
	<u>189,177</u>	<u>228,190</u>

Action on Disability

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

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

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2024

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
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Total unrestricted funds	400,181	639,594	(555,714)	-	484,061
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Total funds	663,759	1,354,138	(1,252,838)	-	765,059
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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
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Total unrestricted funds	449,954	561,604	(474,659)	(136,718)	400,181
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Total funds	567,389	1,114,974	(1,018,604)	-	663,759
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Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2024

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

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2024

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.