

DISABILITY ADVICE SERVICE (EAST SUFFOLK)

England & Wales · Charity number 1152772

Details

Status Registered

Legal form CIO

Registered 2013-07-08

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

Contact

Address Disability Advice Service
14 The Square
Martlesham Heath
Suffolk
IP5 3SL

Phone 01394387070

Email advice@daseastsuffolk.org

Website www.daseastsuffolk.org

Activities

Objects: The relief of children and adults with disabilities and their carers in East Suffolk and nearby areas.

Activities: Advice, information and welfare benefit appeals representation to disabled people, their carers, friends, volunteers on: ? Welfare benefits? Advice and representation at welfare benefit appeal tribunals? Housing and homelessness? Holidays, clubs and leisure activities? Employment and learning? Aids and adaptations? Access and discrimination

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability
- **Who:** People With Disabilities

Geography

- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£459,896	£312,578	-	-
2023-12-31	£356,412	£285,557	-	-
2022-12-31	£344,793	£268,547	-	-
2021-12-31	£210,930	£161,184	-	-
2020-12-31	£221,081	£150,317	-	-

Trustees

Name	Role	Appointed
GRAHAM JAMES WALKER	Chair	2022-11-29
David Graeme Dodds		2026-04-04
Joanne Linda Stroud		2024-04-18
Joseph Attah		2024-12-12
Nathaniel James Haste		2025-09-11
ROBIN ERNEST STROUD		2013-06-17
STEPHEN JAMES DOE		2014-09-10
Sarah Louise Arch		2024-06-07

Accounts

Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2024



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Reference and Administration Details

Name & Registration

The Disability Advice Service (East Suffolk), or "DAS" for short, is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013. We are registered with HM Revenue & Customs.

Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org www.daseastsuffolk.org

telephone: 01394 387070

website: www.daseastsuffolk.org

Names of the Trustees Who Manage the Charity

	Role	Appointed	Resigned
Graham Walker	Chair	29 November 2022	
Rod Gibson	Secretary	26 January 2023	6 June 2024
Robin Stroud	Treasurer	25 January 2022	
Claire Hindmarsh	Trustee	29 September 2023	
Gary Morgan	Trustee	23 November 2023	
Joanne Stroud	Secretary	April 2024	
Sarah Arch	Trustee	June 2024	
Joseph Attah	Trustee	December 2024	

Names of Senior Members of Staff

Steve Race, Manager

Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

Structure, Governance & Management

Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

Charitable Object

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

The charity's object is: The relief of children and adults with disabilities and their carers in East Suffolk and nearby areas.

Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

Activities

Statutory Declaration

The trustees of DAS confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

Achievements & Performance

Chairman's Report 2024

Outputs and Outcomes for the Charity's Beneficiaries

The DAS mission is: "To enable those who live with disabilities to gain the same rights and quality of life opportunities as others."

We provide practical solutions to tackle the short and long-term financial issues underlying or worsening the well-being of our beneficiaries who live in Ipswich and rural East Suffolk. We support children, adults and their carers, who have a disability related problem, with free, independent advice on:

- which benefits individuals are eligible for and how to apply for them
- help with the arduous form filling for: Attendance Allowance, Disability Living Allowance, Income Support, Personal Independence Payments and Universal Credit
- advocacy in challenging DWP decisions and representation at tribunal appeals
- blue parking badges and RADAR keys
- care after discharge from hospital
- council tax, energy and water rates relief schemes
- Industrial Injuries Disablement Benefit and Victims of Crime compensation
- Pension Credit

We also signpost on many other matters such as housing rights; adaptations to the home; accessible transport and leisure; and the Local Welfare Assistance Scheme.

	2023	2024
Clients engaged	2,242	2,316
Enquiries received	14,857	13,670
Appeals representations	44	27
Success rate on appeals	98%	100%
Benefit Gain (Year One)	£2,337,410	£2,930,227
Benefit Gain (Full)*	£7,339,467	£9,171,610
Crisis clients	185	153
Listening Service contacts	614	309
Subsistence grants and food parcels to individuals	£6,286	£3,600

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

As shown in the table above, in 2024 the clients we helped increased by 3.3% compared to the year before, whilst enquiries fell by 8.7%. Work content per client, however, rose as case complexity escalated. A majority of clients now have a crisis element to their enquiry and we are also finding the majority are reporting multiple health issues which in the main are untreated. Due to the way we triage our calls into DAS we are seeing fewer face to face clients but they are tending to be much more complex cases which take longer to resolve.

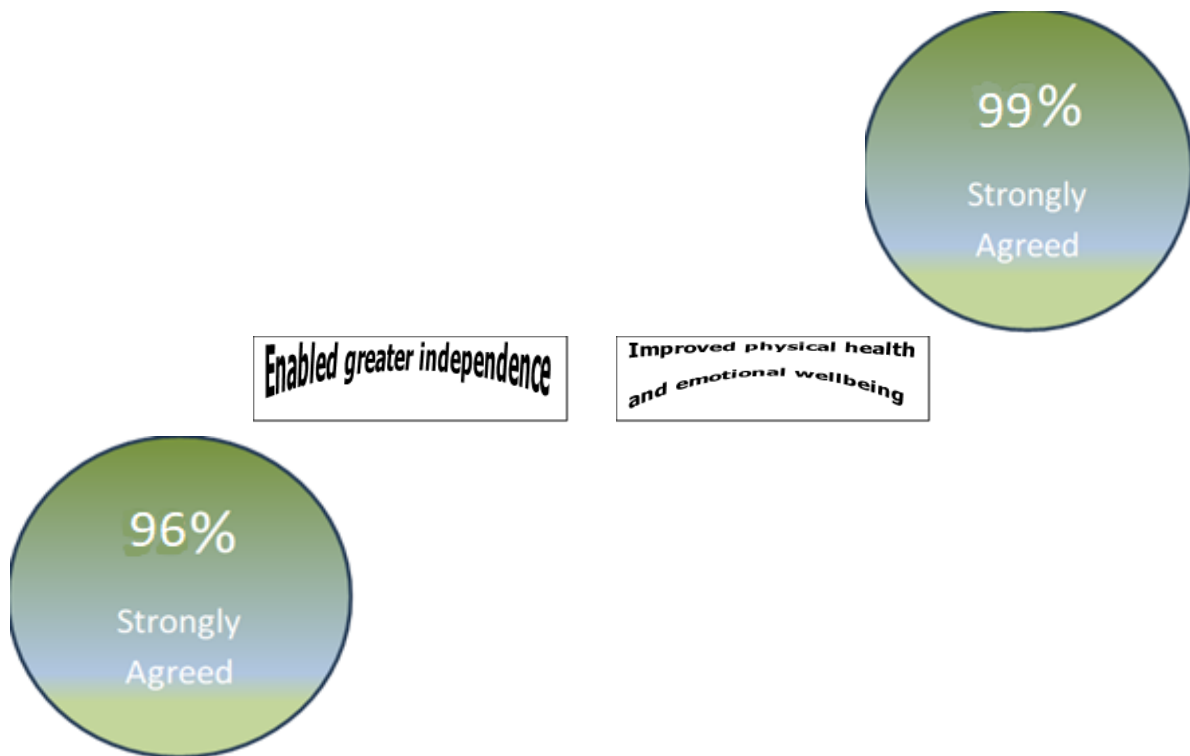
Integral to the operation is a busy Crisis Intervention Service that has helped 1,079 clients in the five years it has been running. These are clients in the most difficult of circumstances and invariably suffering from mental ill-health, some severely so. Numbers were lower than the previous year at the peak impact of the cost-of-living crisis but remained more higher than pre-pandemic levels. The availability of hardship funds from the government's Household Support Fund was also much lower due to the fund being closed for part of the year in the lead up to the General election. However this situation was eased, to some extent, by an increase in funding availability to be spent between mid February 2025 and 31st March 2025 of which DAS were awarded £5,000. This will be reported in the 2025 accounts.

On appeals, we won all cases. Over the past five years we have advocated and won for our clients in 246 out of 247 cases.

Benefit Gain was somewhat lower than the previous year but over the last five years our clients have received a total of £12,357,003 in the first year of their award (which translates to over £36 million when taking into account the whole term of the award).

This means that every £1 granted/donated to DAS is multiplied by more than 10 times into financial improvement for our beneficiaries, or 30 times when considering the full length of their award. Our Listening Service, established five years ago, during the pandemic, has had 4,181 interactions with non-active clients in that time. Many of them live in rural isolation and our calls bring some unexpected light relief to their circumstances. As during last year we would have wished to make more contacts, however this has not been possible due to the difficulty we have experienced, like many third sector organisations, in recruiting and retaining the volunteers who operate our telephones.

In addition to the financial improvements enumerated, our clients also benefit from an uplift in their well-being as a result of their interaction with the service. We measure this through our *Questions of Future Well-Being Survey*, this is focused on two key areas: "Improved physical health and emotional wellbeing" and "Enabled greater independence". In both cases the results are overwhelmingly positive:



One Trustee resigned during the year, following a four-year term. Our strategy to diversify the Management Committee in terms of age and gender has delivered, with three Trustees appointed during the year who both have highly relevant lived experience they can bring to bear in helping to take the charity forward.

Our strategic projects continue to be progressed in accordance with our annually updated Business Plan and Fundraising Strategy. Our operational priorities for the coming year continue to be:

- Outreach: Bringing the service closer to our communities by establishing triage outreach Partnerships: Building on our success in engaging with "hard to reach" groups e.g. ex-offenders and LGBTQ+, where feasible developing into e.g. ethnic minority groups, refugees and food bank users, and capitalising on our efforts to get closer to NHS agencies. During the last year we've established permanent contact with, amongst others: Orford based NHS Peninsular Practice Patient Participation Group; Sizewell C; Leiston with Sizewell Benefice.
- Centres in appropriate locations; pursuing opportunities to extend our geographic reach to areas not well provided for. Over the last year we have established services in Felixstowe, Leiston and Ipswich at a minimum of twice monthly.
- Awareness: Building on the progress made to get our message out through a better social media presence; increasing our leadership presence on networks and developing partnerships; and using non-digital forms of communication via parish councils, benefice organisations, town magazines and targeted leafleting. Over the past year we have redesigned our website to make it more customer focussed; Continued to regularly post information on social media platforms; Ensured publication of case studies and adverts across a range of local area magazines.

- Clients and Operational Excellence: Building on our advice accreditation success by encouraging staff and volunteers to obtain recognised individual qualifications for the work they do; exploiting our IT investment in digitising all remaining processes to become as close as possible to a paperless office; and adding to the expression of our positive impact on our beneficiaries' well-being by introducing further industry standard qualitative measures. For the latter we have been using the Warwick Edinburgh measure since March 2024, with 84 clients agreeing to complete the survey and 49 clients so far completing a follow up survey. The second survey demonstrates a positive "well-being" increase of approximately 11.8%.

Additionally, with the help of consultation funded by Lloyds Bank Foundation, we have begun the development of Disability Awareness training, which we will target towards organisations across our catchment area. As well as improving attitudes towards employing people with disabilities we anticipate increased awareness of our service, and attract additional income.

How the Public Have Benefitted



The charity has a preference for providing paid work and volunteering opportunities to the disabled community. In addition to beneficial impact of our work directly on our clients, the service also benefits other related groups indirectly as illustrated in the chart below:

Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

Manager's Report 2024

Monthly Stats comparison between 2023 and 2024

	2023	2024	Difference
Total No of Clients	2242	2316	+24 in 2024
Total No of new Clients	996	938	-28 on 2023
Appeals concluded	44	27	All won
Appeals won	43	27	All won
Benefit Gain	£2,337,410	£2,578,309	+£240,899
Benefit Gain from Appeals	£330,202	£282,150	-£48,052
Pensions Credit Benefit Gain	£12,610	£73,393	+£60,783

Some points to highlight regarding the difference between 2023 and 2024.

The Total no of clients has remained more or less static as have the number of contacts, but in 2023 we had on average 6.6 contacts per client and in 2024 this dropped slightly to 5.9, this year we have been working hard on the triage of clients to try and ensure that clients we see are the ones we can really help and not those that have been told by whoever that they are entitled to some sort of benefit. It should be noted the biggest referral source during 2024 was still Friends and Relatives (130 referrals in 2024). The closest to this was Medical Professionals with 47 referrals.

Benefit Gain

Despite how difficult it is to manage the DWP we have still managed to increase the Benefit Gain to our clients by nearly a quarter of a million pounds in a year, and as many of these awards are over multiple years that figure is amazing for a charity the size of DAS to achieve.

Appeals – we dealt with 17 fewer Appeals in 2024 but there are some caveats to note, we are waiting a lot longer for information to be forthcoming from DWP, e.g. if we ask for a Mandatory Reconsideration the DWP have told us that we can now wait for up to 6 months before receiving a decision and if we subsequently move to go to an Appeal Tribunal we can wait anywhere between 9 and 12 months for a date that might be 6 months ahead of the date of the letter. We have also had a number of appeals during 2024 cancelled either the day before or when we have already arrived at court, we then wait months for a new court date, you would hope cancelled Tribunals would get a priority for a new date, but they don't, this does not take into account the toll it has on the client.

It is also worth mentioning that the appeals are getting more complicated and the bundles a lot larger, over 400 pages for some.

Having mentioned all this we have not lost a Tribunal and the Benefit Gain in 2023 was an average of £7,504 for each client whereas in 2024 this rose to £10,504 per client.

During 2023 we withdrew from 50 cases advising Clients how to pursue their claim should they decide to do so as we were of the opinion, they had no grounds to appeal, whereas in 2024 this rose slightly to 58 cases withdrawn. It should be noted that the same amount of time is spent on each bundle regardless as to whether we pursue an appeal for a client or not. Until you have all the information you cannot make a decision, and the more complicated cases are discussed amongst the Team and opinions sought from the most experienced staff/volunteers.

In the past the time frame from making a PIP claim to Tribunal hearing was 1 year. Now it is 1.5-2 years so completing appeals takes longer. Even if we win before the Tribunal hearing, the time frames for each step of an appeal are so much longer than in the past. The fault lies both with the DWP and Tribunal's part.

People are getting desperate so even if we cannot represent them we do give them the best possible advice so they can pursue their own claim should they wish to do so, the other difficult issue we have had to deal with is people coming to us who were previously being helped by IDAB and after looking at their paperwork we could only advise them how to pursue their existing claim or whether they should consider starting the process again but stressed, it has to be their decision as it could amount to the potential loss of thousands of pounds if they decide to restart the process as any award is backdated to the original application date.

The Benefit Gain per client in 2023 was £1,189 and in 2024 this rose slightly to £1,2352 per client.

IDAB knock on effect.

IP1 – IP4 The number of clients we are helping from these postcodes has been steadily rising over the last 3 years with a bigger jump during 2024 when at about the halfway mark IDAB closed its service.

2022 we helped 427 clients

2023 we helped 464 clients

2024 this increased to 568, just short of the 600 + we predicted.

Following a meeting between Graham, myself and Michael Attwood of SCC we managed to secure an additional £5,000 to help fund us to the end of March 2025 when hopefully we can lobby for a larger overall sum for 2025/26.

We have also been awarded by Ropes Trust £20,00 a year for two years, this is made up of the normal £12,000 we received for help with costs but the additional £8,000 per year to help with Outreach in taking up the slack in Ipswich following the closure of IDAB.

Customer Feedback

Here are just a few of the many positive comments we received from Clients on the feedback forms.

An extraordinary, professional and compassionate service. Carrie was so lovely; all the staff were.

Judith has been wonderful. Friendly and helpful.

Very professional and courteous.

Judith has been very helpful - thank you.

Thank you so much for your support, it means a lot.

Very helpful and caring.

Excellent service, Thank you.

Thank you so much for your support.

Would be lost without this service.

These comments illustrate how much the staff, volunteers and DAS is appreciated.

Staffing

We currently have 12 paid members of staff, We lost Colin Cook few months back as he had decided to work full time at the prison where he teaches, he was a valued member of staff. We have managed to allocate some of his hours to Dorothy Brace and recruited a new member of staff who starts on January 13th. I should also mention Dorothy will be going on maternity leave in May 2025 as she will be expecting her second child, congratulations to her and her family.

We have 10 volunteers currently with vacancies for another 4, recruiting volunteers has been difficult in the last 18 months and I don't see it getting any easier. Staff retention continues to remain high and in Colin, he went back to what was his first passion- teaching.

We have added a section on the feedback form asking if they would like to volunteer with us but no positive results yet.

Increased traffic from the new website.

Outreach

Currently we have Outreach at:

The Grove - 1st Tuesday and 3rd Thursday of each month 10am-2pm

Felixstowe library - Last Wednesday of each month 10am-2pm

Leiston Hub - Last Thursday of each month 10am-1.30pm

Steamhouse cafe- 1st and 2nd Thursday of each month 11.30am-2pm

The Live Well Centre in Leiston – Once a month on a Wednesday, we have a stand at reception.

Chinwags - as a when (will be once a month at Aldeburgh, Saxmundham, Woodbridge)

On the feedback sheets we are now beginning to see Outreach appear as a referral source.

I am also getting very positive feedback about Jade, our Outreach staff member.

Challenges

I think the next 12 months will be just as hard as the last 12 months but we have the right staff and volunteers in place to maintain our position and reputation within the community. Whilst it was disappointing not to get the bid from Sizewell C, especially bearing in mind how they pushed us to apply, they are encouraging us to apply again so it is worth considering.

Expanding Outreach into Ipswich will be a priority and even though we have had funding from Ropes Trust IBC is worth pursuing, I just need some sort of consistent strategy from them.

The DWP will continue be a challenge and I don't see things improving bearing in mind the current governments stance on saving money but we will continue doing what we have been doing and do what we can to help our clients through the process which is becoming more about managing expectations.

Finally, we are forty this year, what a fantastic achievement, I wonder if we could find any of the original DAS personnel and invite them to our celebration?

DAS Monthly Data		December 2024	FINAL totals for 2024
Total Clients this year:			2316
<i>running total of individuals - each counted only once no matter how often they have attended</i>			
CLIENTS			
Number of clients NEW to DAS this month		27	938
Number of clients		268	4,812
Number of contacts with clients		585	13,670
Staff hours worked		448	
Volunteer hours		112	
Number of contacts dealt with per hour:		1.0	
APPEALS			
<i>no. of appeals concluded</i>		3	27
<i>no. of appeals won</i>		3	27
<i>appeals won prior to tribunal</i>		2	20
<i>appeals won at tribunal</i>		1	7
<i>% of appeals won</i>		100%	100%
BENEFIT GAIN For December		£181,293	£2,578,309
Total of BG won at appeal		£29,583	£282,150
CRISIS WORK			
Clients in crisis		11	153
Cash grants total to crisis clients		£0	£3,600

<i>Food parcels & vouchers - FIND (£80) + vouchers</i>	<i>£0</i>	<i>£0</i>
ENERGY SUPPORT		
Clients in need	0	16
<i>Number of contacts with clients</i>	<i>0</i>	<i>36</i>
<i>Value of grants awarded to clients</i>	<i>£0</i>	<i>£0</i>
PENSION CREDIT SERVICE		
Number of clients	0	126
<i>Number of contacts with clients</i>	<i>0</i>	<i>225</i>
Benefit Gain of PC - running total	£11,343	£73,393
LISTENING SERVICE		
Number of clients	16	258
<i>Number of contacts with clients</i>	17	309
<i>Referrals into DAS from Listening Service</i>	<i>0</i>	<i>0</i>
<i>Referrals to other orgs from Listening Service</i>	<i>0</i>	<i>72</i>

DAS - Average monthly figures 2024

	Total Clients	Total Contacts	Working days in the month	Avg daily no. of clients	Avg daily no. of contacts	No. of contacts per hour	Total staff+vol hours
January	406	1257	18	23	70	2.2	560
February	434	1240	17	26	73	2.2	560
March	394	1199	16	25	75	2.1	560
April	381	1190	16	24	74	2.1	560
May	439	1267	18	24	70	2.3	570
June	363	1025	16	26	64	1.8	570
July	408	1216	19	21	64	2.2	560
August	442	1031	16	28	64	1.8	560
September	445	1204	17	26	71	2.2	560
October	440	1435	19	23	76	2.6	560
November	390	1021	16	24	64	1.8	560
December	268	585	12	22	49	1.0	336

Service Stats 2019 - 2024

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total clients in year*	Total contacts*
Clients	2025														
<i>contacts</i>															
Clients	2024	406	434	394	381	439	363	408	444	445	440	390	268	4,812	
<i>Contacts</i>		1,257	1,240	1,199	1,190	1,267	1,025	1,216	1,031	1,185	1,435	1,021	585		13,651
clients	2023	449	468	451	379	473	391	434	445	397	420	401	244	4,952	
<i>contacts</i>		1,538	1,345	1,452	1,055	1,188	1,355	1,413	1,442	1,052	1,172	1,226	619		14,857
clients	2022	350	390	436	478	517	440	432	415	421	453	458	343	5,133	15,588
<i>contacts</i>		963	1,167	1,498	1,328	1,566	1,330	1,337	1,393	1,491	1,224	1,414	877		
clients	2021	149	118	193	146	194	232	204	195	247	179	237	264	2,358	7,589
<i>contacts</i>		422	321	604	573	517	815	694	627	817	645	822	732		
clients		307	271	182	85	136	214	163	143	270	203	229	158	2,361	4,581

contacts	2020	460	676	380	132	213	317	413	338	455	410	437	350		
clients	2019	288	245	214	221	246	283	309	268	256	239	243	148	2960	5141
contacts		512	446	376	437	406	429	537	462	440	354	460	282		

Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

Financial Review

Details of Any Funds Materially in Deficit

The Charity has no funds which are materially in deficit.

Financial Reserves Policy

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in the event that the Management Committee deems it necessary to close the charity plus sufficient to ensure continuity of the operations equivalent to 6-12mths operating costs.

Principal Sources of Funding and Outgoings

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations. The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long-term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

Remuneration of Trustees

All trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by trustees in promoting the purposes of the Charity are reimbursed at cost.

Financial Status

Though modest, the charity's current resources are sufficient to meet its outgoings in accordance with its Financial Reserves Policy and all the indications are that this will remain the case for the foreseeable future.

Total net assets at the end of the financial year were £309,639 representing less than 12 months of operating costs based on our 2024 budget.

Statutory Statements on Liabilities

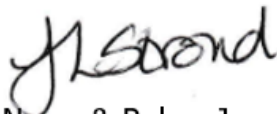
The trustees declare that:

The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and

The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

Signature

Signed on behalf of the trustees



Name & Role Joanne Stroud
Secretary to the Management Committee

Date: 20th March
2025

Statement of Financial Activity

Independent Examiner's Report on the Accounts



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees

DISABILITY ADVICE SERVICE (EAST SUFFOLK)

On accounts for the year
ended

31 DECEMBER 2024

Charity no
(if any)

1152772

Set out on pages

1 and 2

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2024

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable: ICAEW.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Daniel Jennings

Date:

06/03/2025

Name:

DANIEL JENNINGS

Relevant professional
qualification(s) or body

ACA Membership No. 3924877

IER

1

Oct 2018

Disability Advice Service (East Suffolk)			1152772		
Annual accounts for the period					
01-Jan-24		To	Period end date	31-Dec-24	

Section A Statement of financial activities

Recommended categories by activity	Guidance Notes	Unrestricted funds	Restricted income funds	Endowment funds	Total funds	Prior year funds
		£	£	£	£	£
Incoming resources (Note 3)		F01	F02	F03	F04	F05
Income and endowments from:						
Donations and legacies	S01	4,301	-	-	4,301	4,564
	S02	-	-	-	-	1,499
	S03	-	-	-	-	-
	S04	16,474	-	-	16,474	9,282
	S05	-	-	-	-	-
	S06	81,801	339,253	-	421,054	344,801
	S07	102,576	339,253	-	441,829	360,146
	S08	-	-	-	-	600
Charitable activities	S09	169,931	142,647	-	312,578	286,668
Separate material item of expense		-	-	-	-	-
Other		-	-	-	-	-
Total	Investments		142,647	-	312,578	287,268
Net income/(expenditure) before investment gains/(losses)	Other		196,606	-	129,251	72,878
Net gains/(losses) on investments	S14	-	-	-	-	-
Net income/(expenditure) Extraordinary items	Resources expended (Note 6)		196,606	-	129,251	72,878
Expenditure on:						
Transfers between funds	Raising funds	-	-	-	-	-
Other recognised gains/(losses):						
Gains and losses on revaluation of fixed assets for the charity's own use	S18	-	-	-	-	-
Other gains/(losses)	S19	-	-	-	-	-
Net movement in funds	S20	- 67,355	196,606	-	129,251	72,878

Reconciliation of funds:

Total funds brought forward

Total funds carried forward

S21	159,600	150,039	-	309,639
				236,761
S22	92,245	346,645	-	438,890
				309,639

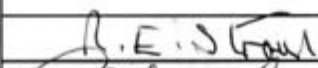
(if any):

Address: 9 Carlisle Avenue
Ipswich Suffolk
IP4 4EB

Section B Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

6.2 Balance Sheet		Guidance Note	Unrestricted funds £ F01	Restricted income funds £ F02	Endowment funds £ F03	Total this year £ F04	Total last year £ F05
Fixed assets							
Intangible assets	(Note 15)	B01	-	-	-	-	-
Tangible assets	(Note 14)	B02	-	-	-	-	-
Heritage assets	(Note 16)	B03	-	-	-	-	-
Investments	(Note 17)	B04	-	-	-	-	-
Total fixed assets		B05	-	-	-	-	-
Current assets							
Stocks	(Note 18)	B06	-	-	-	-	-
Debtors	(Note 19)	B07	-	-	-	-	-
Investments	(Note 17.4)	B08	79,172	261,977	-	341,149	263,115
Cash at bank and in hand	(Note 24)	B09	37,325	84,668	-	121,993	46,524
Total current assets		B10	116,497	346,645	-	463,142	309,639
Creditors: amounts falling due within one year							
	(Note 20)	B11	24,252	-	-	24,252	-
Net current assets/(liabilities)		B12	92,245	346,645	-	438,890	309,639
Total assets less current liabilities		B13	92,245	346,645	-	438,890	309,639
Creditors: amounts falling due after one year							
	(Note 20)	B14	-	-	-	-	-
Provisions for liabilities		B15	-	-	-	-	-
Total net assets or liabilities		B16	92,245	346,645	-	438,890	309,639
Funds of the Charity							
Endowment funds	(Note 27)	B17	-	-	-	-	-
Restricted income funds	(Note 27)	B18	-	346,645	-	346,645	150,039
Unrestricted funds		B19	92,245	-	-	92,245	159,600
Revaluation reserve		B20	-	-	-	-	-
Total funds		B21	92,245	346,645	-	438,890	309,639
Signed by one or two trustees on behalf of all the trustees							
			Signature	Print Name		Date of approval dd/mm/yyyy	
				Robin Stroud		06/03/2025	
				Graham Walker		20/3/2025	

Approval of the Board of Trustees

The trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the trustees



Name & Role Joanne Stroud
Secretary to the Management Committee
Date: 20 March 2025

Notes to the Accounts

a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 145, using the accruals basis.

b) Cost of Fundraising

No payment was made for costs related to raising funds.

c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No trustees received any reimbursement of out-of-pocket expenses in the financial year.

d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year, the charity employed staff but no paid external contractors.

e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

f) Creditors & Debtors

Payments for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not

being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.

h) Grants Received

We are grateful for all donations and grants upon which we are almost entirely dependent to enable us to continue to deliver our services for our beneficiaries and the public benefit. This includes many tier 1&2 councils and councillors, but we are particularly grateful for the grants and other long term support we receive from East Suffolk Council, Suffolk County Council and Ipswich Borough Council. We would also like to acknowledge the great support of the Suffolk Community Foundation and the Rope Trust.

Of the charitable organisations that provided financial support this year the following are recognised below for grants of £1,000 or more for which we are enormously grateful:

Access to Justice £68,111
Bailey Thomas £4,000
Lloyds Foundation £25,000
National Lottery Comm Fund £30,852
Mrs. L D Rope 3rd Char. Set. £32,000
D & J Simpson £3,000
Strangward Trust £1,000
Three Guineas Trust £25,000
Tudor Trust £15,000

Accounts

Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2023



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1 Reference and Administration Details

1.1 Name & Registration

The Disability Advice Service (East Suffolk), or "DAS" for short, is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013. We are registered with HM Revenue & Customs.

1.2 Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org telephone: 01394 387070

website: www.daseastsuffolk.org

1.3 Names of the Trustees Who Manage the Charity

	Role	Appointed/Reappointed	Resigned
Graham Walker	Chair	29 November 2022	
<i>Roy Gilmour</i>	<i>Vice Chair</i>	<i>25 January 2022</i>	<i>20 February 2023</i>
Rod Gibson	Secretary	26 January 2023	
Robin Stroud	Treasurer	25 January 2022	
Steve Doe	Vice Treasurer	25 January 2022	
<i>Michelle Eaves</i>	<i>Trustee</i>	<i>12 March 2021</i>	<i>20 February 2023</i>
Claire Hindmarch	Trustee	28 September 2023	
<i>Emily Hook</i>	<i>Trustee</i>	<i>09 April 2021</i>	<i>09 February 2023</i>
<i>Natasha Hook</i>	<i>Trustee</i>	<i>09 April 2021</i>	<i>21 August 2023</i>
Gary Morgan	Trustee	23 November 2023	
<i>Debbie O'Hara</i>	<i>Trustee</i>	<i>11 September 2020</i>	<i>10 September 2023</i>

1.4 Names of Senior Members of Staff

Steve Race, Manager

1.5 Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

2 Structure, Governance & Management

2.1 Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

2.2 Charitable Object

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

The charity's object is: *The relief of children and adults with disabilities and their carers in East Suffolk and nearby areas.*

2.3 Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

In appointing trustees, due consideration is given to ensuring that the trustees have, between them, the skills and experience necessary to manage the charity effectively and in accordance with charity law.

3 Activities

3.1 Statutory Declaration

The trustees of DAS confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

4 Achievements & Performance

4.1 Outputs and Outcomes for the Charity's Beneficiaries

The DAS mission is: "To enable those who live with disabilities to gain the same rights and quality of life opportunities as others."

We provide practical solutions to tackle the short and long-term financial issues underlying or worsening the well-being of our beneficiaries who live in Ipswich and rural East Suffolk. We support children, adults and their carers, who have a disability related problem, with free, independent advice on:

- which benefits individuals are eligible for and how to apply for them;
- help with the arduous form filling for: Attendance Allowance, Disability Living Allowance, Income Support, Personal Independence Payments and Universal Credit;
- advocacy in challenging DWP decisions and representation at tribunal appeals;
- blue parking badges and RADAR keys
- care after discharge from hospital
- council tax, energy and water rates relief schemes
- Industrial Injuries Disablement Benefit and Victims of Crime compensation
- Pensions Credit

We also signpost on many other matters such as housing rights; adaptations to the home; accessible transport and leisure; and the Local Welfare Assistance Scheme.

	2023	2022
Clients engaged	2,242	2,182
Enquiries received	14,857	15,588
Appeals representations	44	40
Success rate on appeals	98%	100%
Benefit Gain (Year One)	£2,337,410	£2,722,472
Benefit Gain (Full)*	£7,339,467	£9,249,794
Crisis clients	185	469
Listening Service contacts	614	2,218
Subsistence grants and food parcels to individuals	£6,286	£50,696

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

As shown in the table below, in 2023 the clients we helped increased by 2.7% compared to the year before, whilst enquiries fell by 4.7%. Work content per client, however, rose as case complexity escalated. A majority of clients now have a crisis element to their enquiry and the number of transactional form-filling only cases are far fewer.

Integral to the operation is a busy Crisis Intervention Service that has helped 926 clients in the four years it has been running. These are clients in the most difficult of circumstances and invariably suffering from mental ill-health, some severely so. Numbers were lower than the

previous year at the peak impact of the cost-of-living crisis but remained more than six times higher than pre-pandemic levels. The availability of hardship funds from the government's Household Support Fund was also much lower.

On appeals, we won all but one case. Over the past four years we have advocated and won for our clients in 219 out of 220 cases.

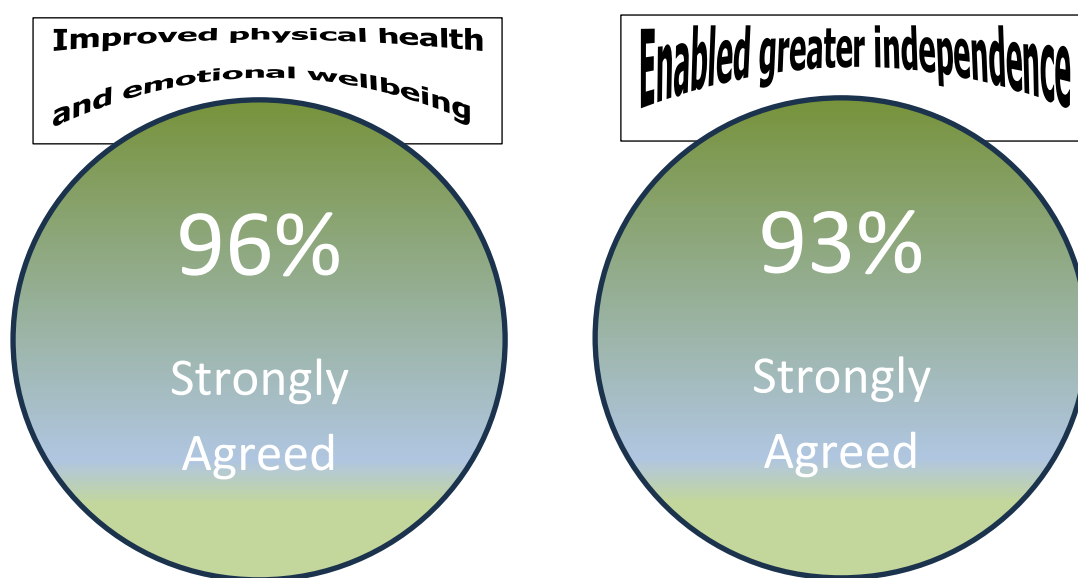
Benefit Gain was somewhat lower than the previous year but over the last four years our clients have received a total of £9,778,694 in the first year of their award (which translates to over £30 million when taking into account the whole term of the award).

This means that every £1 granted/donated to DAS is multiplied 10 times into financial improvement for our beneficiaries, or 30 times when considering the full length of their award.

Early in the year we organised a programme of "Community Warm Space" events which meant that 60 crisis clients could enjoy some unaccustomed creature comforts in a warm, safe space and receive tips on keeping warm economically and cooking healthy food inexpensively.

Our Listening Service, also established four years ago, during the pandemic, has had 3,872 interactions with non-active clients in that time. Many of them live in rural isolation and our calls bring some unexpected light relief to their circumstances. It was not as active in 2023 as we would have liked due to the difficulty we have experienced, like many third sector organisations, in recruiting and retaining the volunteers who operate our telephones.

In addition to the financial improvements enumerated, our clients also benefit from an uplift in their well-being as a result of their interaction with the service. We measure this through our *Questions of Future Well-Being Survey*, this is focused on two key areas: "Improved physical health and emotional wellbeing" and "Enabled greater independence". In both cases the results are overwhelmingly positive:



In 2023, we were delighted to be awarded the Advice Quality Service accreditation, the gold standard Pride In Practice mark and to become a registered Real Living Wage Employer.

As a new venture, we operated an 8mth long full outreach service for ex-offenders (over 70% of whom have at least two mental health diagnoses.) in conjunction with the East of England Probation Service in its Ipswich office. The scheme was very successful but could not continue for technical reasons.

Five trustees resigned during the year, one due to ill-health and the others, all appointed within the previous three years, citing their difficulty in fitting in trustee duties with managing family life and their jobs. Our strategy to diversify the Management Committee both in terms of age

and gender therefore had limited success. We appointed two new trustees who both have highly relevant lived experience they can bring to bear in helping to take the charity forward.

Our strategic projects continue to be progressed in accordance with our annually updated Business Plan and Fundraising Strategy. Our operational priorities for the coming year are:

- Outreach: Bringing the service closer to our communities by establishing triage outreach centres in appropriate locations; pursuing opportunities to extend our geographic reach to areas not well provided for; and reviewing the case for reintroducing home visits on a selected basis.
- Awareness: Building on the progress made to get our message out through a better social media presence; increasing our leadership presence on networks and developing partnerships; and using non-digital forms of communication via parish councils, benefice organisations, town magazines and targeted leafleting.
- Partnerships: Building on our success in engaging with “hard to reach” groups e.g. ex-offenders and LGBTQ+, where feasible developing into e.g. ethnic minority groups, refugees and food bank users, and capitalising on our efforts to get closer to NHS agencies.
- Clients and Operational Excellence: Building on our advice accreditation success by encouraging staff and volunteers to obtain recognised individual qualifications for the work they do; exploiting our IT investment in digitising all remaining processes to become as close as possible to a paperless office; and adding to the expression of our positive impact on our beneficiaries’ well-being by introducing further industry standard qualitative measures e.g. Warwick-Edinburgh.

4.2 How the Public Have Benefitted

The charity has a preference for providing paid work and volunteering opportunities to the disabled community. In addition to beneficial impact of our work directly on our clients, the service also benefits other related groups indirectly as illustrated in the chart below:



4.3 Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

4.4 Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

5 Financial Review

5.1 Details of Any Funds Materially in Deficit

The Charity has no funds which are materially in deficit.

5.2 Financial Reserves Policy

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in the event that the Management Committee deems it necessary to close the charity plus sufficient to ensure continuity of the operations equivalent to 6-12mths operating costs.

5.3 Principal Sources of Funding and Outgoings

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations. The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long-term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

5.4 Remuneration of Trustees

All trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by trustees in promoting the purposes of the Charity are reimbursed at cost.

5.5 Financial Status

Though modest, the charity's current resources are sufficient to meet its outgoings in accordance with its Financial Reserves Policy and all the indications are that this will remain the case for the foreseeable future.

Total net assets at the end of the financial year were £309,639 representing less than 12 months of operating costs based on our 2024 budget.

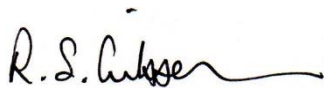
5.6 Statutory Statements on Liabilities

The trustees declare that:

- ✓ The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and
- ✓ The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

5.7 **Signature**

Signed on behalf of the trustees

A handwritten signature in black ink, appearing to read 'R. S. Gibson', with a long horizontal flourish extending to the right.

Name & Role Rod Gibson
Secretary to the Management Committee

Date: 28 March 2024

6 Statement of Financial Activity

6.1 Independent Examiner's Report on the Accounts



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's
report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Disability Advice Service (East Suffolk)

On accounts for the year
ended

31st December

2023

Charity no
(if any)

1152772

Set out on pages

1

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2023.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~ *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Dan Jennings

Date:

16/02/2024

Name:

Daniel Jennings

Relevant professional
qualification(s) or body
(if any):

ICAEW - 3924877

Address:

9 CAULDWELL AVENUE
IPSWICH
IP4 4EB

IER

1

October 2018

6.2 Receipts & Payments Accounts for the FYE 31 December 2023

6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)
Registered CIO Charity 1152772

Balance sheet as at 31st December 2023(2)
for the period Jan-Dec 2023

2022		2023		2022		2023
Opening		Opening	Closing			Closing
Jan-Dec	Activity	Jan-Dec	Jan-Dec	Assets		Jan-Dec
£		£	£			£
311	Cash	204	204	Cash		382
12,311	Current Ac	-41,185	-41,185	Current Ac		7,233
29,579	CCLA	29,944	29,944	CCLA		0
154,690	Deposit	247,798	247,798	Deposit		38,909
				Invest'nts		263,115
						309,639
147,145	b/fwd	196,986	196,986	b/fwd		236,761
196,986	c/fwd	236,761	236,761	c/fwd		309,639
				50,000	Reserves	50,000
				39,450	Restricted	150,039
				147,311	Unrestrt'd	109,600
				236,761	Total	309,639

Note. As the £ 2,018 held in the current account for the Coastal Forum are not DAS funds, it has been removed from the balance sheet.

It is accounted for on the current account bank reconciliation statement.

Agreed to be a true record and accurate statement of our accounts, which have been duly examined.

Robin Stroud

Hon. Treasurer

Date 8/12/23

Graham Walker

Chairman

Date 19/2/24

Daniel Jennings. Chartered Accountant

Independent Examiner

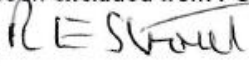
Date 16/02/2024

6.2.2 Statement of Financial Activities

Disability Advice Service (East Suffolk) CIO no. 1152772
ANNUAL ACCOUNTS 2023
Statement of financial activities for the year ending 31st December 2023 (3)

INCOMING	Unrestricted	Restricted	Total
	£	£	£
Donations	4,564	0	4,564
Grants	44,762	300,039	344,801
Fund raising	99		99
Interest	9,282		9,282
Client	1,400		1,400
TOTAL	60,107	300,039	360,146
EXPENDED			
Events	600		600
Advice Services	90,949	191,473	282,422
Client	2,123		2,123
		2,123	2,123
TOTAL	93,672	193,596	287,268
NET			
GAINS/LOSSES	-33,565	106,443	72,878
NET MOVEMENT			
IN FUNDS	-33,565	106,443	72,878
RECONCILIATION			
OF FUNDS			
Funds brought forward	197,311	39,450	236,761
Funds carried forward	159,600	150,039	309,639
		150,039	
FUNDS OF THE CHARITY			
Cash	382		
Current account	7,233		
CCLA	0		
Deposit account	38,909		
Investments	263,115		
Total	309,639		

Note. As the £2,018 held in the current account for the Coastal Forum are not DAS funds these have been excluded from FUNDS OF THE CHARITY.

Signed 
Robin Stroud

Hon. Treasurer

Date 8/12/23

Signed 
Graham Walker

Chair of Trustees

Date 19/2/24

Signed 
Daniel Jennings. Chartered Accountant

Independent Examiner

Date 16/02/2024

6.2.3 General Account

Disability Advice Service (East Suffolk) Accounts for the period Jan- Dec 2023 GENERAL ACCOUNT							
2022			2023		2022		2023
			JAN-DEC		JAN - DEC		JAN - DEC
EXPENDITURE				INCOME			
165,601	Salaries/HMRC/pension		195,093		40,090	SCC	50,140
6,083	Recruitment		394		3,996	MS Society	1,998
18,999	Premises Maintenance		588				
28,536	Rent & service charges		34,146		7,539	Donations	4,564
582	Travel		132		363	CCLA interest	702
3,102	Training		3,661			Equity in Mind	24,882
2,767	Telephone & internet		3,424		26,500	Household support	6,000
965	Postage		869		108	Lloyds interest	465
943	Stationery		675			Grants restricted)	100,233
3,383	Insurance		2,311		99,897	Grants unrestricted)	
3,495	Publicity/Advertising		4,870		37,985	Local Government	28,470
418	Refreshments		648		112,063	National Lottery	105,678
1,532	Gifts		3,289				
2,053	Books/Publications/Subs		1,896		12,000	Rope rent support	12,000
2,077	Prof. Fees		7,447		1,488	Events	99
20,608	Office equipment		10,449		1,010	Rope emergency fund	400
1,523	Cleaning		1,727		2,000	Tudor well being	15,000
31,566	Household support		5,886			Investment interest	8,115
252	Legal/DBS/Licenses		126				
6,203	Utilities		6,302		345,039	Sub total	358,746
300	Hardship/emergency payments						
219	Warm places project		1				
2,158	Rope crisis		400				
	Christmas party		600				
	Sundries		211				
2,000	Tudor well being						
305,365	Sub total		285,145				
3,703	Client grants		2,123		3,712	Client grants	1,400
309,068	SUB TOTAL		287,268				
39,683	SURPLUS		72,878				
348,751	TOTAL EXPENDITURE		360,146		348,751	TOTAL INCOME	360,146

6.2.4 Approval of the Board of Trustees

The trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the trustees



Name & Role Rod Gibson
Secretary to the Management Committee

Date: 28 March 2024

6.3 Notes to the Accounts

a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 133, using the Receipts and Payments basis available to small charities and the charity's own simple accounts spreadsheet.

b) Cost of Fundraising

No payment was made for costs related to raising funds.

c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No trustees received any reimbursement of out-of-pocket expenses in the financial year.

d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year, the charity employed staff but no paid external contractors.

e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

f) Creditors & Debtors

Cheques for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.

h) Grants Received

We are grateful for all donations and grants upon which we are almost entirely dependent to enable us to continue to deliver our services for our beneficiaries and the public benefit. This includes many tier 1&2 councils and councillors, but we are particularly grateful for the grants and other long term support we receive from East Suffolk Council and Suffolk County Council. We would also like to acknowledge the great support of the Suffolk Community Foundation.

Of the charitable organisations that provided financial support this year the following are recognised below for grants of £2,000 or more for which we are enormously grateful:

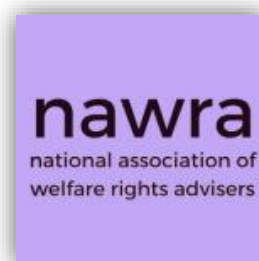
David & Jill Simpson Fund £2,000	Nationwide Building Society £12,346
David Family Foundation £5,000	Pargiter Fund £3,130
Equity In Mind Fund £23,697	People's Postcode Trust £18,054
Garfield Weston Foundation £15,000	Port Community Fund £2,000
Hughes-Hallett Fund £2,000	Suffolk Giving Fund £2,000
John Horseman Trust £5,000	The Forrester Family Trust £14,098
Lord Belstead Char Settlement £2,000	Tudor Trust £15,000
Mrs L D Rope Third Char Set £14,011	Tudwick Foundation £2,000
National Lottery Comm Fund £105,679	Woodroffe Benton Foundation £2,000

Accounts

Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2022



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1 Reference and Administration Details

1.1 Name & Registration

The charity is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013.

The charity is registered with HM Revenue & Customs.

1.2 Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org

website: www.daseastsuffolk.org

1.3 Names of the Trustees Who Manage the Charity

	Role	Appointed/Reappointed	Resigned
Nick Bennett	Chair	02 March 2020	29 November 2022
Roy Gilmour	Vice Chair	25 January 2022	
Robin Stroud	Treasurer	25 January 2022	
Steve Doe	Vice Treasurer	25 January 2022	
Rod Gibson	Secretary	13 January 2020	
Michelle Eaves	Trustee	12 March 2021	
Emily Hook	Trustee	09 April 2021	
Natasha Hook	Trustee	09 April 2021	
Debbie O'Hara	Trustee	11 September 2020	
Graham Walker	Chair	29 November 2022	

1.4 Names of Senior Members of Staff

Steve Race, Manager (effective from 01.01.2023)

1.5 Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

2 Structure, Governance & Management

2.1 Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

2.2 Charitable Object

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

The charity's object is: *The relief of children and adults with disabilities and their carers in East Suffolk and nearby areas.*

2.3 Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

In appointing trustees, due consideration is given to ensuring that the trustees have, between them, the skills and experience necessary to manage the charity effectively and in accordance with charity law.

3 Activities

3.1 Statutory Declaration

The trustees of Disability Advice Service (East Suffolk) confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

4 Achievements & Performance

4.1 Outputs and Outcomes for the Charity's Beneficiaries

2022 saw the demand for our services soar as a result of the energy and cost-of-living crisis and also our social media communications, networking and partnership development aimed at expanding our reach. Our enquiry rate per client was maintained at its heightened level as a result of the broader, more holistic service we have developed for clients in the last two years. The nature of the help we provide, however, has developed and broadened:

- The number of crisis service clients was three times higher than the previous year and 16x higher than pre-pandemic levels. Many of these clients, often suffering from severe mental ill-health, needed short term help with food and hygiene essentials. We were able to source unprecedented levels of hardship funds to enable us to help them. The effort required to assess and process these payments is intensive as investigations are carried out to meet funders' eligibility criteria and to protect against potential fraud.
- In the first year of our new specialist energy support service, we advised 177 clients for whom we obtained £8,519 through grant applications and all clients benefitted from access to help schemes or revised tariffs.
- In the first year of our new Pension Credit service, we advised 260 pension age clients who as a result gained collectively £80,042 per annum.

Benefit Gain can be taken together with subsistence grants etc meaning an overall monetary impact for our beneficiaries for the year of £2.8m, another record for the service.

The Listening Service returned to full resourcing through our volunteer team and a friendly call to check up on their welfare is clearly very welcome judging by the responses we receive.

	2022	2021
Clients engaged	2,182	1,055
Enquiries received	15,588	7,587
Appeals representations	40	61
Success rate on appeals	100%	100%
Benefit gain (Year One)	£2,722,472	£2,606,983
Benefit gain (Full)*	£9,249,794	£8,857,412
Crisis clients	469	145
Listening Service contacts	2,218	143
Subsistence grants and food parcels to individuals	£50,696	£11,388

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

We also measure the benefit of the service through a rolling interview programme which tests out the reaction of clients to our *Questions of Future Well-Being Survey*, this is focused on two key areas: "Improved physical health and emotional wellbeing" and "Enabled greater independence". In both cases the results are overwhelmingly positive.

Toward the end of the year we set up a trial programme of three "Community Warm Space" events to enable us to evaluate the benefit of a broader programme going forward.

As a Disabled People's Organisation, we provide work and volunteering opportunities to the disabled community, some of whom are previous beneficiaries of the service.

We were able to increase our resources both as to paid staff, volunteers and office space with the addition of welcome expansion to a ground floor shop front space below our existing office. As well as being able to make working more accessible for wheel-chair bound staff and volunteers, this has proved to be the expected boon for visiting clients too.

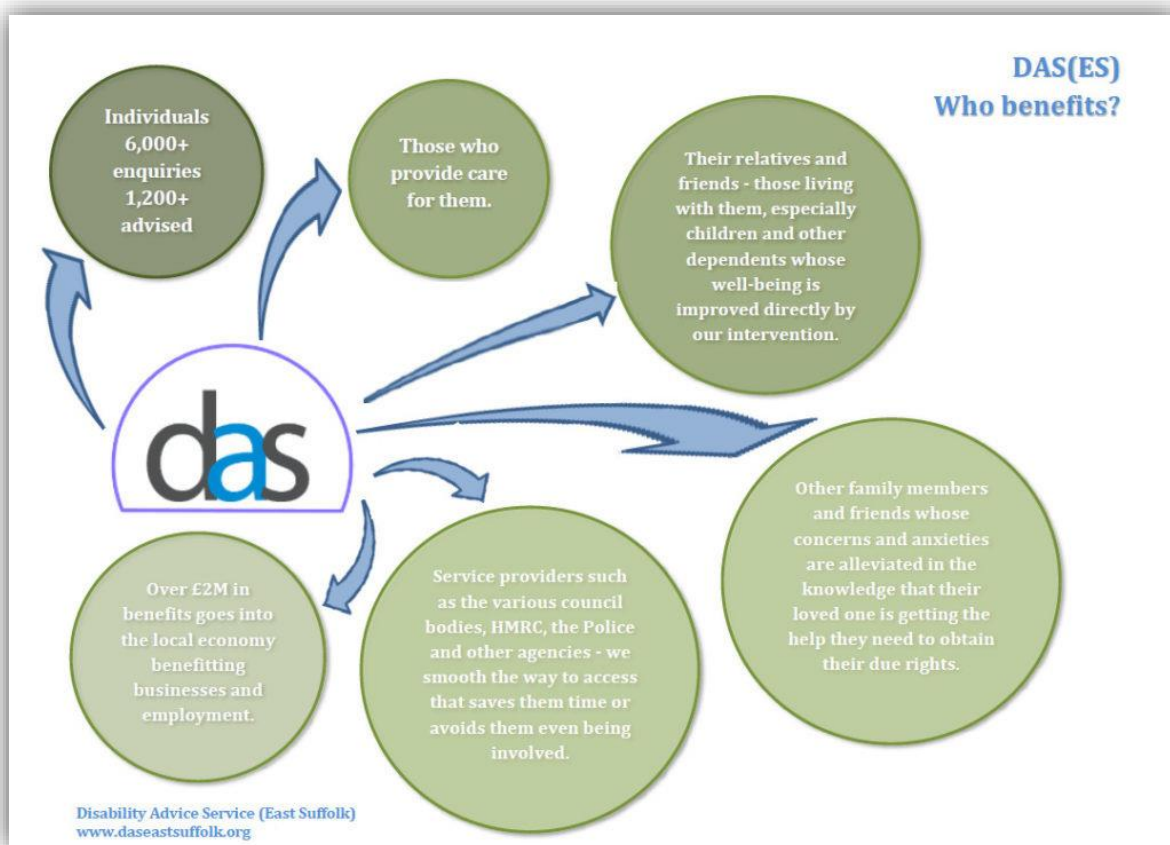
Our chair departed after his three-year term and we were pleased to welcome on board Graham Walker as a very able and experienced replacement. There were no other changes to the membership of the management committee. Our strategic projects continue to be progressed in accordance with our annually updated Business Plan and Fundraising Strategy.

The charity's priorities for the coming year are:

- to increase its reach to more potential beneficiaries;
- to secure Advice Quality Service accreditation;
- expanding the service to new areas working with new partners; and
- explore options to improve long-term financial resilience.

4.2 How the Public Have Benefitted

In addition to beneficial impact directly on our clients the service also benefits other groups as illustrated in the chart below:



4.3 Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

4.4 Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

5 Financial Review

5.1 Details of Any Funds Materially in Deficit

The Charity has no funds which are materially in deficit.

5.2 Financial Reserves Policy

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in the event that the Management Committee deems it necessary to close the charity plus sufficient to ensure continuity of the operations equivalent to 6-12mths operating costs.

5.3 Principal Sources of Funding and Outgoings

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations. The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long-term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

5.4 Remuneration of Trustees

All Trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by Trustees in promoting the purposes of the Charity are reimbursed at cost.

5.5 Financial Status

Though modest, the charity's current resources are sufficient to meet its outgoings in accordance with its Financial Reserves Policy and all the indications are that this will remain the case for the foreseeable future.

Total net assets at the end of the financial year were £236,761 representing ten months of operating costs based on our 2023 budget.

5.6 Statutory Statements on Liabilities

The Trustees declare that:

- ✓ The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and
- ✓ The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

Signed on behalf of the Trustees

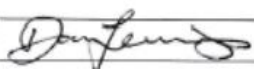


Name & Role Rod Gibson
Secretary to the Management Committee

Date: 23 March 2022

6 Statement of Financial Activity

6.1 Independent Examiner's Report on the Accounts

Section A		Independent Examiner's Report	
Report to the trustees/ members of	Charity Name DISABILITY ADVICE SERVICE (EAST SUFFOLK)		
On accounts for the year ended	31 ST . December 2022	Charity no (if any)	1152772
Set out on pages	2		
I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 12 / 2022.			
Responsibilities and basis of report	As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").		
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.			
Independent examiner's statement	I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~ *) in connection with the examination which gives me cause to believe that in, any material respect: • accounting records were not kept in accordance with section 130 of the Act or • the accounts do not accord with the accounting records		
I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.			
* Please delete the words in the brackets if they do not apply.			
Signed:			Date: 31/01/2023
Name:	Daniel Jennings		
Relevant professional qualification(s) or body (if any):	ACA		
Address:	9 CAULDWELL AVENUE IPSWICH IP4 4EB		

6.2 Receipts & Payments Accounts for the Financial Year Ended 31-December-21

6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)
Registered CIO Charity 1152772

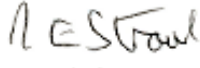
Balance sheet as at 31st December 2022
for the period Jan-Dec 2022

2021		2022		2021		2022	
Opening		Opening	Closing			Closing	
Jan-Dec	Activity	Jan-Dec	Jan-Dec	Assets		Jan-Dec	
£		£	£			£	
602	Cash	311	311	Cash		204	
12,290	Current Ac	12,311	12,311	Current Ac		-41,185	
29,576	CCLA	29,579	29,579	CCLA		29,944	
104,677	Deposit	154,690	154,690	Deposit		247,798	
49,746	b/fwd	147,145	147,145	b/fwd		196,986	
196,891	c/fwd	196,986	196,986	c/fwd		236,761	
			60,000	Reserves		50,000	
			28,275	Restricted		39,450	
			108,711	Unrestr'd		147,311	
			196,986			236,761	

Note. As the £1,234 held in the current account for the Coastal Forum are not DAS funds, it has been removed from the balance sheet.

It is accounted for on the current account bank reconciliation statement.

Agreed to be a true record and accurate statement of our accounts, which have been duly examined.

Robin Stroud 
Hon. Treasurer
Date 12/1/23

Graham Walker 
Chairman
Date 2nd Feb 2023

Daniel Jennings. Chartered Accountant
Independent Examiner
Date 31/01/2023

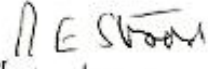


6.2.2 Statement of Financial Activities

Disability Advice Service (East Suffolk) CIO no. 1152772
ANNUAL ACCOUNTS 2022
Statement of financial activities for the year ending 31st December 2022

INCOMING	Unrestricted	Restricted	Total
	£	£	£
Donations	7,539		7,539
Grants	43,000	292,541	335,541
Fund raising	1,488		1,488
Interest	471		471
TOTAL	52,498	292,541	345,039
EXPENDED			
Events	0	0	0
Advice Services	23,999	281,366	305,365
TOTAL	23,999	281,366	305,365
NET			
GAINS/LOSSES	28,499	11,175	39,674
NET MOVEMENT			
IN FUNDS	28,499	11,175	39,674
RECONCILIATION			
OF FUNDS			
Funds brought forward	168,616	28,275	196,891
Funds carried forward	197,311	39,450	236,761
FUNDS OF THE CHARITY			
Cash	204		204
Current account	-41,185		-41,185
CCLA	29,944		29,944
Deposit account	208,348	39,450	247,798
TOTAL	197,311	39,450	236,761

Note. As the £1,234 held in the current account for the Coastal Forum are not DAS funds these have been excluded from FUNDS OF THE CHARITY.

Signed
Robin Stroud 
Hon. Treasurer
Date 12/1/23

Signed
Graham Walker 
Chairman
Date 2nd Feb 2023

Signed
Daniel Jennings, Chartered Accountant
Independent Examiner
Date 31/01/2023


6.2.3 General Account

Disability Advice Service (East Suffolk) Accounts for the period Jan- Dec 2022 GENERAL ACCOUNT						
2021		2022		2021		2022
		JAN-DEC		JAN - DEC		JAN - DEC
EXPENDITURE			INCOME			
101,492	Salaries/HMRC/pension	165,601	30,000	SCC		40,090
5,448	Recruitment	6,083	3,997	MS Society		3,996
	Premises maintenance	18,999	20	Dance		0
20,947	Rent & service charges	28,536	2,471	Donations		7,539
117	Travel	582	4	CCLA interest		363
2,567	Training	3,102	0	HMRC JRC		0
2,231	Telephone & internet	2,767	7,000	Household support		26,500
299	Postage	965	12	Lloyds interest		108
1,191	Stationery	943		Grants restricted)		
1,771	Insurance	3,383	101,728	Grants unrestricted)		99,897
2,509	Publicity/Advertising	3,495	5,141	Local Government		37,985
114	Refreshments	418	57,557	National Lottery		112,063
1,780	Books/Publications/Subs	2,053		Rope rent support		12,000
4,335	Prof. Fees/Gifts	3,609		Events		1,488
7,043	Office equipment	20,608	3,000	Rope emergency fund		1,010
1,180	Cleaning	1,523		Tudor well being		2,000
	Household support	31,566				
303	Legal/DBS/Licenses	252				
3,419	Utilities	6,203	210,930	Sub total		345,039
4,343	Hardship/emergency payment	300				
95	Coastal Forum	0				
	Warm places project	219				
	Rope crisis	2,158				
	Tudor well being	2,000				
	Sub total	305,365				
	Client grants	3,703		Client grants		3,712
161,184	SUB TOTAL	309,068				
49,746	SURPLUS	39,683				
210,930	TOTAL EXPENDITURE	348,751	210,930	TOTAL INCOME		348,751

R.E. Staud Robin Stoud 10/3/23

6.2.4 Approval of the Board of Trustees

The Trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the Trustees



Name & Role Rod Gibson
Secretary to the Management Committee

Date: 23 March 2023

6.3 Notes to the Accounts

a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 133, using the Receipts and Payments basis available to small charities and the charity's own simple accounts spreadsheet.

b) Cost of Fundraising

No payment was made for costs related to raising funds.

c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No Trustees received any reimbursement of out-of-pocket expenses in the financial year.

d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year the charity employed staff but no paid external contractors.

e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

f) Creditors & Debtors

Cheques for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.

h) Hardship Funds

Income and expenditure include two sources (Household support (from the East Suffolk County Household Support Fund) and Ropes emergency fund (from the charity Mrs L D Rope Third Charity Settlement) that represent grants to us (income) and individual welfare/hardship grants that we distribute to beneficiaries (expenditure) normally in the form of supermarket vouchers. Taken together these items total £27,510 in income and £33,724 in expenditure (the difference of £6,214 being the amount spent in the current financial year that had been granted late in the previous year. This was an unusually high amount due to the availability of funds in the prevailing circumstances of the cost-of-living crisis and our ability to identify eligible recipients and administer the distribution. The amounts should be deducted from income and expenditure for the purpose of assessing operating or core running costs.

i) Grants Received

We are grateful for all donations and grants upon which we are entirely dependent to enable us to continue to deliver our services for our beneficiaries and the public benefit. This includes many tier 1&2 councils and councillors, but we are particularly grateful for

the grants and other long term support we receive from East Suffolk Council and Suffolk County Council.

Of the charitable organisations that provided financial support this year the following are recognised below for grants of £2,000 or more for which we are enormously grateful:

Alan Boswell Group Foundation £2,000	Garfield Weston Foundation £15,000
Albert Hunt Trust £2,000	Lord Belstead Charitable Settlement £3,000
Anton Jurgens Charitable Trust £3,000	Mrs L D Rope Fourth Char Settlement £12,000
Artemis Foundation £4,000	Lush Charity Pot Grants £2,000
Clothworkers Foundation £10,000	National Lottery Community Fund £112,063
David Family Foundation £5,000	Strangward Charitable Trust £2,000
Equity In Mind Fund £23,697	Tudor Trust £17,000

Accounts

Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2021



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1 Reference and Administration Details

1.1 Name & Registration

The charity is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013.

The charity is registered with HM Revenue & Customs.

1.2 Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org

website: www.daseastsuffolk.org

1.3 Names of the Trustees Who Manage the Charity

	Role	Appointed	Resigned
Nick Bennett	Chair	02 March 2020	
Roy Gilmour	Vice Chair	13 July 2017	
Robin Stroud	Treasurer	17 June 2013	
Steve Doe	Dep Treasurer	10 September 2014	
Rod Gibson	Secretary	13 January 2020	
Michelle Eaves	Trustee	12 March 2021	
<i>Nigel Farthing</i>	<i>Trustee</i>	<i>17 June 2013</i>	<i>07 May 2021</i>
Emily Hook	Trustee	09 April 2021	
Natasha Hook	Trustee	09 April 2021	
Debbie O'Hara	Trustee	11 September 2020	

1.4 Names of Senior Members of Staff

Jo Bowen, Manager

1.5 Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

2 Structure, Governance & Management

2.1 Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

2.2 Charitable Objects

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

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

2.3 Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

In appointing trustees due consideration is given to ensuring that the trustees have, between them, the skills and experience necessary to manage the charity effectively and in accordance with charity law.

3 Activities

3.1 Statutory Declaration

The trustees of Disability Advice Service (East Suffolk) confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

4 Achievements & Performance

4.1 Outputs and Outcomes for the Charity's Beneficiaries

2021 was a second year dominated by the Covid-19 pandemic with notably the number of crisis clients remaining more than five times higher than pre-pandemic levels. These clients, often suffering from severe mental health issues, need a wide range of help which are resource intensive. This together with the more holistic service we have developed for clients generally led to a significantly higher level of enquiries received/handled for a similar overall number of clients advised.

A return to normal advice duties for volunteers meant that the Listening Service resource was depleted but we recruited another 8 taking our volunteer team to 18 in the latter part of the year enabling us to resume this part of the service:

	2021	2020
Clients advised	1,055	1,086
Enquiries received	7,587	5,632
Appeals representations	75	75
Success rate on appeals	100%	100%
Benefit gain (Year One)	£2,606,983	£2,111,829
Benefit gain (Full)*	£8,857,412	£7,175,091
Crisis clients	145	127
Listening Service contacts	143	897
Subsistence grants and food parcels to individuals	£11,388	£14,772

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

As a Disabled People's Organisation, a number of our staff and volunteers still needed to take extra care due to their vulnerabilities but the flexibility of the home-based working options we introduced in 2020 together with supporting technology proved a worthwhile ongoing investment.

With minimal interruption, we maintained a programme of face-to-face interviews by appointment under Covid-safe conditions throughout. The response of our manager, Jo Bowen, and her team of staff and volunteers throughout the year once again deserves the highest possible praise.

Three new trustees were appointed with the aim of diversifying gender, age and ability bringing the management committee to nine members. We also said goodbye to one member who had served the charity over a number of years. Meeting frequency reverted to bi-monthly in keeping with the introduction of a new monthly Senior Management Team meeting involving senior staff and key charity officers. Our strategic projects are progressed in accordance with our 3-year Business Plan.

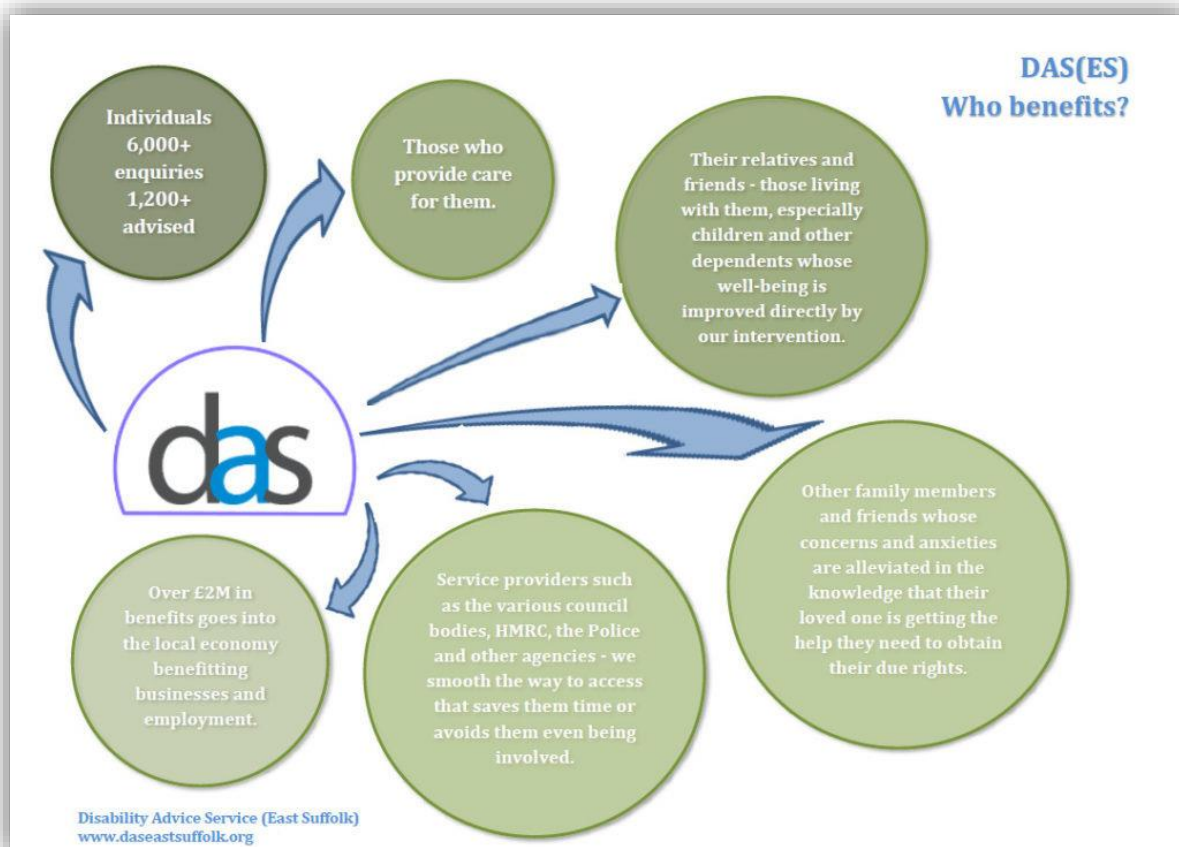
The charity's priorities for the coming year are:

- to increase its reach to more potential beneficiaries;

- working with our district council and other organisations in assessing and distributing grants to our beneficiaries in poverty crisis;
- securing Advice Quality Service accreditation and Trusted Charity status;
- expanding the service to help tackle fuel poverty and raise awareness of Pension Credit eligibility; and
- introducing better ways of measuring our beneficiaries' satisfaction with the service.

4.2 How the Public Have Benefitted

In addition to beneficial impact directly on our clients the service also benefits other groups as illustrated in the chart below:



4.3 Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

4.4 Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

5 Financial Review

5.1 Details of Any Funds Materially in Deficit

The Charity has no funds which are materially in deficit.

5.2 Policy on Reserves

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in

the event that the Management Committee deems it necessary to close the charity. The amount required varies over time and therefore is kept under regular review by the Management Committee.

5.3 Principal Sources of Funding and Outgoings

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations.

The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

5.4 Remuneration of Trustees

All Trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by Trustees in promoting the purposes of the Charity are reimbursed at cost.

5.5 Financial Status

Though modest, the charity's current resources from unrestricted donations are sufficient to meet its outgoings for six months.

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

5.6 Statutory Statements on Liabilities

The Trustees declare that:

- ✓ The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and
- ✓ The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

Signed on behalf of the Trustees



Name & Role Rod Gibson
Secretary to the Management Committee

Date: 17 March 2022

6 Statement of Financial Activity

6.1 Independent Examiner's Report on the Accounts

Section A		Independent Examiner's Report	
	CHARITY COMMISSION FOR ENGLAND AND WALES	Independent examiner's report on the accounts	
Report to the trustees/ members of	DISABILITY ADVICE SERVICE (EAST SUFFOLK)		
On accounts for the year ended	31 st December 2021	Charity no (if any)	1152772
Set out on pages	2		
	I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2021		
Responsibilities and basis of report	As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").		
	I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.		
Independent examiner's statement	I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~) in connection with the examination which gives me cause to believe that in, any material respect: • accounting records were not kept in accordance with section 130 of the Act or • the accounts do not accord with the accounting records		
	I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. <i>* Please delete the words in the brackets if they do not apply.</i>		
Signed:		Date:	06/02/2022
Name:	Daniel Jennings		
Relevant professional qualification(s) or body (if any):	ACA		
Address:	9 CAULDWELL AVENUE IPSWICH, SUFFOLK IP4 4EB		

6.2 Receipts & Payments Accounts for the Financial Year Ended 31-December-21

6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)
Registered CIO Charity 1152772

Balance sheet as at 31st December 2021
for the period Jan-Dec 2021

2020		2021		2020		2021
Opening		Opening		Closing		Closing
Jan-Dec	Activity	Jan-Dec		Jan-Dec	Assets	Jan-Dec
£		£		£		£
458	Cash	602		602	Cash	311
6,764	Current Ac	12,290		12,290	Current Ac	12,311
29,512	CCLA	29,576		29,576	CCLA	29,579
39,647	Deposit	104,677		104,677	Deposit	154,690
70,764	b/fwd	49,746		76,381	b/fwd	147,145
147,145	c/fwd	196,891		147,145	c/fwd	196,986
				47,000	Reserves	60,000
				26,835	Restricted	28,275
				73,310	Unrestrt'd	108,711
				147,145		196,986

Note. As the £ 1,481 held in the current account for the Coastal Forum are not DAS funds, it has been removed from the balance sheet.

It is accounted for on the current account bank reconciliation statement.

Agreed to be a true record and accurate statement of our accounts, which have been duly examined.

Robin Stroud

Hon. Treasurer

Date

AES Stroud
10/3/22

Nick Bennett

Chairman

Date

Nick Bennett
10.3.22

Daniel Jennings. Chartered Accountant

Independent Examiner

Date

06/02/2022
Daniel Jennings

6.2.2 Statement of Financial Activities

Disability Advice Service (East Suffolk) CIO no. 1152772
ANNUAL ACCOUNTS 2021
Statement of financial activities for the year ending 31st December 2021

INCOMING	Unrestricted	Restricted	Total
	£	£	£
Donations	2,471		2,471
Grants	93,674	114,749	208,423
Fund raising	20		20
Interest	16		16
TOTAL	96,181	114,749	210,930
EXPENDED			
Events	0	0	0
Advice Services	875	160,309	161,184
TOTAL	875	160,309	161,184
NET			
GAINS/LOSSES	95,306	-45,560	49,746
NET MOVEMENT			
IN FUNDS	95,306	-45,560	49,746
RECONCILIATION OF FUNDS			
Funds brought forward	73,310	73,835	147,145
Funds carried forward	168,616	28,275	196,891
FUNDS OF THE CHARITY			
Cash	311		311
Current account	12,311		12,311
CCLA	29,579		29,579
Deposit account	126,415	28,275	154,690
TOTAL	168,616	28,275	196,891

Note. As the £1,481 held in the current account for the Coastal Forum are not DAS funds these have been excluded from FUNDS OF THE CHARITY.

Signed
Robin Stroud
Hon. Treasurer
Date 10/3/22

Signed
Nick Bennett
Chair of Trustees
Date 10.3.22

Signed
Daniel Jennings. Chartered Accountant
Independent Examiner
Date 06/02/2022

6.2.3 General Account

Disability Advice Service (East Suffolk)						
Accounts for the period 1st January to 31st December 2021						
GENERAL ACCOUNT						
2020		2021		2020		2021
		JAN-DEC		JAN-DEC		JAN - DEC
EXPENDITURE			INCOME			
95,114	Salaries/HMRC/pension	101,492	34,462	SCC		30,000
12	Recruitment	5,448	3,997	MS Society		3,997
21,512	Rent & service charges	20,947	6,870	Donations		2,471
999	Travel	117	63	CCLA interest		4
321	Training	2,567	7,189	HMRC JRC		0
2,162	Telephone & internet	2,231		Houseold support		7,000
519	Postage	299	30	Lloyds interest		12
662	Stationery	1,191	6,820	Grants restricted)		
1,609	Insurance	1,771	14,500	Grants unrestricted)		101,728
31	Publicity/Advertising	2,509	4,465	Local Govrenment		5,141
56	Refreshments	114	117,284	National Lottery		57,557
1,235	Books/Publications/Subs	1,780	16,121	Crisis worker in restricted		0
2,803	Prof. Fees/Gifts	4,335	3,500	Hardship fund in restricted		0
12,280	Office equipment	7,043	5,200	Rope emergency fund		3,000
1,214	Cleaning	1,180		Dance		20
96	Fund raising costs	0				
149	Legal/DBS/Licenses	303				
2,882	Utilities	3,419				
6,147	Hardship/emergency payment	4,343				
	Coastal Forum	95				
149,803			220,501			
514	Client grants	0	580	Client grants		0
150,317	SUB TOTAL	161,184				
70,764	SURPLUS	49,746				
221,081	TOTAL EXPENDITURE	210,930	221,081	TOTAL INCOME		210,930

R. E. St Paul Robin Stroud 10/3/22

6.2.4 Approval of the Board of Trustees

The Trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the Trustees



Name & Role Rod Gibson
Secretary to the Management Committee

Date: 17 March 2021

6.3 Notes to the Accounts

a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 133, using the Receipts and Payments basis available to small charities and the charity's own simple accounts spreadsheet.

b) Cost of Fundraising

No payment was made for costs related to raising funds.

c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No Trustees received any reimbursement of out-of-pocket expenses in the financial year.

d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year the charity employed staff but no paid external contractors.

e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

f) Creditors & Debtors

Cheques for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.

Accounts

Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

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



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1 Reference and Administration Details

1.1 Name & Registration

The charity is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013.

The charity is registered with HM Revenue & Customs.

1.2 Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org

website: www.daseastsuffolk.org

1.3 Names of the Trustees Who Manage the Charity

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

1.4 Names of Senior Members of Staff

Jo Bowen, Manager

1.5 Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

2 Structure, Governance & Management

2.1 Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

2.2 Charitable Objects

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

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

2.3 Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

In appointing trustees due consideration is given to ensuring that the trustees have, between them, the skills and experience necessary to manage the charity effectively and in accordance with charity law.

3 Activities

3.1 Statutory Declaration

The trustees of Disability Advice Service (East Suffolk) confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

4 Achievements & Performance

4.1 Outputs and Outcomes for the Charity's Beneficiaries

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

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

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

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

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

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

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

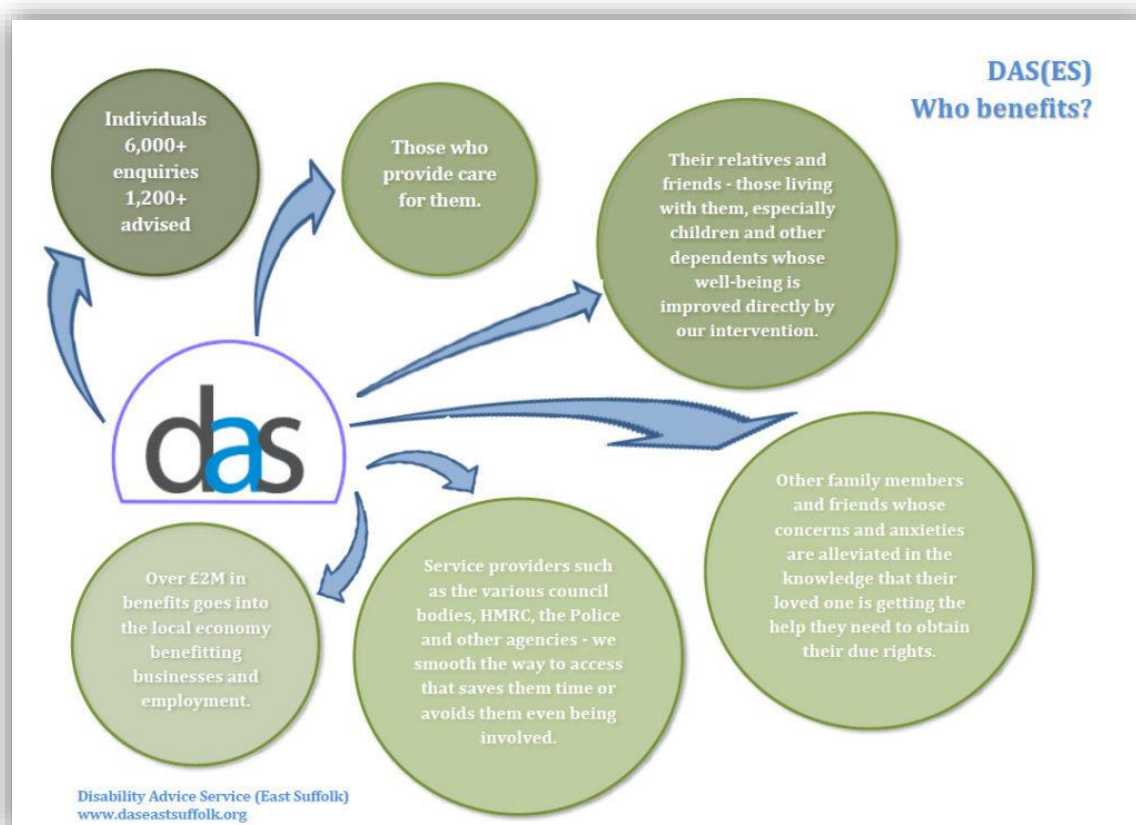
improved cloud-based security. It also makes the charity more resilient against any cause for a close down in future be that the next pandemic or any other similar problem.

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

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

4.2 How the Public Have Benefitted

In addition to beneficial impact directly on our clients the service also benefits other groups as illustrated in the chart below:



4.3 Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide funds for poverty relief.

4.4 Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

5 Financial Review

5.1 Details of Any Funds Materially in Deficit

The Charity has no funds which are materially in deficit.

5.2 Policy on Reserves

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in the event that the Management Committee deems it necessary to close the charity. The amount required varies over time and therefore is kept under regular review by the Management Committee.

5.3 Principal Sources of Funding and Outgoings

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations.

The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

5.4 Remuneration of Trustees

All Trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by Trustees in promoting the purposes of the Charity are reimbursed at cost.

5.5 Financial Status

Though modest, the charity's current resources from unrestricted donations are sufficient to meet its outgoings for six months.

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

5.6 Statutory Statements on Liabilities

The Trustees declare that:

- ✓ The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and
- ✓ The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

Signed on behalf of the Trustees

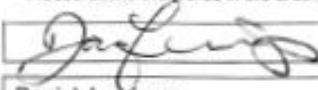


Name & Role Rod Gibson
Secretary to the Management Committee

Date: 17 March 2021

6 Statement of Financial Activity

6.1 Independent Examiner's Report on the Accounts

Section A		Independent Examiner's Report	
Report to the trustees/ members of	DISABILITY ADVICE SERVICE (EAST SUFFOLK)		
On accounts for the year ended	31 ST December 2020	Charity no (if any)	1152772
Set out on pages	1		
Responsibilities and basis of report	I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended <u>31 12 2020</u>. As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act"). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.		
Independent examiner's statement	~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~ I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect: • the accounting records were not kept in accordance with section 130 of the Charities Act; or • the accounts did not accord with the accounting records; or • the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination. I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached. * Please delete the words in the brackets if they do not apply.		
Signed:			Date: 24/01/2021
Name:	Daniel Jennings		
Relevant professional qualification(s) or body (if any):	ACA (ICAEW)		
Address:	9 Cauldwell Avenue IPSWICH IP4 4EB		

IER

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Oct 2018

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

6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)
Registered CIO Charity 1152772

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

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

Note. As the £1,429 held in the current account for the Coastal Forum is not DAS funds, it has been removed from the general accounts and balance sheet. It is accounted for on the current account bank reconciliation statement.

Agreed to be a true record and accurate statement of our accounts, which have been duly examined.

Robin Stroud
Hon. Treasurer

Nick Bennett
Chair of Trustees

Daniel Jennings
Independent Examiner

24.01.2021

24.1.21

6.2.2 Statement of Financial Activities

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

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

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

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

Signed
 Nick Bennett
 Chair of Trustees
 Date 24.1.21

Signed
 Daniel Jennings, Chartered Accountant
 Independent Examiner
 Date 24.01.2021

6.2.3 General Account

Disability Advice Service (East Suffolk)

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

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

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

6.2.4 Approval of the Board of Trustees

The Trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the Trustees



Name & Role Rod Gibson
Secretary to the Management Committee

Date: 17 March 2021

6.3 Notes to the Accounts

a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 133, using the Receipts and Payments basis available to small charities and the charity's own simple accounts spreadsheet.

b) Cost of Fundraising

No payment was made for costs related to raising funds.

c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No Trustees received any reimbursement of out-of-pocket expenses in the financial year.

d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year the charity employed staff but no paid external contractors.

e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

f) Creditors & Debtors

Cheques for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.