



action on disability

Life beyond barriers

A Company Limited by Guarantee

Company No. 4237604

Charity No. 1091518

Report and financial statements

For the year ended

31 March 2020

Action on Disability

Report and financial statements
For the year ended 31 March 2020

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Report and financial statements
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Reference and administrative information

Trustees:	Victoria Brignell, Chair David Isaac, Vice Chair Patrick McVeigh, Vice Chair Peter Harden, Treasurer Kate Betteridge Mike Gannon Cllr Sharon Holder (appointed on 24 February 2020) Amy Rait Angeleca Silversides Ramona Williams (resigned on 24 February 2020) Gabriella Zepf
Co-opted Adviser:	Fiona Anderson (resigned on 27 th April 2020)
Company Secretary:	David Buxton
Chief Executive:	David Buxton
Company number:	4237604
Charity number:	1091518
Registered office:	Normand Croft Community School, Lillie Road, London, SW6 7SR
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
Bankers	Lloyds Bank, 417 North End Road, Fulham, London, SW6 1NS

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Trustees' Annual Report

For the year ended 31 March 2020

Trustees Annual Report 2019-20

The trustees are pleased to present the annual report and accounts for the year 1st April 2019 to 31st March 2020.

Vision

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

Mission

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

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

Achievements and performance 2019-20

Advocacy Service

The Adult Advocacy Service provides a confidential and independent advocacy service to help individuals resolve issues or concerns about their health and wellbeing, or health and social care services. We support individuals with needs assessments, reviews, complaints and engage with key professionals, such as public services, care providers, lawyers and health experts.

Independent advocacy means...

“Taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.”

(National Development Team for Inclusion: Advocacy Quality Performance Mark, 2014)

Action on Disability leads in partnership with H&F MIND and H&F MENCAP to ensure that:

- Every individual is in control of decisions which are made about their health and care service.
- The experiences, views, wishes and feelings of each individual are heard.
- Each individual contributes to improving their health and care services.

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Individuals are made aware of the potential risks as well as benefits of any chosen course of action, but the final decision is theirs. The advocate will only support a person if they want support, and the individual will guide the advocate.

We try to be as accessible and flexible as possible when meeting with clients; we can arrange to meet with individuals at their home, in the community, or at the offices of AoD, H&F MIND or H&F MENCAP.

2019–20 Highlights

- AoD provided advocacy in 146 cases for 104 individuals. Issues included social care assessments and reviews, accessing the community and statutory services, support in meetings, adaptations, complaints and safeguarding.
- A further 39 people not eligible for support through the advocacy service were given information and/or referred to other services for support.

Close up on... Mrs B, getting her voice heard and feeling happy in her home:

Mrs B lived alone and was referred to the advocacy service by a floating support project worker. Mrs B had recently been in hospital and had requested support at her home once discharged. She stated that her current accommodation was no longer suitable for her and wanted to move to a more supported accommodation. The request was sent to social care, but Mrs B was sent home alone before a social worker was allocated.

Advocacy met with Mrs B to establish the support she needed from advocacy. The advocate explained their role and how they would work together.

When the advocate met with Mrs B it was clear that she was finding it very difficult to move around her home. She had broken her hips two years ago which contributed to the pain she was experiencing. She would need a wheelchair as her mobility was getting worse and she was struggling to get around.

Mrs B said she would like support with the following:

1. Support to transition into Extra Care Accommodation
2. Support to apply for a wheelchair

Advocacy contacted adult social care to confirm that Mrs B's case had been allocated to a social worker. Advocacy then emailed the named social worker requesting that Mrs B be assessed for extra care accommodation.

A second assessment was then scheduled for Mrs B with her preferred placement manager to establish if Mrs B's identified needs could be met at this new placement. She was finally assessed and offered a place at her preferred choice.

Advocacy also supported Mrs B to apply for a wheelchair which arrived at the time Mrs B moved to her new home.

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Advocacy visited Mrs B a few weeks later at her new home, she was pleased that staff were on site to attend to all her needs.

"I feel safe and happy especially when I call for help at night, I only need to press my button and staff would turn up and attend to me."

Here's what others have said about the AoD Advocacy service:

"I feel able to ask them (AoD Advocates) any question in my mind, they always try to find the answer for me. I worked with many of them, all are good, patient and helpful." Advocacy client

"All the help and support I received was first class." Advocacy client

"Although I am usually a very capable person there are many times my health prevents me from dealing with external agencies; thankfully my dealings with AoD and their advocates have allowed me to feel secure in the fact that someone is working on my behalf." Advocacy client

"Thank you very much for your support with this client. I cannot thank you enough for accommodating the positive changes in her life." Care and Support agency professional.

Future plans

The Council's decision to invite organisations to bid for the provision of a new statutory advocacy service starting from April 2020, bringing all funded advocacy projects into one bid, led AoD to decide it was not financially viable to provide a much smaller project as part of a new statutory advocacy service. As a result of the tender, AoD transferred staff to the winning bidder, The Advocacy Project (TAP).

Despite this, AoD and H&F MENCAP are still keen to work together by seeking new alternative funding to provide a non-statutory advocacy service. This service would empower disabled individuals facing issues concerning housing, disputes, disability hate crime, community support, access and rights, and funding support.

Employment Service

We have a good reputation for setting up and delivering supported internships for people with learning disabilities. This year we provided management, job-coaching and employer engagement for 50 young people with learning disabilities across our 5 internship partners.

We also began two new Supported employment projects this year which have been great successes so far. The two new projects are;

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

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

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

- CeX
- Gails Bakery
- Hamley's
- Holiday Inn
- Imperial College London
- ISS
- Lidl
- London Borough of Hammersmith and Fulham
- Malia White Hotel
- Mitie
- Nandos
- National Theatre
- NHS
- Pret
- Primark
- Royal Borough of Kensington and Chelsea
- Selfridges
- Waitrose

Case story - Alastair's Supported Internship Journey

Alastair joined the Royal Borough of Kensington and Chelsea supported internship project in September 2018.

When Alastair started the supported internship, he wanted to be a director of a top business, working in an office and earning lots of money. Over the year on the supported internship, Alastair undertook three placements: Special Educational Needs Department, Chamberlain House Dementia Resource Centre and Registrar Department.

By experiencing three different placements, Alastair gained a range of skills-from customer service to administration and was able to start identifying the steps he'd need to take to reach his ultimate employment goal. When he felt ready to begin exploring paid employment options, Alastair decided to pursue roles in customer-facing environments, such as in shops and cafés.

Alastair and his Job Coach from Action on Disability contacted the HR Team at Gail's bakery to enquire about a work trial. This was in place of an interview, as Alastair is Autistic and would be able to demonstrate his potential best through a work trial.

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The HR Team were keen to learn how they could make their recruitment processes accessible for Alastair and arranged a meeting. In this meeting the Job Coach explained about reasonable adjustments, and the funding available to employers for support for disabled people - Access to Work.

Alastair undertook a two-day work trial, supported by his Job Coach, and received positive feedback from the manager and team. The Recruitment and Talent Manager was so impressed that, although the vacancy was filled by someone else, they fast-tracked Alastair into another vacancy at a nearby branch. He is now settling well into his new part-time role, supported by Action on Disability, and says:

"I even prefer this to an office; I love working with a really nice team over the money"

He aspires to become a manager of the bakery one day and is glad to have his foot in the right place on the career ladder.

He was always reliable and professional: ***"Alastair is an absolute delight to work with. He uses his initiative and gets stuck into any task he is given without complaint and always does a great job"*** - Rebecca, Kensington and Chelsea Register Office

"Alastair fitted in really well with the team and was always keen to learn and willing to help. It was a pleasure working with Alastair and we really missed him when he left"- Marie, Bi-borough Children's Services

2019-20 Highlights

- 'High Street' internships achieved a 70% employment outcome in its first year
- Follow on Support Project launched in October 2019 and has so far supported 33 former interns by providing support, guidance to employers and arranging AtW in-work support.
- The Equip Project launched in September 2019 and has supported 8 clients into Training or Employment.

Future plans:

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

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

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Independent Living Services

Since we were unable to find new alternative funding, in October 2018 AoD was unable to continue employing its excellent AoD Connect Project Coordinator. We have been committed to continually funding the Peer Support project (self-help groups) using AoD's own general funds, and hope to find new funding to bring back a Project Coordinator.

We strongly acknowledge the importance of Peer Support Projects in helping disabled people become more independent and confident 21st century citizens.

AoD Peer Support Groups / Social Activities, such as Knitting, Creative Writing, Health and Wellbeing Club, and Direct Payment Peer Support) **are designed to connect disabled people:**

- All the groups / activities are Peer-Led and facilitated by trained tutors and volunteers.
- Almost all our volunteers (90%) have a disability or long-term health condition themselves. This creates trust between them and service users and means they can be positive role models for their peers and the wider community.
- We offer disabled and non-disabled people the opportunity to become volunteers and Peer Mentors, and work on our reception desk.

AoD Direct Payment Support Service (DPSS)

H&F Council commissioned AoD to set up and deliver a new AoD DPSS, starting from March 2020. This new service provides two full-time Independent Living Advisors, (ILAs) who are managed by a part-time Service Coordinator in partnership with Ruils. This new service offers:

- Support to over 450 disabled individuals managing their own DP
- Practical on-the-job training in employment law, payroll, pensions, the Care Act, creating and managing budgets.
- A dedicated telephone line, including video calls.
- The facilitation of the Direct Payments Peer Support Group for practical support, advice and discussion.
- Our own branded access to the Personal Assistant (PA) recruitment website (www.find-a-pa.co.uk) and PA employment handbook (www.employ-a-pa.co.uk).

Project Outcomes:

- **Increase** disabled people's confidence, knowledge and skills to challenge the barriers that they face.
- **Increase** disabled people's access to online activities, opportunities and services
- **Decrease** disabled people's isolation and loneliness.
- **Increase** self-esteem by encouraging disabled people to see themselves as an active member of society, contributing to the community.
- **Increase** disabled people's health and wellbeing by supporting individuals to manage their own health more effectively.

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2019-20 Highlights

- An exciting new Direct Payments Support Service was set up, one which disabled people have fought for so long to bring back, enabling them to lead an independent life of full control and choice.
- Peer Support Members have been able to access a wide range of groups and activities, aimed at giving them opportunities, choice and a better sense of personal independence.
- Peer Support Groups have given people a place to meet new people, form meaningful friendships, share their own experiences and knowledge and feel that they have a valued place in their own community.
- Our Creative Writing group has discovered some budding poetry and story writers and has given them the place to express their feelings and emotions in a positive way.

Feedback about the Peer Support Projects

- “These groups are a safe place for all who attend and use the group to continue growing and gain more self-confidence. The sessions encourage, prompt and motivate each of us to face up to the mental effort necessary to sit and write. It helps us put down our thoughts and ideas into creative writing and bring them in to share with the group and our teacher, Mary.”
- “It has been a huge help to me and how I feel. My anxiety and depression from when I first joined the Group has improved so much. I joined the group as a challenge; something new to try. It was one of the best things that I have ever done. I never thought that I would be able to write stories and poems, but with the tutor’s kind and wonderful manner and guidance (no need to worry if you cannot spell or it doesn’t matter about grammar) I was given lots of confidence, to have a go. Just put down what you feel and think. I now feel so much better. I never thought that I would read out anything. I was always, yes always, the quiet person who would sit and listen to others.”

Future Plans

- AoD will continue to seek new funding to provide the Peer Support Project for 3 years.
- AoD plan to strengthen and further establish our hugely successful new Direct Payments Support Service for a long run.

Welfare Benefits Advice Service

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

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During the past year, the AoD WBS dealt with 531 cases as well as giving advice by telephone and e-mail. It also handled 2,150 phone calls, of which about half entailed giving one-off advice to other organisations and disabled or ill people in the H&F borough.

It received 280 requests for advice by email.

2019-2020 Highlights

- In supporting 218 disabled *children/carers/parent(s)*, the WBS secured one-off backdated payments totalling **£77,607.71**
- Increased *weekly income* totalled £12,721.52. As most benefits are awarded for at least a year, the total yearly figure is **£661,519.04** (i.e. £12,721.52 x 52)
- In supporting 313 disabled *adults*, the WBS secured one-off backdated payments totalling **£76,828.45**.
- Increased weekly income totalled £9,862.01. As most benefits are awarded for at least a year, the total yearly figure is **£512,824.52** (i.e. £9,862.01 x 52)
- The grand total is **£1,328,779.72** for the year.

Once again, the AoD WBS would like to acknowledge the tremendous input of its volunteers. The smooth running and success of the AoD WBS would not be possible without their dedication and hard work. They help our clients and members complete Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Employment and Support Allowance Work Capability forms. They also accompany our clients to Work-Focused Interviews, PIP, DLA and ESA assessments as well as providing moral support to clients at appeal tribunals.

Case Stories

- During a routine check of Mrs. B's benefits we noticed that her local authority rent account was in credit and had been for quite a number of years. Mrs. E. was unaware of this, mainly because of her dementia, and we managed to get her a refund of £730.
- Ms. A. was refused Personal Independence Payment (PIP), following a face-to-face assessment, scoring zero points despite suffering severe mental health problems. Her Mandatory Reconsideration request (that's the internal review carried out by the PIP section) was unsuccessful. WBS wrote a submission for Ms. A. and arranged for someone to attend the appeal hearing with her. The Tribunal awarded Ms. A. Enhanced Rate Daily Living and Standard Rate Mobility, increasing her weekly income by £108.25 (17/18 rates). She also received a PIP back payment of £3,258.10. This case is representative of the problems faced by WBS clients especially those with a mental health diagnosis and we have had many similar cases (and successes) throughout the year.
- Mr and Mrs B have a newly diagnosed autistic son. They live in a council home with their 5 children. Mr B works on a zero-hour contract. When he is out of work the family are affected by the Benefit Cap and his Working Tax Credits stop. We advised the family to claim Universal Credit so that their income could be topped up when Mr B is

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not working. The family were in rent arrears. We supported them to make a claim for a Discretionary Housing Payment, and they received a short-term award. We made a successful claim for Disability Living Allowance for their son (£79.95 per week). This gave the mother an entitlement to Carer's Allowance (£64.60 per week) and a Disabled Child Element (£29.10 per week) in their Universal Credit. These awards mean the family are now exempt from the Benefit Cap and as a result they are financially better off.

Youth Service

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

185 young disabled people are registered with our service and around 120 different young people accessed our projects during 2019-2020. The Youth Service engages up to 12 young disabled volunteers to support our delivery each year.

2019–20 Highlights

- AoD Youth Service continued to work in partnership with Lyric Hammersmith, which allows for the development of further inclusive arts-based opportunities for young disabled people.
- We continued to deliver LBH&F youth service contracts for a youth provision, including:
 - School holiday projects
 - A weekly after school project
 - A weekly youth club
 - A volunteering offer for young disabled people
 - The Duke of Edinburgh (DofE) awards scheme
- Nine young people participated in the DofE awards scheme with 4 completing their bronze camping expedition section and 5 completing their Gold section.
- We secured Youth Music funding to deliver a weekly pilot inclusive music project that has been delivered in partnership with Lyric Hammersmith and Tigersonic Studios. This included live performance at AoD's 40th anniversary celebrations at St Pauls Church.
- We continued to work in partnership with Dance West in supporting the delivery of their weekly Move It Monday's inclusive dance project, which included festival and public showcase performances and sharings.
- Young people marked AoD's 40th year anniversary by creating a mural, delivering a music and dance event, and providing invited guests with a barbecue.
- Over the course of the past year, young disabled people accessed 16 different projects, amounting to 194 different sessions of activities. They participated in 9 public showcase performances, and over 120 young disabled people accessed our projects, and a further 10 non-disabled young people regularly participated.

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Impact

- Increased partnership work with organisations like Lyric Hammersmith, Dance West and membership of Young Hammersmith and Fulham Foundation and London Youth, has increased the visible presence of young disabled people accessing community activities, impacting on young disabled people's confidence, on the perception of impairment and disability, and reducing the potential for ignorance, discrimination and hate crime.
- Young disabled people have had increased access to their peers through the delivery of our offers, enabling them to develop safe social networks, which encourages a greater sense of self-esteem, confidence, and resilience. It also alleviates the potential for social isolation and the negative impact this can have on an individual.
- Young disabled people have had increased access to physical activity, ensuring that they have a greater sense of wellbeing, both physically and mentally.

Case Story

MO is on the autistic spectrum and was referred to us via his social worker at the DCT team. He attends Queensmill School and he and his family were looking for more opportunities for him to engage in social and leisure activities with his peers. At the time he was quite isolated and did not have many opportunities to engage outside of his school setting.

MO is now a regular participant of the Friday after school club. He has been attending since February 2020 and in that short space of time he has become a valued member of the group.

He also attended the February holiday project and it is evident that he really enjoys having the opportunity to take part in a variety of different fun activities with his peers.

Impact

- MO's engagement in these activities has improved his confidence and well-being in general. We have seen him develop in confidence around contributing to the delivery of activities with his peers.
- His engagement in these activities have also supported him to develop more social connections outside of his school environment.
- This opportunity has also impacted on his social and communication skills.
- His mother has reported that he really looks forward to Fridays and seems excited to attend and happy when he goes back home. It has become an important part of his routine

Summary

MO is a regular participant in our Friday after school club and holiday project. Activities with AoD have become an important part of his routine which he looks forward to. He is less isolated and has greater opportunities to socialise with his peers outside of his school setting. This opportunity means that he can build connections with a variety of different young people and members of staff. He continues to be happy and excited during activities and demonstrates a high level of engagement.

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Future Plans

- 2020-21 has commenced with significant challenges to all services due to the current pandemic and the resulting restrictions. AoD Youth Service has adapted and continues to deliver on all contracted and trust funding outcomes and in accordance with Government guidelines will continue to do so.
- AoD Youth Service will develop a training and support package that encourages the inclusion of young disabled people in the arts.
- We will look to continue to develop inclusive Music in partnership with Lyric Hammersmith and create a new partnership to offer inclusive performing arts.

Financial review

A successful year which ended with a surplus.

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

Reserves policy

Our unrestricted funds as at 1 April 2020 were £228,512 in general funds. The current reserves policy as agreed by the trustees is a minimum of 25% of annual expenditure or 3 months running costs in the current financial year to preserve AoD's cash flow and to meet any unexpected contingencies. For the year a 25% target would require a reserve of £250,000 in unrestricted general funds. The present level of free reserves of £228,512 available to the charity falls short of this target level. The Board of Trustees is well aware that it is unlikely that the target range will be reached for at least two years due to the Covid-19 national crisis creating serious financial implications. In the short term, the Board has also considered the extent to which existing activities and expenditure could be curtailed, should this be necessary, and have agreed to set a balanced year.

Going concern

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

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Principal risks and uncertainties

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

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

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

Structure, governance and management

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

The objects of the charity are:

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

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

- Poverty
- Discrimination
- Lack of access, exclusion and segregation

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- Health inequalities and lower life expectancy
- Internalised oppression

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

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

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

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

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

Recruitment and appointment of Trustees

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

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

Trustee induction and training

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

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

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

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

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

The trustees delegate the day to day running of the charity to the CEO. He is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The CEO leads a team of 18 full and 6 part-time staff, 48 sessional staff and around 30 volunteers. The senior management team ensures the effective and efficient operation of AoD services to disabled people with the primary focus being Hammersmith and Fulham.

Volunteers

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

Like all charities, our trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we

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comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 5,800 hours this year. If this was calculated just at the living wage level it would equate to £41,200 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

Related parties and relationships with other organisations

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

Statement of responsibilities of the trustees

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements,
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Action on Disability

Trustees' Annual Report

For the year ended 31 March 2020

Statement as to disclosure to our auditors

Insofar as the trustees are aware:

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

Auditors

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

The trustees' annual report has been approved by the trustees on 27th July 2020 and signed on their behalf by;

Victoria Brignell
Chair of Trustees

Action on Disability

Independent Auditors' Report For the year ended 31 March 2020

Opinion

We have audited the financial statements of Action on Disability (the 'Charity') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2020 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Action on Disability

Independent Auditors' Report For the year ended 31 March 2020

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Action on Disability

Independent Auditors' Report For the year ended 31 March 2020

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

DATE:

Action on Disability

Statement of Financial Activities (incorporating an income and expenditure account) For the year ended 31 March 2020

	Notes	Restricted £	Unrestricted £	2020 Total £	Restricted £	Unrestricted £	2019 Total £
Income							
Income from							
Donations and fundraising		-	7,268	7,268	-	7,576	7,576
Charitable activities:							
Disability projects		829,926	111,979	941,905	627,528	448,643	1,076,171
Total income	2	829,926	119,247	949,173	627,528	456,219	1,083,747
Expenditure on							
Raising funds		-	14,028	14,028	-	3,555	3,555
Charitable activities							
Disability projects		853,850	12,671	866,521	622,833	403,816	1,026,649
Total expenditure	3	853,850	26,699	880,549	622,833	407,371	1,030,204
Net income / (expenditure) for the year		(23,924)	92,548	68,624	4,695	48,848	53,543
Transfers between funds		45,409	(45,409)	-	-	-	-
Net movement in funds		21,485	47,139	68,624	4,695	48,848	53,543
Funds at 1 April 2019		17,846	199,408	217,254	13,151	150,560	163,711
Funds at 31 March 2020		39,331	246,547	285,878	17,846	199,408	217,254

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

Action on Disability

Balance Sheet

For the year ended 31 March 2020

	Note	£	2020 £	£	2019 £
Fixed assets					
Tangible fixed assets	7		17,469		8,764
Current assets					
Debtors	8	24,197		70,460	
Cash at bank and in hand		290,194		242,583	
		<u>314,391</u>		<u>313,043</u>	
Creditors: amounts falling due within one year	9	<u>(45,982)</u>		<u>(104,553)</u>	
Net current assets			268,409		208,490
Net assets	10		<u>285,878</u>		<u>217,254</u>
Funds	11				
Restricted funds			39,331		17,846
Unrestricted funds					
Designated funds			18,035		13,055
General funds			228,512		186,353
Total funds			<u>285,878</u>		<u>217,254</u>

Approved by the Board of Trustees on..... and signed on its behalf by:

Victoria Brignell - (Chair)

Company Registration No. 4237604

Action on Disability

Statement of Cashflows

For the year ended 31 March 2020

	Note	2020 £	2020 £	2019 £	2019 £
Net cash provided by / (used in) operating activities	13		60,870		117,736
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		21		3	
Sale/ (purchase) of fixed assets		(13,280)		(8,555)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(13,259)		(8,555)
Cash flows from financing activities:					
Cash inflows from new borrowing			-	-	
Receipt of endowment			-	-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			47,611		109,184
Cash and cash equivalents at the beginning of the year			242,583		133,399
Cash and cash equivalents at the end of the year	14		290,194		242,583

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

1. Accounting policies

- a) The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

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

- b) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.
- c) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.
- d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

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

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

Disability projects	98%
Fundraising and publicity	2%

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

Computer equipment	33.33% (straight line)
Fixtures, fittings and equipment	20% (straight line)
Intangible assets	over 10 years

Items of equipment are capitalised where the purchase price exceeds £750. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

- g) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.
- h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.
- i) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.
- j) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purposes.

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

Accounting policies (continued)

- k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis, based on the length of the lease.
- l) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The company has no liability under the scheme other than for the payment of those contributions.
- m) The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

2 Total Income	Fund raising	Support Services	Employment Services	Youth Services	Advocacy Services	Welfare Benefits Service	Independent Living Services	2020 Total	2019 Total
Restricted Income	£	£	£	£	£	£	£	£	£
Statutory Income	-	-	45,333	140,222	69,238	88,220	60,000	403,013	491,839
Charitable Income	-	1,000	-	61,950	-	7,500	-	70,450	131,035
Donation and Fundraising	-	-	-	-	-	-	-	-	736
Fee Income	-	-	355,200	986	-	-	-	356,186	1,585
Other Income	-	-	-	277	-	-	-	277	2,333
Total Restricted Income	-	1,000	400,533	203,435	69,238	95,720	60,000	829,926	627,528
Unrestricted Income	£	£	£	£	£	£	£	£	£
Statutory Income	140	3,000	-	-	-	-	-	3,140	634
Charitable Income	-	-	58,835	-	-	-	-	58,835	1,123
Investment and Interest	21	-	-	-	-	-	-	21	3
Donation and Fundraising	1,484	-	-	3,614	-	-	176	5,274	6,442
Fee Income	3,458	-	22,395	23,838	-	-	-	49,691	446,165
Membership and Subscription	-	-	-	40	-	-	-	40	-
Other Income	2,165	-	81	-	-	-	-	2,246	1,852
Total Unrestricted Income	7,268	3,000	81,311	27,492	-	-	176	119,247	456,219
Total Income	7,268	4,000	481,844	230,927	69,238	95,720	60,176	949,173	1,083,747

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

3 Total expenditure	Fund raising	Support services	Employment Services	Youth Service	Advocacy Services	Welfare Benefits Service	Independent Living Services	Total Disability Projects	2020 Total	2019 Total
		£	£	£	£	£	£	£	£	£
People Costs (see note 5)	13,845	87,954	288,268	156,184	55,166	81,834	15,843	685,249	699,094	861,167
Direct Project Expenditure	-	1,310	57,825	21,903	1,459	871	12,666	96,034	96,034	46,909
Direct Expenses	180	4,336	964	1,417	1,337	339	1,820	10,213	10,393	5,552
Premises Expenditure	-	304	3,789	10,117	615	905	1,676	17,406	17,406	26,281
Travel and Accommodation	-	1,046	1,274	700	322	78	337	3,757	3,757	7,959
Office Expenditure	3	2,425	14,553	5,871	2,617	4,400	7,524	37,390	37,393	35,908
Professional fees	-	4,351	4,124	1,369	684	1,006	363	11,897	11,897	43,512
Support Services fees	-	(119,786)	62,639	30,021	9,001	10,302	7,823	-	-	-
Depreciation	-	4,239	235	101	-	-	-	4,575	4,575	2,916
Total expenditure	14,028	(13,821)	433,671	227,683	71,201	99,735	48,052	866,521	880,549	1,030,204

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

4 Net incoming/ (outgoing) resources for the year

This is stated after charging / crediting:

	2020	2019
	£	£
Depreciation	4,575	2,916
Executive committee's reimbursed expenses	-	-
Auditors' remuneration	4,000	4,500
Operating lease rentals: other equipment	-	-
	<u> </u>	<u> </u>

5 Staff costs and numbers

Staff costs were as follows:

	2020	2019
	£	£
Salaries and wages	579,917	689,470
Social security costs	49,612	61,235
Pension contributions	12,432	16,851
Sessional and temporary workers	46,927	54,046
Other people costs	10,206	39,565
	<u>699,094</u>	<u>861,167</u>

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

The total employee benefits including pension contributions of the key management personnel were £53,191 (2019: £52,335).

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

	2020	2019
	No.	No.
Disability Services and Projects	24	30
Support Services	3	3
	<u>27</u>	<u>33</u>

6 Taxation

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

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

7 Tangible fixed assets	Website	Fixtures, fittings & equipment	Computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2019	-	125,590	38,427	164,017
Additions	3,000	2,084	8,196	13,280
Disposals	-	(120,607)	(24,449)	(145,056)
At 31 March 2020	<u>3,000</u>	<u>7,067</u>	<u>22,174</u>	<u>32,241</u>
Depreciation & amortisation				
At 1 April 2019	-	123,947	31,306	155,253
Charge for the period	138	1,102	3,335	4,575
Disposals	-	(120,607)	(24,449)	(145,056)
At 31 March 2020	<u>138</u>	<u>4,442</u>	<u>10,192</u>	<u>14,772</u>
Net book value				
At 31 March 2020	<u>2,862</u>	<u>2,625</u>	<u>11,982</u>	<u>17,469</u>
At 31 March 2019	<u>-</u>	<u>1,643</u>	<u>7,121</u>	<u>8,764</u>
8 Debtors			2020	2019
			£	£
Prepayments			1,527	3,075
Other debtors			22,670	67,385
			<u>24,197</u>	<u>70,460</u>
9 Creditors: amounts falling due within one year			2020	2019
			£	£
Taxation and social security			2,916	-
Other taxes			966	-
Other creditors			4,492	20,644
Deferred income			37,608	83,909
			<u>45,982</u>	<u>104,553</u>

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

10 Analysis of net assets between funds

For the year ended 31 March 2020	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	17,469	17,469
Current assets	39,331	18,035	257,025	314,391
Current liabilities	-	-	(45,982)	(45,982)
Net assets at the end of the year	39,331	18,035	228,512	285,878

For the year ended 31 March 2019 (prior year)	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	6,268	6,268
Current assets	17,846	13,055	284,638	315,539
Current liabilities	-	-	(104,553)	(104,553)
Net assets at the end of the year	17,846	13,055	186,353	217,254

11 Movements in funds

	As at 1 April 2019	Income	Expenditure	Transfers in/(out)	As at 1 March 2020
	£	£	£	£	£
Restricted Funds:					
Fund raising	-	1,000	(1,000)	-	-
Employment Services	10,000	400,533	(433,671)	38,138	15,000
Youth Services		203,435	(200,191)	(3,244)	-
Advocacy Service	3,037	69,238	(71,201)	-	1,074
Welfare Benefits Service		95,720	(99,735)	7,015	3,000
Independent Living Services	4,809	60,000	(48,052)	3,500	20,257
Total restricted funds	17,846	829,926	(853,850)	45,409	39,331
Unrestricted funds:					
Designated funds:					
Support Services	-	3,000	14,821	(17,821)	-
Employment Services	-	81,311	-	(81,311)	-
Youth Services	-	27,492	(27,492)	-	-
Independent Living Services	-	176	-	(176)	-
40 th Year Capital Fund	13,055	-	-	4,980	18,035
Total designated funds	13,055	111,979	(12,671)	(94,328)	18,035
General funds	186,353	7,268	(14,028)	48,919	228,512
Total unrestricted funds	199,408	119,247	(26,699)	(45,409)	246,547
Total funds	217,254	949,173	(880,549)	-	285,878

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

Movements in funds (prior year)	As at 1 April 2018	Income	Expenditure	Transfers in/(out)	As at 1 March 2019
	£	£	£	£	£
Restricted funds:					
Employment Services	-	167,545	(157,545)	-	10,000
Youth Services	-	228,197	(228,197)	-	-
Advocacy Service	8,342	100,666	(105,971)	-	3,037
Welfare Benefits Service	-	88,220	(88,220)	-	-
Independent Living Services	4,809	42,900	(42,900)	-	4,809
Total restricted funds	13,151	627,528	(622,833)	-	17,846
Unrestricted funds:					
Designated funds:					
Employment Services	-	438,124	(327,161)	(110,963)	-
Youth Services	-	9,460	(5,530)	(3,930)	-
Advocacy Services	-	-	(8,247)	8,247	-
Welfare Benefits Service	-	680	(28,192)	27,512	-
Independent Living Services	-	379	(44,686)	34,307	-
40 th Year Capital Fund	-	-	-	13,055	13,055
Total designated funds	-	448,643	(403,816)	(31,772)	13,055
General funds	150,560	7,576	(3,555)	31,772	186,353
Total unrestricted funds	150,560	456,219	(407,371)	-	199,408
Total funds	163,711	1,083,747	(1,030,204)	-	217,254

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

12. Purposes of restricted funds

Support Services	To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.
Youth Service	To provide a range of leisure, social and educational opportunities for young disabled people throughout the year in inclusive environments and settings.
Peer Support	To provide a service aimed at bringing disabled people together to offer mutual support around all aspects of their lives, while sharing activities around common interests.
Employment Service	To assist disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.
Advocacy Services	To provide a single point of access to advocacy services.
Welfare Benefits Services	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for disabled people. Local authority funded children and families and adult services.
Access to Work	Funding from government scheme to provide equipment and support workers for disabled employees which include travel to and in work.

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

	2020	2019
	£	£
Net movement in funds for the reporting period	68,624	53,543
Depreciation	4,575	2,916
Interest, rent and dividends from investments	(21)	(3)
Decrease / (increase) in debtors	46,263	27,473
(Decrease) / increase in creditors	(58,571)	33,807
Net cash provided by / (used in) operating activities	60,870	117,736

14 Analysis of cash and cash equivalents

	At 1 April 2019	Cash flows	Other changes	At 31 March 2020
			£	£
Cash at bank and in hand	242,583	47,611	-	290,194
Overdraft facility (repayable on demand)	-	-	-	-
Total cash and cash equivalents	242,583	47,611	-	290,194

Action on Disability

Notes to the Financial Statements

For the year ended 31 March 2020

15 Operating lease commitments

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

	Equipment 2020 £	Equipment 2019 £
Within 2 to 5 years	<u><u>-</u></u>	<u><u>-</u></u>

16 Related party transactions

There were no related party transactions during the year.

17 Post Balance Sheet Event

The World Health Organization declared the outbreak of the coronavirus a pandemic in March 2020. As we progress through 2020, more information is becoming known about the scale and impact of the coronavirus. The pandemic might have a significant financial effect on the charity and its operations and lead to reductions in future donations.