

Disability Huntingdonshire

Annual Report 2022-2023



dish
benefits you

Contents

Chair of Trustees, David Bowers

Chairs Foreword	Page 03
Governance	Page 05

Chief Executive, Tracy Hyland

Message from Tracy	Page 06
Meet #TeamDISH	Page 08
What has DISH achieved?	Page 09
Our supporters and fundraising	Page 10

Treasurer, Melody Chanakira

Finance Report 2022-23	Page 11
------------------------	---------



Chair Foreward

2023 has truly been another year of achievement for DISH. During the year it has given me much pleasure to watch DISH grow and mature into a well-managed and successful mid-size charity. All of us - staff, trustees and supporters - can be proud of DISH.

Since 1992, DISH has provided advice and support for people who are disabled for any reason, and of any age.

Currently, as a nation, we are passing through a cost-of-living crisis, coupled with a government squeeze on services and benefits, so the number of people needing our help has continued to rise.

Thanks to the generosity of our benefactors, DISH has not only been able to accommodate this additional demand, but has also obtained funding to extend support beyond our traditional areas of Huntingdonshire and South Cambridgeshire, and into Fenland and Cambridge City. We have also been able to provide regular outreach sessions.

DISH has always invested time and effort to foster and maintain new and existing contacts with benefactors and with other charities. Our services to clients are strengthened when we can interwork with other charities that can provide complementary services for our clients.

The year has seen the introduction of a level of management. Tracy Hyland as CEO now has Tracey Woodhouse as Deputy CEO managing the caseworkers and their enlarged workload, while John Turner has joined as Compliance and Impact Manager.



Team DISH has streamlined its internal processes and procedures under John Turner's leadership, and most importantly DISH has greatly enhanced its use of Charitylog, a database which efficiently captures client contacts, and tracks the progress in DISH's support of the client. These changes have significantly lifted the team's productivity.

DISH's improved processes and procedures have allowed DISH to gain important quality accreditation during the year, AQS. This accreditation reflects the quality of our work and enhances the confidence our benefactors and supporters have in DISH.

Very pleasing also is that we have recruited four new trustees to the board this year: Chris Harding, Alison Lyons, Georgina Wark, and Gethyn Williams. They bring with them lots of energy, and an impressive range of skills and experience, and they will help us to steer DISH into a successful future.

At the last AGM, in January 2023, I pointed out that I will have been Chair for three years by now, and trustee for eight years, and that the time has come to pass on the baton. I am delighted that Gethyn Williams has been willing to accept the challenge, and he will take over the chair. Gethyn knows DISH very well, having provided invaluable consultancy to DISH over several years, including for our successful National Lottery bid. Gethyn has my full support, and I have no hesitation in recommending him as the next chair of trustees.

Finally, I must thank everybody who has helped make DISH the proud success it is today. It is always invidious to single out one person, but there can be no doubt that Tracy Hyland has worked tirelessly to make all this happen. But I am sure Tracy would acknowledge she has been brilliantly supported – by Team DISH, by DISH's many benefactors and supporters, and by my fellow trustees. On behalf of DISH, I thank you all.



- David Bowers, Chair of Trustees

Governance

CIO

Disability Huntingdonshire (DISH) is a registered Charitable Incorporated Organisation (CIO), registration number 1198841. We are governed by a constitution, last revised in May 2022.

Policy

DISH's Policy Framework ensures that the charity has a robust process for managing and reviewing policies and procedures to best manage the charity.

Recruitment

New trustees are selected through an open recruitment process and following our governing document requirements

Our Board

The members of our Board of Trustees serve for a three-year term, after which they are eligible for re-election. The trustee board has met six times during the year, and the emphasis of the meetings has been moved towards focussing on the strategic objectives for DISH and monitoring progress towards those objectives. Two sub-committees of the board have been established, to develop and/or review more detailed plans and procedures, and to make recommendations to the full board for its approval.

David Bowers
Chair of Trustees

Sandra Ferrely

Alison Lyons
Joined July 2023

Gethyn Williams
Joined December 2023

Amy Bosse
Vice Chair

Mark Griffen

William Templeton

Melody Chanakira
Treasurer

Chris Harding
Joined December 2023

Georgina Wark
Joined July 2023

Liz Blake
Resigned June 2023

Bob Johnson
Resigned April 2023

Nic Wells

Message from Tracy

It has been another incredible year at DISH, challenging at times, however, our dedicated staff have been able to support an increase in referrals.

The work the staff have put in both with the clients and supporting each other has been humbling.

We thought that we could ‘breathe’ a little as an organisation when the pandemic was over, but that has proven to be a false hope. The cost-of-living crisis has impacted our community more than any other group of people. The focus of my report to you is to raise awareness of the challenges we and many other voluntary sector organisations face. We cannot gloss over what is coming, and how we must mobilise to meet that challenge together, staff, trustees, partners, referrers, and clients.

Research by Scope in November 2022 highlighted that:

‘We are in the middle of the worst cost of living crisis for decades, one that disabled people did not cause, but are being hit hardest by. Disabled people feel let down and forgotten by the government and are struggling with the price of essentials such as energy or food, often having to make devastating decisions about what to prioritise.

Scope (2019), Disability Price Tag – Policy report,
<https://www.scope.org.uk/campaigns/extra-costs/disability-price-tag/>

The value of benefits had seen a significant cut. This is because they have not kept pace with inflation.

More than 4 in 10 families who rely on disability benefits are living in poverty. 290,000 disabled people have been removed from the Warm Home Discount Scheme (WHD) at a time when they need it most.

The new welfare reforms as announced in the autumn statement have been widely criticised and will impact new claimants and demonise existing ones.

The Disability Benefits Consortium, a national coalition of more than 100 charities, described the Government’s plan as a “cynical attack on disability benefits (which) will have a devastating impact on those on the lowest incomes”.



I am proud of every one of my team, we have achieved great things this year despite the challenges, I am proud of the community we work in, and our partners in the VCS, who are fighting the good fight daily. I am proud that our clients choose us to help them, it may be a necessity, but they know that we care and that we will be there for them.

We have had some stunning achievements at DISH this year, our achieving AQS accreditation, the amazing changes to our CRM system that enable us to be more efficient and the reporting more effective, the additions to our services of Fenland and Cambridge city, short-term projects they may be currently, but have opened our eyes to the need in those areas, our back office restructure which is revolutionising the way we do things at DISH, our board as it goes through a period of transition, our results, I know we have surpassed the number of people we have seen, I know that we have had more £'s for clients than we have ever had.

At this point, I must thank our funders, the people that believe and invest in us. Thank you, we could not do this without you.

As we move into 2024 and the uncertainty of funding, we know we have a plan, but my plea will be as always, our service is free to our clients, but it is not free to us, so if you are reading this and you refer loads of people to us and then query our waiting list, pay us, and then we can increase our capacity, recognise our skill and expertise, because we have it in abundance, and acknowledge that our intervention and support is as vital as other avenues of support. Because we are small, we can work quickly and responsively to needs without the bureaucracy and politics of larger organisations.

We work locally, so we understand the specific challenges faced.

We build relationships in the community.

We will spend your money wisely and with care, we can demonstrate our value.



- Tracy Hyland, Chief Executive

Meet #TeamDISH



Tracy Hyland
Chief Executive



Tracey Woodhouse
Deputy Chief Executive



John Turner
Compliance and Impact Manager



Michael O'Fee
Senior Caseworker



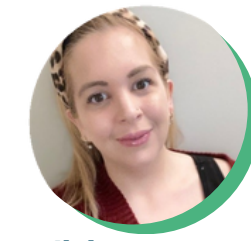
Karen Barwell
Fenland Caseworker



Jade Cox
DLA Caseworker



Lucille Corby
Mental Health/Dementia Caseworker



Felicity Hart
Mental Health Caseworker



Emma Hughes
Cambridge City Caseworker



Anna Lowe
Volunteer Coordinator



Leslie Milton
Client Advocacy Worker



Kirsty Smith
Finance Assistant

What has DISH achieved?

In 2023, we received 635 referrals:

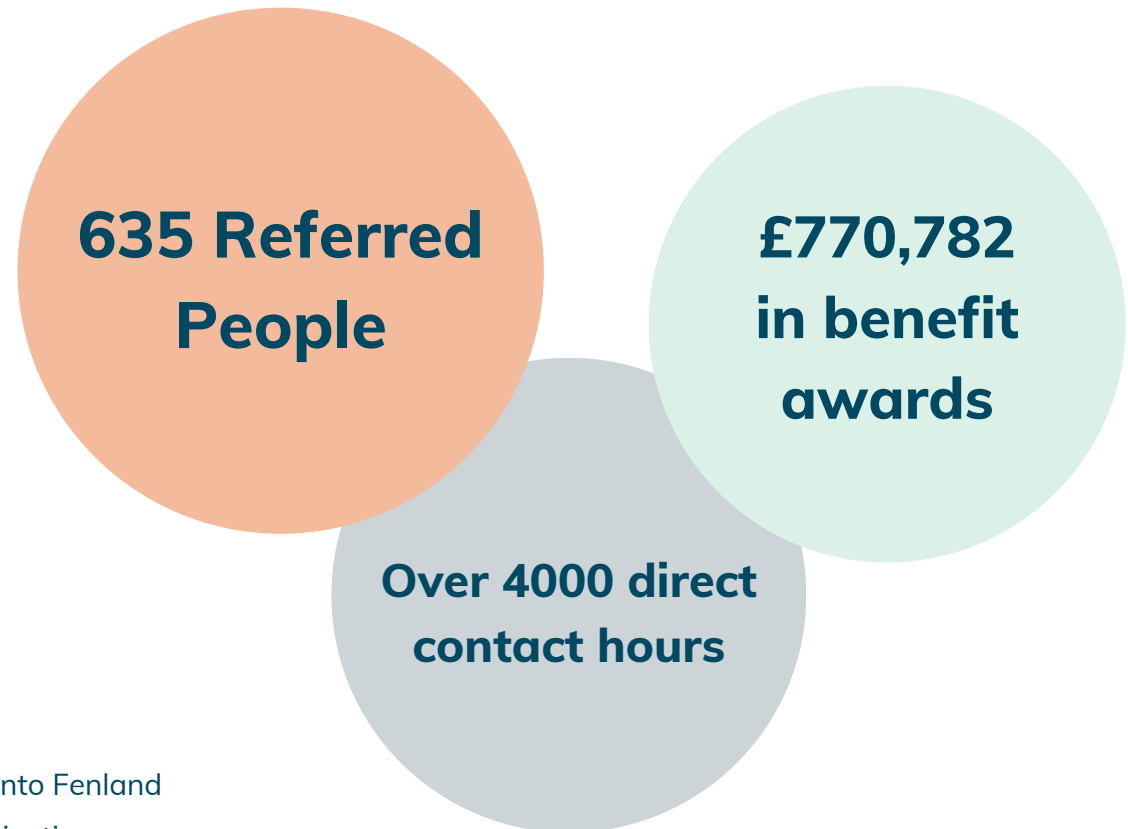
- ✓ 69% are in the 16 – 64 age group
- ✓ 29% are in the 65+ age group.
- ✓ 66% are White British
- ✓ Over 4000 hours of direct contact with clients

We have held outreach and community sessions at:

- ✓ St Ives Library
- ✓ Papworth Library
- ✓ Ramsey Library
- ✓ Conneygear Community Centre
- ✓ Oxmoor Community Fridge

During 2023, we have expanded our support and services into Fenland and Cambridge City, building relationships with local organisations

We achieved three accreditations during 2023



Our supporters and fundraising

Special thanks to all our funders and individuals who have supported us during 2023, including:



As always fundraising is a constant challenge for organisations such as ours. We do have routes for people to support our work through donations and fundraising channels:



Treasurer's Finance Report

Finance Year 2022-23

DISH's fiscal year runs from 1st April to 31st March; consequently, the latest audited accounts relate to April 2022 to March 2023.

The audited accounts to March 2023 are available on the Charity Commission website. Moreover, The audited accounts will outline all the accounting policies adopted in the preparation of the financial statements.

DISH's income for the year totalled £336,407. The make-up of this was £226,902 in restricted funds (restricted funds are funds which are used following specific restrictions imposed by the donor or grant funder). As well as £106,505 unrestricted funds. Tied within those funds was the donation from the old charity totalling £156,470 as part of the restructuring for DISH as a CIO.

Expenditure for the year totalled £188,679; of that 78% was staff salaries.

Total funds carried forward were £147,728, this is a reduction from the previous financial year closing.

2022-23 Income
£336,407

+ £166,021 more income than the previous financial year.

2022-23 Expenditure
£188,679

+ £47,920 more expenditure than previous financial year.

Reserves and Financial Health

The Treasurer, CEO and Chairman regularly review finances, budgets and spend against budget. This is reported quarterly to Trustees with a monthly cashflow analysis as part of the effective stewardship of the charity.

The Trustees have examined the charity's requirements for reserves considering the main risks to the organisation. It has established in principle restricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of expenditure. This should cover operational costs in the event of a loss of income and to meet any unforeseen expenditure that may occur.



Financial Year 2022-23

Despite the challenging economic landscape at the local and national levels, DISH is striving to sustain the level of service and funding needed to support our community.

Explicitly this has ensued in DISH constantly receiving exceptional funding from countless generous Funders and Benefactors. DISH has maintained acquiring funding plus one-off donations which continues to reflect positive referrals from services provided.

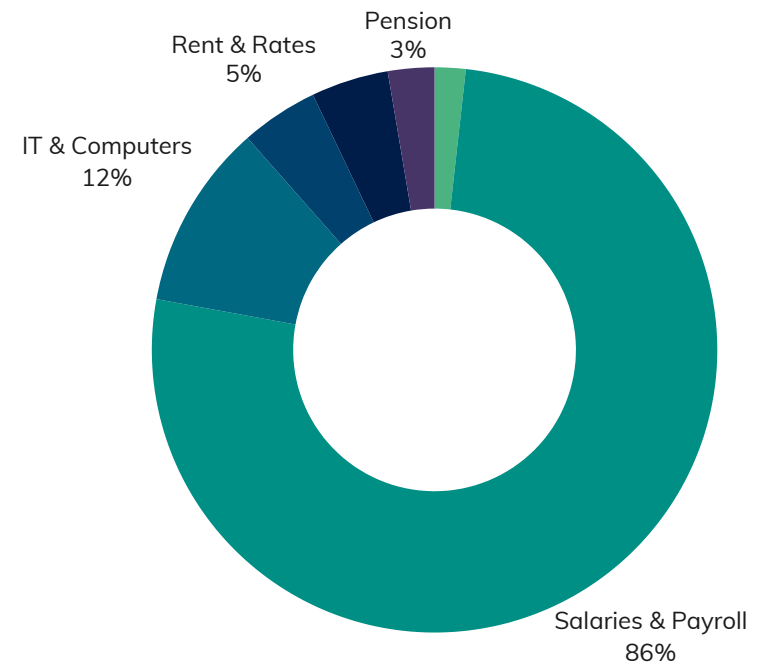
DISH has successfully reported spend versus budget on the second year of the project development fund from the National lottery totalling £249,279 split over 3 years.

DISH is certainly financially viable for calendar 2024 and beyond as established by cashflow projections on committed funds and additional funds the CEO and team continue to secure.

The Trustees have maintained the focus on supporting disabled clients. Expenditure has also been invested in Trustees Training, relocation costs, and staff training to boost staff productivity and confidence overall. Projected expenditure during the current financial year is summarised in the chart:



- Melody Chanakira, Treasurer



DISH: where the money goes. Apr - Mar 23 Forecast.

Disability Huntingdonshire

Annual Report 2022-2023



dish
benefits you

0330 3553 256
www.dish.org.uk