



Annual Report 2021- 2022



We believe that **everyone**, regardless of circumstances, should have a fundamental right to a place of **shelter**, and help to **rebuild** their life

Staff & Volunteers

Management

Trevor Atkinson
Janet Boyle
Heather Witham
Stephen Lowther

Staff

Rob Conn
Lauren Cooper
Vicki Davies
Michelle Forster
Miriam Grogan
Jenny Laverick
Vicki Lyall
Gary Raisbeck
Glynis Rodham
Graham Rodham
Wendy Simpson
Vicki Tarry
Amie Wood
Gareth Wood
Rachel Wilkin

Management Committee

Gary Eaborn: Chair
Ruth Craige: Secretary
Mark Reid: Treasurer
Madeleine Ashdown (resigned Nov 21)
Helen Burton (resigned June 21)
Patrick Conway (resigned Nov 21)
Mike Costello
Becky Craven
Kate Curry
Victoria Halliday
William Manners
Marie Roe
Clive Rook
Peter Samuels



Volunteers

Alexis Gott
Becca White
Catherine Priestly
Charlotte Anthony
Chloe Ellison
Dannielle Kidd

Dulce Garcia Lugo
Elle Brewster
Emma Hyland
Iona Fleming
Jess Hill
Joan Aynsley
Julius Radziunas

Mark Davies
Mark Tallentire
Meg Baker
Osla Henniker- Major
Peter Samuel
Safena Yvanovich
Tamzin Williams

Chair's Report

This year we have worked through staff shortages to maintain the high level of professional services that we are known for. Fortunately, staff have been very flexible in providing the cover to maintain the required level of service.

The scheme to create 4 one-bedroom flats at our headquarters, at Hudson House, was completed in June and all four flats have been let through Durham Key Options. This was our first affordable housing project as a Registered Provider under the banner of Kepier Homes. We will continue to look for development opportunities to expand our general needs housing provision.



Gary Eaborn
Chair

Following the untimely death of our Operational Manager, Janet Boyle, in August, the staff team was re-structured to create three new posts: Director, Housing & Support Manager and Finance & Administration Manager. The new structure has bedded in well. As Director, Trevor has initiated a number of important organisational improvements including a staff wellbeing programme. My thanks go to Heather Witham, Finance and Administration Manager, for her excellent management of the charity's finances. Thanks also to Stephen Lowther who has taken on a new role as Housing and Support Manager and has been working hard to ensure organisational improvements are carried out including improved working arrangements at the Vulnerable Women's Project.

I would like to thank all staff for their hard work and commitment throughout the year. Collectively they have enabled DASH to continue to deliver a high-quality service to our residents and are constantly developing new initiatives to add value to the experience we offer to our residents.



Many thanks to the Board for their continued contribution. In particular I would like to thank Mark Reid (Treasurer) and Ruth Craige (Secretary) for their valuable and professional input, and I would like to welcome two new trustees to the Board, Becky Craven and Clive Rook who have both already made a significant contribution. The importance and appreciation of the free time trustees give up, and the expertise they add to the smooth running of the charity, cannot be emphasised enough.

We owe our thanks to Durham County Council for their continued and invaluable financial support. Many thanks too, to the various organisations and individuals who kindly donate either money or gifts in kind and a big thankyou to our team of volunteers. Their support is very much appreciated. It is impossible here to set out all the many ways in which volunteers are making a contribution to supporting DASH, but please do look at our website which has many inspiring examples.

Although it has been a challenging year, DASH is in a good financial position, we have a committed staff team and a strong Board and we look forward to exploring opportunities, developing the charity and making further service improvements in the future.

Gary Eaborn
Chair

Treasurer's Report

For the year ended 31st March, 2022

A more positive year this year following the uncertainty and Covid disruption last year. The conversion at the Head Offices to create four flats above the offices with funding from Durham County Council via Section 106 funding, and funding from the Affordable Rents programme with Homes England, was completed and all four flats were successfully let within the financial year. These are the first properties under the new Kepier Homes brand, and planning has already started on expanding the portfolio.



Some difficulties have still been ongoing, the planned replacement of one of the kitchens has been delayed due to the availability of kitchen fitters and the need to prioritise that availability towards repairs, however many aspects of our work have slowly returned throughout the year towards pre-covid routines.

The Statement of Financial Activities shows a surplus for the year of £417,195 which includes the funding of £295,203 received for the new flats so is considerably larger than last year's £93,938. A further three properties were identified for sale continuing the re-structure of our portfolio. The proceeds from these sales will be re-invested into alternative properties and the development of Kepier Homes brand properties.

Excluding the £295,203 one-off funding received there was a slight increase in income for the year to £707,246 from £704,527 in 2020/21 which remains at a level consistent with recent years. Donations increased to £44,670 with large donations from Durham University through support from Fashion Shows, Grey College, and CEO Sleepouts. We also continue to receive donations from organisations such as the Rotary Club of Durham, Arnold Clark, and the Co-operative. We also received regular donations from St Brandon's Brancepeth PCC and a number of individuals providing a welcome addition to our income.

The expenditure for this year decreased to £585,254 from £610,589 in the previous year. Some planned expenditure was delayed due to the lack of availability of trades people and the required materials. We also had an underspend of £20,000 on staff salaries due to staff sickness, vacancies and the sad loss of our Operational Manager.

The Balance Sheet shows Fixed Assets of £1,132,518 an increase from last year's £1,055,350 due to the addition of the four Kepier Homes flats. The receipt of the final installments of the two grants increased the 'Cash at bank'; the creditors falling due within one year has also returned back to more usual levels following last year's building works invoice raised at the end of March but not paid until April.

The Total Assets less Liabilities of the Charity are £2,154,545 compared to £1,925,874 at the end of the previous year, reflecting the changes to our asset base with our surplus for the year, tempered by the ongoing costs of the building work and grants towards this.

The Charity retains its surplus funds on deposit at its bank and spread across a number of savings accounts and short-term bonds. All savings accounts are covered by the FSCS.

A full complement of staff comprises of 16 full time and 2 part time members of staff employed by the Charity; two members of staff forming the Finance Team with a further fourteen staff involved with financial matters. Following the sad demise of our Operational Manager during the year there was a restructure of the staff and management teams.

Thanks to the Finance team and all staff involved in dealing with matters of a financial nature; and finally, thanks to all financial agencies for their support including Mitchell Gordon Accountants and Iris Payroll Services.

Copies of the full accounts are available from the Finance and Admin Manager.

Mark Reid
Treasurer



Management Report

It has been another challenging year, but we have overcome barriers in order to sustain and manage the work of the charity to maintain the much-needed accommodation and support that we provide to our residents throughout the county.

Fundraising and Donations

The University has been an increasing source of fund-raising this year. The Inter-Collegiate Charity Fashion Show in June raised £18,000.

On a smaller scale we have benefited from a number of fund-raising efforts by businesses, local groups and individuals.

There has been an increase in donations again this year including an increase in online donations with a number of people also setting up repeat donations.

In total we received £44,645 in donations and fund raising compared with £35,389 during the previous year.

Donations were received from Durham University Hatfield College Feminist Society, the CEO Easter Sleepout, Scoop (sustainable shop in Durham), and Paypal Giving (website). There was a significant increase on the previous year due in the main to the sum of £18,000 received from the Durham University Walk on Charity Fashion Show.

We would like to thank everyone who has donated to us and supported us through fund-raising activities for their kind generosity.

Properties

The DASH property portfolio has remained unchanged since last year. It was decided that the DASH Empty Homes properties should be sold as they have proven difficult to let due to their location and the shared nature of the properties, resulting in loss of potential rental income.



Staff

DASH have been fortunate not to have been adversely affected by the Covid 19 outbreak with only the odd member of staff contracting the virus at any one time.

Two members of staff left DASH – Amie Wood and Victoria Tarry who were both Accommodation Workers. We appointed two new members of staff - Miriam Grogan, Housing and Support Worker, and Glynis Rodham, Accommodation Worker.

Funding

Area Action Partnership funding was secured to continue the Residents Health and Wellbeing Programme. This is a programme of activity aimed at improving residents physical and mental health. The programme has included walks, outings, and other activities.

Funding was also secured from the Barbour Foundation, Arnold Clark Community Fund and the Co-op Local Community Fund.

Residents Health & Wellbeing

This programme has continued to deliver benefits to our residents including walks, outings to the cinema, pamper sessions and other activities aimed at improving both physical and mental health.



Volunteering

The volunteering programme has successfully continued this year with a number of new volunteers, many of whom are Durham University students. The volunteers have carried out a variety of office-based tasks as well as fund-raising activities in the University colleges. Most of this activity has been carried out remotely and the use of Zoom and WhatsApp has enabled communications between DASH and our volunteers to continue. Some volunteers have started to come into the office and either way we have been able to maintain a core group of proactive and enthusiastic volunteers. Unfortunately, corporate and group volunteering discontinued through the pandemic, but we are starting to get interest again, with groups from the University helping with work at two of our properties and Emmanuel church provided a group of volunteers to work in our outdoor space at Hudson House.

Future Plans

In January 2022 we introduced a plan to carry out a number of organisational improvements during the next year, these include the introduction of a new Performance Appraisal process, a staff Training and Development Programme and a Staff Wellbeing initiative.

Marketing, communications and engagement through the website, social media and other channels enables us to highlight the work we do and encourage donations, volunteering and other support. This will remain a priority focus next year.

We will continue to look for development opportunities and seek additional and appropriate site locations and buildings to expand our Kepier Homes housing provision into affordable general needs accommodation.

Marketing and Communications

Website usage has increased, online donations are increasing, and the number of repeat donations is also on the increase. Social media use has increased and the circulation for the DASHtalk e-newsletter has increased to over 1,000 people.

Quality Management

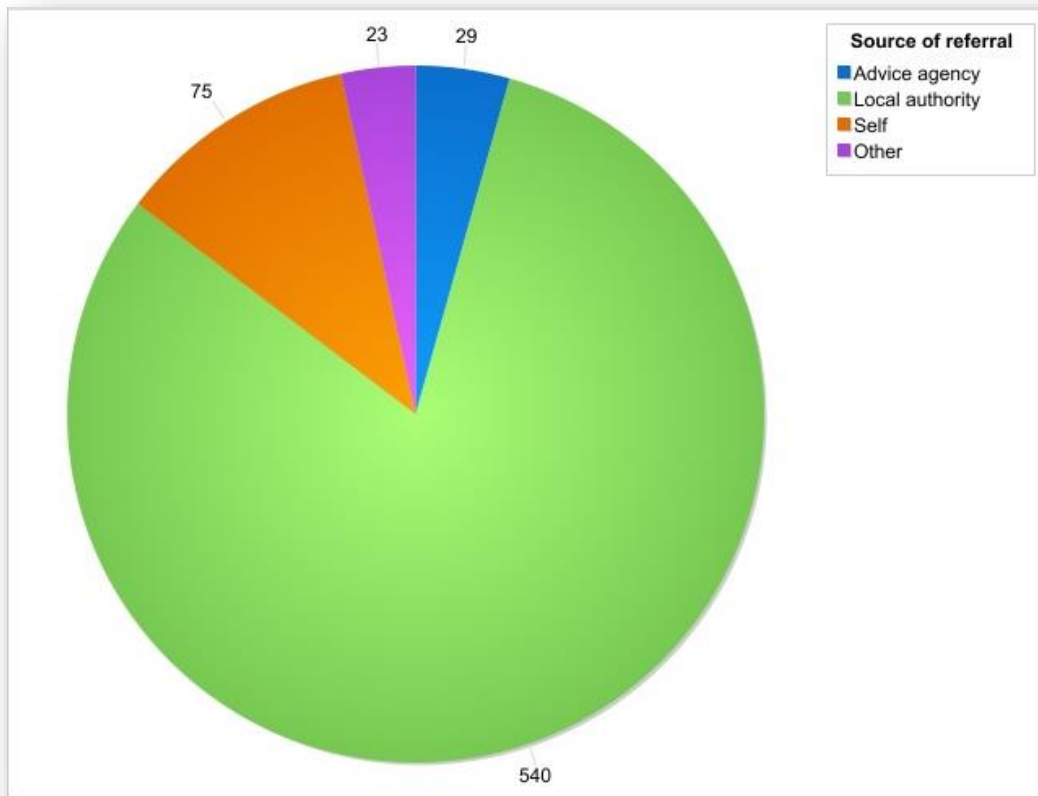
Regular Management Reviews and Internal Audits have been carried out to maintain our quality management system to the ISO9001/15 QMS Standard and an external audit carried out in August was successful with no non-conformities and the auditor was impressed with the way the system is being used and maintained.

Trevor Atkinson, Stephen Lowther, Heather Witham

The Management Team



Statistics (2021-22)



2021/22 Referrals

Between the months of April 2021 and March 2022 we received a total of 667 referrals. The highest number of referrals came from people who were referred from the local authority, followed by people who self-referred. Referrals were made from prisons, support agencies, and health services.

Out of the 667 referrals, we accommodated 68 people. 37 moving into the Vulnerable Women's Project, 14 moving into Harry Mears House, 11 into PLP (Private Landlord Partnership), and 6 into our affordable rent properties.

68 people moved out of DASH services with 5 people moving into private rented accommodation and 3 moved into local authority properties. 8 people moved in with family/friends and 2 people moved back into their previous home. Others abandoned their property, moved internally or their licence was not renewed because of behavioural issues.



We believe that **everyone**, regardless of circumstances, should have a fundamental right to a place of **shelter**, and help to **rebuild** their life

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