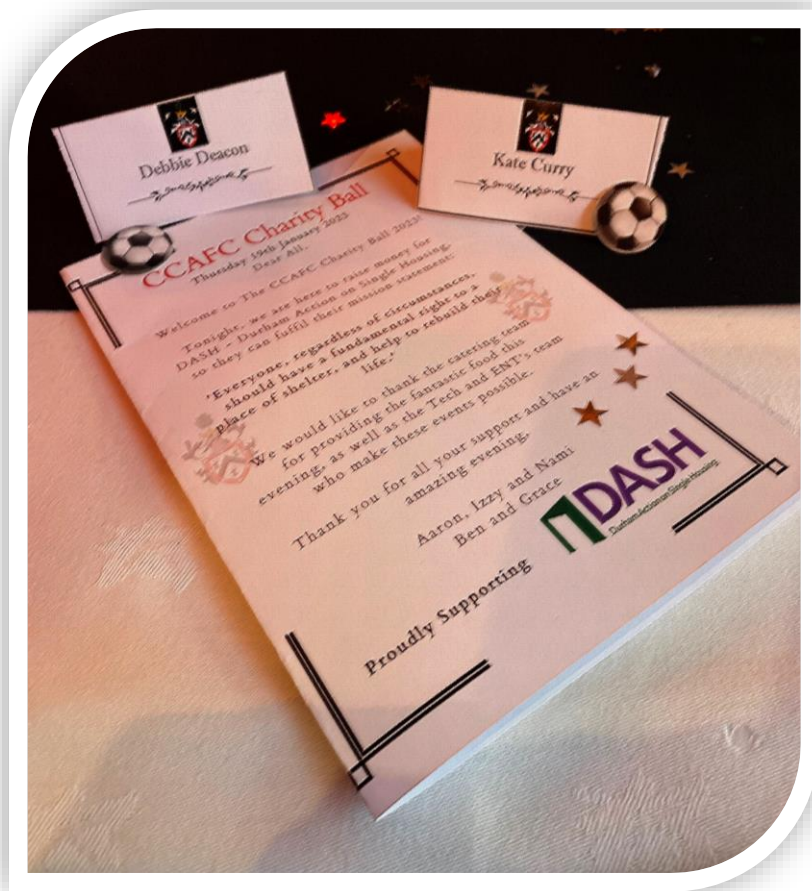




Annual Report 2022 - 2023



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
Stephen Lowther
Mark Prinn
Louise Ridsdale
Heather Witham

Staff

Daniel Ambler
Michaela Bainbridge
Rob Conn
Lauren Cooper
Vicki Davies
Debbie Deacon
Michelle Douglass
Samantha Edwards
Michelle Forster
Alethea Foulds
Miriam Grogan
Savannah Hancock
Donna Kay
Jenny Laverick
Vicki Lyall
Gary Raisbeck
Glynis Rodham
Graham Rodham
Wendy Simpson
Rachel Wilkin
Gareth Wood

Management Committee

Kate Curry – Chair
Gary Eaborn – Chair (*Resigned as Chair Nov 22*)
Mike Costello - Secretary
Ruth Craige – Secretary (*Resigned Nov 22*)
Mark Reid – Treasurer
Becky Craven
Victoria Halliday
William Manners
Marie Roe (*Resigned Sept 22*)
Clive Rook
Peter Samuel



DURHAM IMPACT PROJECT

VOLUNTEER TO MAKE A CHANGE

Chair's Report

For the year ended 31st March 2023

Kate Curry
Chair



The Annual Report for DASH marks the milestone of another year in the history of the organisation and another year of making a difference to those in and around Durham who need a roof over their heads.

This year has included a number of milestones and events, and it seems only right and proper to highlight once again the 50th anniversary of DASH which was celebrated in September. I am sure that some of those original Cyrenian founders would be somewhat dismayed that we still need DASH today but what a legacy to have left, nevertheless. The celebration evening was a wonderful opportunity to mark the occasion with staff, volunteers & trustees, both current and past were able to attend. My thanks to all those involved who helped make it happen. As an organisation the year has been as busy as ever, with demand outstripping supply and services and associated challenges continuing to come along. We have of course, also had our own staffing changes, and I would like to record our sincere thanks to our late Director, Trevor Atkinson, who passed away in the Autumn whilst in post. Trevor worked for DASH for 6 years and was instrumental in many of the projects that make DASH today – such as Hudson House, Kepier Homes and the strong volunteer programme that we have.



Mark Prinn and Louise Ridsdale joined the staff team towards the end of the financial year, and we extend a warm welcome to them both – they have a strong legacy to build on from both Trevor, and previously, Janet. As is the case in many organisations currently, we have had a number of leavers and new starters throughout the year – my thanks go to all those who have contributed to DASH during the year and have now moved on.



In many ways our in-situ staff team have had a tough year, and my thanks must go to Heather Witham for stepping up and into role of Senior manager whilst we were recruiting. A number of other staff members also helped fill some gaps and the resilience

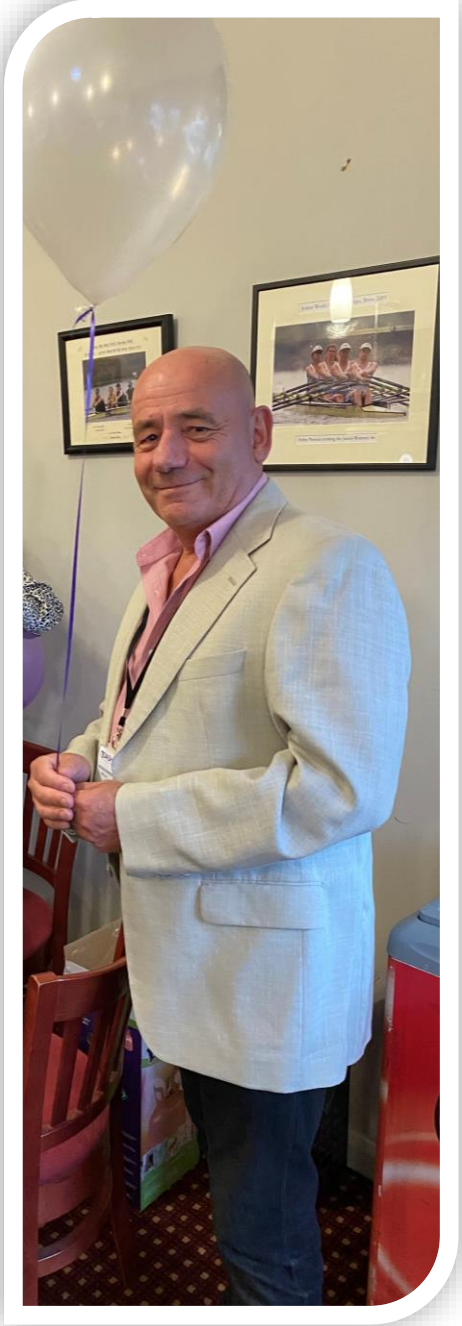
and the determination shown to continue to deliver the services was much appreciated. The wider staff team also deserve a particular mention for continuing to deliver the day-to-day services whatever the challenge. This year, more than ever, the Board of Trustees has also very much played an active role and had to take on additional tasks. My thanks to all those who have so generously given their time, expertise and support.

As ever, during the year there have been a number of Board member changes:

- Gary Eaborn resigned as Chair in Nov 22 and from the Board in June 23.
- Ruth Craige resigned as secretary and from the Board in Nov 22.
- Marie Roe resigned from the Board in Sept 22.

Our thanks to these outgoing Board Members for all they contributed to DASH, some over many years. As an organisation we are thankful for the ongoing financial support of Durham County Council and very much look forward to working with them with new projects going forwards. We are also grateful for the many organisations and individuals who support DASH – both with financial giving but also time and resources. These are the things that can make such a difference. Thank you.

Kate Curry
Chair



Trevor Atkinson



Treasurer's Report

For the year ended 31st March 2023

Mark Reid

Treasurer

A brighter start to the year, with supplies becoming more available post covid once more. This allowed work to start on developing a revised planned maintenance programme.

With staffing changes throughout the year, we were also able to focus on personnel and implementing a Staff Health and Wellbeing Programme. This was tempered with increasing inflation and utility costs, which had a significant impact on residents and staff, as well as DASH's finances. With most residents on a fixed service charge to cover utilities, we were able to ensure that residents were able to maintain heated homes throughout the winter. This has been possible whilst fixed price contracts are in place, but as these are renewed, DASH will not be able to shield residents from the increases to utility prices.

The Statement of Financial Activities shows a surplus for the year of £29,186. This is considerably lower than last years £417,195 which included the funding of £295,203 received for the new flats. 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.

Income for the year was £725,876, which is consistent with recent years, excluding last year which included one-off funding for the development of Kepier Homes flats of £295,203. Income last year was £1,002,449 or £707,246 excluding the funding. Donations for the year were £12,554 with large donations from Durham University through support from the Collingwood College.

We continue to receive donations from organisations such as the Rotary Club of Durham, Beverley Seaman, St Johns Church and St Brandon's Brancepeth PCC. We also received funds from the Shakespeare Temperance Trust, Henry Smith, and the Sainsburys Neighbourly Grant fund. A number of regular donations from individuals continue to provide a very welcome addition to our income.

The expenditure for this year increased to £696,690 from £585,254 in the previous year. This encompasses salary (cost of living) increases; increased expenditure on maintenance following delays to planned works with the lack of availability of trades people and the required materials due to Covid; expenditure on recruitment; and increased utility costs, primarily gas and electric, for our properties.

The Balance Sheet shows Fixed Assets of £936,005 a decrease from last year's £1,132,518 due to the sale of three houses. This completes the restructure of our portfolio. So far, we have identified one replacement property, which we are in the process of purchasing, expecting to complete in April 23. The Total Assets less Liabilities of the Charity are £2,164,044 compared to £2,154,545 at the end of the previous year, reflecting the changes to our asset base with the sale of properties echoed with the changes to Fixed Assets and Cash at Bank.

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 3 part time members of staff employed by the Charity; two members of staff forming the Finance Team with a further fifteen staff involved with financial matters.

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

Mark Prinn
Director



I am extremely proud of how DASH and its dedicated staff team has navigated the past 12 months. This last year has been challenging for everyone including the individuals we support for many reasons such as organisational and staff changes, the emergence of fuel and food inflation, the ongoing war in Ukraine and a cost-of-living crisis not experienced for many years. Despite these national and international issues, we have found ways to continue to deliver services and invest in our homes, with a commitment to spend £106,000 over the next 12 months on repairs, maintenance, and improvements. This will include replacing kitchens and bathrooms and improving insulation levels as part of our long-term strategy to make our homes as energy efficient as possible.

Additionally, we have focused on fire and building safety in line with new legislation and on eliminating cases of dampness and mould. The cost-of-living crisis is having a profound effect on many people and communities, making everyday life difficult. But we have overcome barriers to sustain and manage the work of the charity, providing much-needed accommodation and support to our residents throughout the county.

Fundraising and Donations

As detailed in the Treasurer's Report, this year DASH received a total of over £12,000 in donations, this includes £2000 from the Shakespeare Temperance Trust and £500 from Sainsbury's Neighbourly fund to name a few.



Personally, I raised funds by donning my thermals and taking part in this year's 'CEO Sleepout' in St. James' Park stadium in Newcastle. We have received donations of 50 bags, hats and gloves which were made by participants in Low Newton Prison's education programme. These were handed out to individuals who are rough sleeping.



Staff

DASH has seen a number of significant changes in senior management over the past 12 months with the loss of both the Director, Trevor Atkinson, and the Supported Housing Manager Stephen Lowther. Both myself as Director, and Louise Ridsdale as Supported Housing Manager took up post at the beginning of March.

Other staff changes included saying 'hello' and 'goodbye' to Accommodation Workers Daniel Ambler, Michaela Bainbridge and Samantha Edwards. Support Work Assistant Donna Kay and Housing Support Worker Wendy Simpson also left DASH for pastures new. We appointed four new members of support staff – Alethea Foulds as Housing and Support Worker, Michelle Douglas as Support Work Assistant and Savannah Hancock as Accommodation Worker.

Funding

This financial year DASH received four grants. £4,000 was awarded from Henry Smith to decorate the Vulnerable Women's Project, with a further £3,000 also from Henry Smith towards funding our Volunteer Coordinator Post. We received a grant of £13,531 from CDCF AAP and Durham Community Action awarded DASH £1,620 which was also towards funding our Volunteer Coordinator.

Volunteering

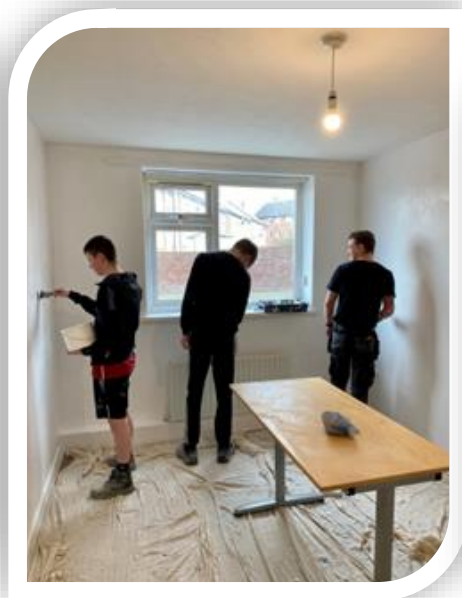
After the pandemic, volunteering changed dramatically across the country. To adapt to the shift in volunteering we focused on 'hands on, short projects.' This change would support people to re-engage and see an impact in a short period of time.

NCVO found that "Volunteers are re-evaluating priorities in their life, and volunteering may not come at the top of their list. A survey conducted showed that the UK public looked forward to enjoying simple pleasures in life and spending time with friends after the pandemic far more than supporting their local community or donating money or goods." However, despite this shift DASH has benefited from over 350 hours of volunteering by over 80 people in the last year.

DASH has continued to build relationships with Durham University. Collingwood College Amateur Football Team have partnered with DASH to complete the project of redecorating a 'move on' property. This included fundraising and students decorating.



Several fundraising events have taken place including a Ball and 24 hours of football, a total of £7,299 was raised. Due to the amount of volunteering and partnership work, Durham University awarded two Volunteering Awards, Team of the Year and Best Social Inclusion Effort.



Churches - Emmanuel Church and The Church of Jesus Christ of Latter-Day Saints

Corporate - Tilbury Douglas, Northern Power Grid, Wave Utilities, Nissan

Education - Durham University – (Collingwood College Football Association, Netball Club, Full Score, St Mary's and staff), New College Durham

Service User volunteering from DASH and St Margaret's included:

Gardening for local residents

Woodwork signage for Harry Mears House

Blankets for Linus Project Durham

Donations

Durham University Netball Club - £1,113

Salvus House – furniture for Hudson House and Women's Project office

Starbucks, Durham University (Christmas Tree Wish Initiative),

Feeding Families, Sainsbury's - Newcastle Road,

Stanley Crook Primary School, St Brandon's Church, Superdrug, Nando's

Plans for the Future

The next 12 months will see DASH introduce and implement some exciting organisational improvements. This will include a newly designed Information Management System which will track and record performance, a Staff Training and Development Programme, and we will build on the Staff Wellbeing Initiative that Trevor was so keen to develop and deliver.

We will, as always, continue to seek out development opportunities and identify additional and appropriate site locations and buildings to expand our Kepier Homes housing provision into affordable general needs accommodation.

Marketing and Communications

Website usage continues to increase year on year and though online donations are regular, the number of repeat donations is on the decrease. As part of a wider review of our marketing and communications, we will be looking at a restructure of our website content and a re-launch all our social media platforms, utilising them effectively to boost our online presence.

Quality Management

Regular Management Reviews and Internal Audits have been carried out to maintain our quality management system to the ISO9001/2015 Standard. An external audit carried out in September raised a major non-conformity, which was successfully closed by Gary Raisbeck (Systems Support Facilitator). The auditor was impressed with the way the system is being used and maintained and re-certification was gained.



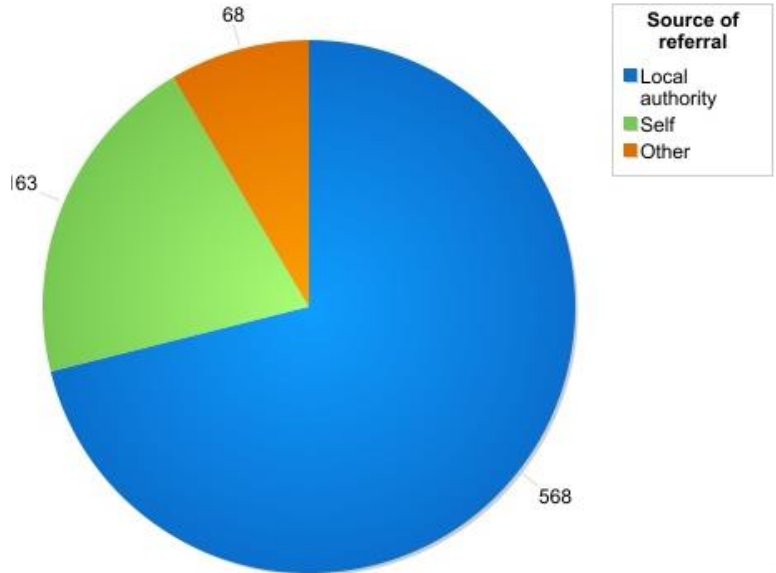
Mark Prinn, Louise Ridsdale, Heather Witham

The Management Team

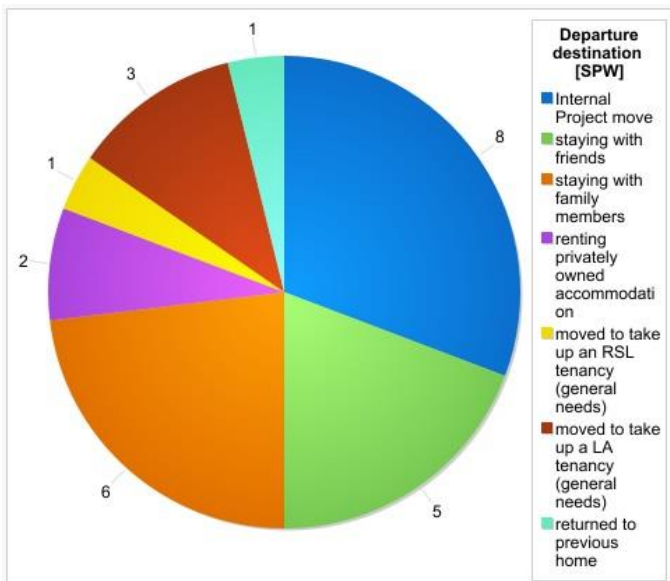
Statistics (2022-23)

Statistics

Between the months of April 2022 and March 2023 we received a total of 799 referrals. The highest number of referrals came from the local authority, followed by people who self-referred. Referrals were made from prisons, support agencies, and health services.



Out of the 799 referrals, we accommodated 59 people: 31 moving into the Vulnerable Women’s Project, 14 moving into Harry Mears House, 12 into PLP (Private Landlord Partnership), and 2 into our affordable rent properties



61 people moved out of DASH services with 26 of those moving into properties from private landlords and the local authority.

The positive move-ons also included people who were moving internally within DASH accommodation, moving in with family/friends or moving back into their previous home.

Others move-ons were not so positive, with some residents abandoning their accommodation, or their licences not being renewed due to ongoing, challenging behavioural issues.



DASH STARTED LIFE IN 1972.
AS A VALUED FRIEND, WE'D LOVE YOU TO
JOIN US AS WE CELEBRATE HALF A CENTURY
OF PROVIDING SUPPORT AND
ACCOMMODATION ACROSS COUNTY DURHAM.

50th anniversary party Thursday, 29th September

DURHAM AMATEUR ROWING CLUB,
CLUB GREEN, OLD ELVET, DH1 3JU

FIND US USING
WHAT3WORDS ///GRABS.ONCE.UNIVERSALLY
(AMPLE PARKING)

7.30pm canapes & prosecco/alcohol-free wine
bar will be open/live music/casual dress code

RSVP to volunteers@dashorg.co.uk



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

DASH, Hudson House, Gort Place, Gillesgate, Durham, DH1 1EY

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