

## MANAGERS REPORT

It seems very strange but this will be the last Managers Report I will do. Both Linda and myself started with Dial in 2005 and we will both retire in February 2023. I have loved working for Dial over the last eighteen years. When I first started it was very much a paper based office offering a wide range of information from holidays to transport. Over the years this has changed with 95% of our work being welfare benefit work as gradually disabled people have been able to access information online.

The demand for our service has significantly increased since 2005 and issues around funding has become more difficult. In 2005 we had our own Service Level Agreement with the County Council whilst we are now part of a partnership with Citizens Advice and Age UK and have an allocation of funding through the Worcestershire Advice Network partnership. This has changed and decreased from just under £25,000 to £16,500 so the organisation is under constant pressure to raise funds from various sources. Two charitable Trusts in particular have given us continued commitment, The Eveson Trust and The John Martin Charity. The Big Lottery have over the years awarded us a number of grants and the Lloyds Bank Foundation have also in the past been generous and supportive.

Nevertheless financially we are in a very sound position with good reserves. Those reserves are vital as we enter a difficult period for Dial as we need to plan for what could be a very difficult future. The reserves were accrued because we were able to access funding allocated to organisations offering help and support to people during the pandemic years. But these were 'one off' pots of money and this does not make for a sustainable future.

We have been lucky in having a temporary welfare benefit adviser who with his Citizens Advice background has proved invaluable. Whilst Paul Maley only works one day a week he has a vast knowledge of the benefit system and appeal work.

As mentioned in the last report we entered into a formal agreement with the Worcestershire branch of the Multiple Sclerosis Society to provide a dedicated fast track benefit service to their clients. This has been extended and we now provide 7 hours a week principally covering South Worcestershire but with limited work in the North. They were initially successful in obtaining Lottery funding but the local Worcester branch now funds the project we hope therefore to work with the Society well into next year. Again financially this gives us a level of stability and security.

I have met with the three core Trustees, the Chair, Vice Chair and Secretary to discuss the future of Dial and later the full Trustee Board. We have particularly focused on the development of the organisation looking at both the positive and negative aspects of Dial. As mentioned previously as both myself and Linda (Principle Welfare Benefit Adviser) have decided to retire we can create a single 16 hour post. This will cause some initial problems although we hope that we can recruit a dynamic and enthusiastic manager who will bring new ideas and funding to the organisation. The Trustees have discussed a wide range of options and it seems prudent to look at advertising the post in the Autumn of 2022.

One of the problems for any new manager is the fact that our office has limited flexibility. Although I was able to extend the office at the start of the pandemic so that we could make the office more safe to enable social distancing we have lost the use of the Shopmobility kitchen. Our office space remains small so that we can only see a single client at any one time although we have continued to offer clients telephone appointments.

We have shown that we are an incredibly adaptable and resourceful organisation and we will need those qualities as never before as we fight for our survival with a growing demand for our service and reduced finance.

I would like to thank all of our past employees whom I worked with who contributed so much to the success of Dial over the years Ann Ryan, Irene Walker, Emma Kerton, Mary Connor, Rehana Ali, Norma Woodward, Alison Devine and Suzanne Davies.

I would also like to thank all of our past volunteers Howard Brooksbank, Martin Connor, Enid Fellows, Jane Rutter, Elaine Casstles, Sam Campsall, Audrey Bailey, Peter Merrix, Trish Sneddon and Harriet Davies.

Our continued thanks must go to our existing long term volunteers, Helen Ainsworth, Dorothy Lymer who do welfare benefit admin work including maintaining statistics. Liz Scott who does benefit form filling in Pershore on a weekly basis, Carol Adams who is our brilliant, invaluable book-keeper and Roy Dobbins who maintains our computer systems on a weekly basis. They are all a tremendous asset to the organisation. I would also like to thank Sarah Baldwin who does our yearly accounts and gets them independently audited. They all support our organisation in their own way, giving their time freely and working with such dedication.

I would also like to thank Brenda Green who has been both a Trustee and Company Secretary for over 12 Years and who will retire at the Dial AGM in October 2022. Brenda has produced very accurate minutes over the

years and she will be greatly missed by the Trustee Board.

Finally I would like to thank Linda for her support over the last eighteen years I absolutely could not have run Dial without her. We are very fortunate to have the continuing expertise of Helen Hill and as mentioned previously Paul Maley.

I wish Dial a long and prosperous future. It really is a tremendous organisation.

Cathy Merriman  
Manager

# **Dial South Worcestershire**

## **Financial Accounts**

### **2021-22**

Company Registration No: 04150056  
Charity Registration No: 1085677

**DIAL SOUTH WORCESTERSHIRE**  
**(A COMPANY LIMITED BY GUARANTEE)**

**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2022**

# **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF DIAL SOUTH WORCESTERSHIRE**

I report on the accounts of the charity for the year ended 31<sup>st</sup> March 2022, which are set out on the following pages.

## **Respective Responsibilities of Trustees and Examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under Part 16 of the Companies Act and that an independent examination is needed. The charity's gross income does not exceed £250,000 and I am qualified to undertake the examination by being an independent examiner.

It is my responsibility to:

- \*examine the accounts (under section 145 of the Charities Act 2011):
- \*to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145 (5)(b) of the Act); and
- \*to state whether particular matters have come to my attention

## **Basis of Independent Examiner's Report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the view given by the accounts.

## **Independent Examiner's Statement**

In connection with my examination, no matter has come to my attention:

\*which gives me reasonable cause to believe that, in any material respect, the requirements

(a)to keep accounting records in accordance with s386 of the Companies Act 2006;  
and

(b)to prepare accounts which accord with the accounting records and to comply with  
the

accounting requirements of the Companies Act 2006 and Statement of Recommended Practice: Accounting and Reporting by Charities (revised 2005) have not been met; or

\*to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Rebecca McDowall ACA

*RM McDowall*

**DIAL SOUTH WORCESTERSHIRE  
BALANCE SHEET  
AS AT 31 MARCH 2022**

<b>CURRENT ASSETS</b>	Note	General Fund	Restricted Funds	<b>TOTAL</b>	<b>2021</b>
Cash at Bank and in hand		64,000		64,000	63,767
Total Current Assets		64,000	-	64,000	63,767
<b>CURRENT LIABILITIES</b>					
Accruals & Short Term Creditors	12	-609		-609	-2,491
<b>NET ASSETS</b>		63,391	-	63,391	61,276
<hr/>					
<b>GENERAL RESERVES</b>					
As at 1 April 2021		61,276	-	61,276	36,860
Change in reserves		2,115	-	2,115	24,416
As at 31 March 2022		63,391	-	63,392	61,276


For the year ending 31/03/2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts

These accounts have been prepared in accordance with the provisions applicable to companies subject to small companies regime

SIGNED



Name Sarah Baldwin ACMA CGMA

Position Head of Finance

Date 11/09/2022

**Statement of Financial Activities**  
**For the year ended 31 March 2022**  
(incorporating the income and expenditure account)

	Note	General Fund	Restricted Fund	TOTAL	2021
<b>INCOMING RESOURCES</b>					
Worcs CC SS Grant	2a	27,686		27,686	18,936
COVID-19		-		-	31,940
HMRC		4,649		4,649	-
Fund Raising	2b	13,353		13,353	22,204
Donations	4	3,325		3,325	1,871
Bank Interest	4	10		10	16
Gift Aid		-		-	-
		49,023	-	49,023	74,967
<b>RESOURCES EXPENDED</b>					
Charitable Expenditure	3a	46,908		46,908	50,551
Governance Costs					
<b>TOTAL RESOURCES EXPENDED</b>		2,115	-	2,115	24,416
Transfer between funds	5	-	-	-	-
Net Movement in Funds	5	2,115	-	2,115	24,416
Fund Balance brought forward		61,276	-	36,860	36,860
Fund Balance carried forward		63,391	-	38,975	61,276



## Notes to the financial statements for the year ended 31 March 2022

### 1 Accounting policies

#### a) Basis of preparation of accounts

The financial statements have been prepared under the historical cost convention and comply with the Companies Act 1985. The Financial Statements have been prepared in accordance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities March 2005", the Financial Reporting Standard for Smaller Entities (FRSSE) and applicable accounting standards.

#### b) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the charitable objectives of DIAL.

Restricted funds are subject to specific restrictions imposed by donors or by the purpose of the appeal. The purpose and use of restricted funds is set out in the notes to the financial statements

#### c) Incoming resources

All income is accounted for as soon as DIAL has entitlement to the income, there is certainty of receipt and the amount is quantifiable.

Donated facilities are as described in note 9.

#### d) Pension policy

DIAL operates a pensions policy in compliance with Stakeholder pension requirements and contributes at a rate of 5% of salary

#### e) Resources expended

All expenditure is accounted for on an accruals basis and has been listed under headings which aggregate all the costs related to that activity. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with the use of resources.

Direct costs, including directly attributable salaries are allocated on an actual cost basis to the area of activity. Overheads are allocated between expense headings on the basis of time spent. Governance costs are no longer required to be displayed separately in the financial accounts and organisational administration and compliance with constitutional and statutory requirements.

#### f) Fixed assets Policy

Assets valued at under £1,000 are written off in the year of purchase. Assets over £1,000 are depreciated at 25% of cost per annum for tangible fixed assets and 33% of cost per annum for computers so as to write them off over their expected useful lives.

#### g) Changes to previous accounts

None

#### h) Interest Received

In accordance with ACEVO recommendation, interest received on combined bank accounts has been allocated proportionately to restricted accounts only when there has been a specific request in the the contract with the funding organizations. No such requests have been received

## 2 Income

### a) Grants

Dial South Worcestershire has a contract from Worcestershire County Council (WCC) as part of the Worcestershire Advice Network partnership with Citizens Advice / WHABAC and Age UK's to provide information services on contract to the council

### b) Fundraising

Dial has been successful in winning funds from various trusts and charities which are outlined below. Without the support of these sponsors Dial would not be able to carry out the full range of its services and we are extremely grateful for their support.

	General Fund	Restricted Fund	2021 Total	2021
HMRC	4,649	0	4,649	24,236
Sundry Donations	3,325	0	3,325	18,936
MS Society	6,825	0	6,825	9,100
Worcestershire advice network	27,686	0	27,686	7,704
Disability LTD	1,386	0	1,386	7,500
John Martin's Charity	2,892	0	2,892	4,158
Worcestershire CAB	2,250	0	2,250	1,871
Bank Interest	10	0	10	1,446
	-	0	-	-
	-	0	-	-
	-	0	-	16
	<u>49,023</u>	<u>-</u>	<u>49,023</u>	<u>74,967</u>

## 3 Resources expended

The activities of the charity are determined by the direct request of clients.

It is estimated that about 15% of time of the core project is spent on management and administration.

a) Analysis of total resources expended

	General Fund	Restricted Funds	TOTAL
Charitable Activities	46,908	-	46,908
Governance			-
	<u>46,908</u>	<u>-</u>	<u>46,908</u>

b) Transfers between funds

	General Fund	Restricted Funds Lloyds
Transfers between funds	-	-
	<u>-</u>	<u>-</u>

c) Analysis of costs

	Total
Salaries	36,878
Travel	1,729
Telephone & Postage	2,152
Stationery	239
Professional Fees	1,155
Copier Hire	800
Computer	524
Printing	99
Domestic	131
Training	267
Core	2,935
<b>TOTAL</b>	<b>£ 46,908</b>

From April 2021 to March 2022 there were four part time employees who worked the equivalent of 1.4 FT employees ( based on a 37 hour week.)

4 Analysis of Incoming resources

The principle incoming resources are granted and fundraising as shown in Note 2 together with donations (£3225) and bank interest (£10).

5

Movement of Funds

	General	Restricted	2022 Total	2021
<b>Income</b>				
HMRC	4,649	-	4,649	7,704
Sundry Donations	3,325	-	3,325	1,871
MS Society	6,825	-	6,825	9,100
Worcestershire advice network	27,686	-	27,686	
Disability LTD	1,386	-	1,386	
John Martin's Charity	2,892	-	2,892	1,446
Worcestershire CAB	2,250	-	2,250	
Bank Interest	10	-	10	16
WCF COVID-19				24,236
WCC				18,936
Eveson	-	-	-	7,500
Disability action	-	-	-	4,158
	-	-	-	
<b>Total</b>	<u>49,023</u>	<u>-</u>	<u>49,023</u>	<u>74,967</u>
<b>Expenditure</b>	46,908		46,908	50,551
<b>Transfers</b>	-	-	-	-
<b>Net Balance</b>	<u>2,115</u>	<u>-</u>	<u>2,115</u>	<u>24,416</u>
<b>B/fwd</b>	61,276	-	61,276	36,860
<b>Balance</b>	<u>63,391</u>	<u>-</u>	<u>63,391</u>	<u>61,276</u>

6

No remuneration was paid to trustees during the year.

7

No travel expenses were paid to trustees during the year.

8

No indemnity insurance was paid to protect the charity from loss arising from the neglect or defaults of its employees and volunteers.

9

The Trustees and staff gratefully acknowledge the support by the Crown Estate through the provision of premises and services free of cost, and the continued support of volunteers who enable the work of DIAL.

10

**Reserves and future liabilities**

The trustees have a policy of maintaining the reserves above a level that would meet the predicted redundancy costs of the staff; there are no contract costs for premises or services.

11

**Debtors and prepayments**

None

12

**Creditors and Accruals**

There are 2 cheques, totalling £609 that have not been cashed but relate to 2021/22  
Cheque numbers 2779-2780

13

**Balances in restricted funds**

There are no restricted funds

14

**Fixed Assets**

Purchases of less than £1,000 are written off in the year of acquisition.

DIAL has no single asset of value greater than £2,000

Value at 31 March of office computers £Nil

15

**Organisation Risks**

Future funding of the organisation beyond March 2022 depends on the renewal or replacement of existing Services Level Agreement for the core project, and securing sources of funding for the Welfare Benefit Advice.

16

**Reserves Policy**

The Trustees have a policy of maintaining sufficient reserves to ensure the continued operation of the charity for three months.

**DISABILITY INFORMATION AND ADVICE LINE (DIAL)**

**ANNUAL GENERAL MEETING**

**20TH OCTOBER 2022**

**CHAIRS REPORT**

I have pleasure in presenting my third Chair's report.

Once again the last year has been busy but a positive one for DIAL both from a financial and service perspective.

All staff and volunteers have continued to show such commitment to support and benefit the local community.

On behalf of the trustees I would like to express my thanks and appreciation to all at DIAL for their ongoing hard work.

E.V.M.

