DIAL PETERBOROUGH

England & Wales · Charity number 1089250

Details

Other names	DIAL PETERBOROUGH LIMITED, DISABILITY PETERBOROUGH, DISABLEMENT INFORMATION AND ADVICE LINE
Status	Registered
Legal form	Charitable company
Company number	04255588
Registered	2001-11-07
Register	View on the Charity Commission register

Contact

Address	Italian Community Association Fleet Way Peterborough PE2 8DL
Phone	01733265551
Email	info@disabilitypeterborough.org
Website	www.disabilitypeterborough.org

Activities

Objects: THE COMPANY'S OBJECTS ARE TO RELIEVE PEOPLE WITH DISABILITIES LIVING IN GREATER PETERBOROUGH SO THAT THEY MAY LEAD ACTIVE AND FULFILLING LIVES INTEGRATED IN SOCIETY.

Activities: DIAL Peterborough offers a free and confidential supportive service for anyone with a physical disability living in the Peterborough area. We support people in securing their rights and help to challenge cases of discrimination. We are a user led organisation and we encourage disabled people to become involved at all levels of our organisation.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty
- **Who:** People With Disabilities

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Geography

- **Area of benefit:** GREATER PETERBOROUGH
- Peterborough City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£349,027	£258,553	-	-
2024-03-31	£286,559	£228,220	-	-
2023-03-31	£197,614	£251,532	-	-
2022-03-31	£188,482	£207,796	-	-
2021-03-31	£285,920	£276,206	-	-

Trustees

Name	Role	Appointed
Jason Watling	Chair	2015-12-01
ARTHUR JOHN DUNHAM		
JAMES OLIVER HOPGOOD		
Manuel Nunez Orduna		2026-01-29
NICKY HAMPSHAW		

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DIAL PETERBOROUGH

England & Wales - Charity number 1089250

Accounts

Charity registration number 1089250 (England and Wales)

Company registration number 04255588

DIAL PETERBOROUGH

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

DIAL PETERBOROUGH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A J Dunham N Hampshaw J O Hopgood J Watling - Chairperson
Charity number	1089250
Company number	04255588
Registered office	The Fleet Fleet Way Old Fletton Peterborough Cambridgeshire United Kingdom PE2 8DL
Independent examiner	Mr Mark Jackson FCA DChA Azets Westpoint Lynch Wood Peterborough Cambridgeshire United Kingdom PE2 6FZ
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent United Kingdom ME19 4JQ

DIAL PETERBOROUGH

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DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

Disability (DIAL) Peterborough continues to be a vital lifeline for disabled people across our community. As a Disabled People's User Led Organisation, our work is driven by lived experience and an unwavering commitment to equality, independence, and inclusion. This year, rising need and unprecedented financial pressures made our role more critical than ever.

Our Reach and Community Impact

Despite significant challenges, our services remained accessible, responsive, and grounded in the social model of disability. We supported disabled individuals, families, carers, and households facing hardship, ensuring people retained choice, dignity, and control in their daily lives.

Key impacts this year include:

- Direct support for disabled people struggling with the cost-of-living crisis
- Rapid response assistance through the Household Support Fund
- Increased guidance, advocacy, and casework as demand for support rose
- Influencing at a local, regional and national level
- Practical help that extended beyond individuals to their families and carers
- Sustained peer-led involvement shaping the direction of our services

Financial Relief When It Was Needed Most

The ongoing cost-of-living crisis created severe hardship for many disabled people. Disability-related expenses combined with rising energy and food costs placed many households under extreme strain.

The continuation of the **Household Support Fund** allowed us to provide direct financial assistance to disabled people for essentials such as:

- Food and nutrition
- Heating and energy
- Emergency household costs

This support delivered immediate, tangible relief, helping people maintain stability and wellbeing during an exceptionally difficult year.

Client voice:

"Your service deserves an award!! You are magnificent, I phoned to ask for help with a blue badge and received so much more advice and support than that, you truly have changed our lives. We no longer fret about money and have booked for carers to come in and help us. We could not have got where we are without you. Take care of yourselves and keep up the good work".

Strength in Partnership

Sustaining our services in a highly competitive funding environment required determination and persistence. We are deeply grateful to all our funders, especially the **National Lottery**, whose three-year grant guarantees continuity of support for disabled people across Peterborough.

These partnerships ensure that our community can continue to access high-quality, user-led services built on trust, respect, and expertise.

Our People: The Heart of Our Organisation

Our staff and volunteers consistently went above and beyond to meet rising demand. Their dedication, compassion, and professionalism shaped every outcome we delivered this year.

They ensured that every person who contacted us received not only information and guidance, but genuine support rooted in lived experience and understanding.

Client voice:
"I'm so appreciative of Disability Peterborough, I don't know what I would have done without you".

DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

Looking Forward

Disability (DIAL) Peterborough remains committed to removing barriers, supporting independence, and amplifying disabled people's voices. As need continues to grow, so does our determination to advocate for fair treatment, accessible services, and a community where every disabled person can thrive.

Our mission is clear: **to provide life-changing support when it matters most**.
Thank you to everyone who made this impact possible.

Jason Watling
Chairperson of Disability Peterborough
Dated: 29 January 2026

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

Objectives and activities

Disability Peterborough provide services, opportunities and a voice to people living with physical disability and long-term health conditions and their families in Peterborough. We are a user led charity and the majority of our staff, trustees and volunteers lived experience of disability and long-term health conditions. Our service delivery is based on what local disabled people have told us they need. Our specialism has been founded on a deep routed knowledge and experience of disability, and an understanding of what is required for our advice services, support services and policy work. The charity has taken into account Charity Commission guidance on public benefit in determining its activities.

Our Aim - Disability/DIAL Peterborough (DP) exists to make Peterborough a place where disabled people have the same opportunities as everyone else.

Our vision - a society where people with a disability are valued equally, listened to and included.

Our objectives - providing services were people with disabilities live fully integrated lives economically and socially.

Our mission - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential.

Values

Through our services we provide the opportunity for people with lived experience of physical disability or long-term conditions to be part of community life and part of our organisation. We want to make sure that disabled people have a voice, and that voice is heard at all levels of decision making. "**Nothing about us without us"** is a phrase that has been used for many years but it has even greater importance now.

We believe in a **Social Model of Disability** that says that people with impairments are disabled by the way society is run and organised

Independent Living - We believe in independent living in its fullest sense as defined by the UN Convention on the Rights of Disabled People (UNCRDP), that disabled people should enjoy the same life opportunities, independence and choices as non-disabled people.

We have systems in place for consultation and feedback and deliver services that our users need. We believe in being responsive to the changing needs of disabled people. We have a culture based on trust, respect, integrity and openness and we embrace diversity and equality of opportunity.

Working in Partnership - we recognise that working in partnership to share expertise results in better services for disabled people.

CEO Report

This year has been one of immense challenge and remarkable achievement. Disabled people in Peterborough continue to face rising financial pressures, increasing demand for support, and persistent inequalities. In response, Disability Peterborough has delivered strong, practical, and meaningful outcomes driven by lived experience and a commitment to fairness and inclusion.

Our team of staff and volunteers has shown exceptional dedication. We remain one of the few organisations where disabled people can speak directly to an experienced adviser without navigating automated systems or lengthy waits. This personal approach ensures people receive timely support and feel genuinely listened to and understood.

The cost-of-living crisis has placed unprecedented strain on disabled households. In partnership with Peterborough City Council, we continued to operate a Cost-of-Living Support Hub that enabled disabled people to meet essential needs, maintain household stability, and avoid crisis situations by providing practical support and targeted advice. Between April 2024 and March 2025, the Hub supported 534 disabled people to access food, utilities, white goods, hygiene items, and financial assistance, helping many to reduce debt, prevent hardship, and improve wellbeing during a period of severe economic pressure.

Our specialist welfare rights service delivered outstanding results, securing **£1,623,695** in benefits for local disabled people and a further **£ 138,010** in benefit arrears. This represents life-changing financial security for many individuals and families and exemplifies the quality and impact of our casework.

Client Voice:

"*I write (through compromised eyesight) to say a heartfelt "thank you". I'm very grateful and appreciate your effort. This standard of competent professionalism, for me, is rare today, thank you again. Kindness and help, under poor health, is a precious commodity".*

Few could have anticipated that, this year, the government would seek to reduce the national debt by directly cutting disability-related benefits, a move that generated profound anxiety among disabled people. Many feared that the proposed changes will remove the financial and practical support essential to meeting basic living costs, pushing individuals into poverty, deteriorating health, and reduced independence. Concerns centred on tighter eligibility criteria that may exclude people with fluctuating or invisible conditions, rendering many effectively "invisible" to the system and unable to access wider services tied to benefit status. There is also widespread worry that the loss of PIP or related support will force people to abandon work, essential care, mobility aids or adapted housing, undermining both dignity and opportunity. Overall, the proposals contributed to a pervasive sense of being devalued or portrayed as a burden, heightening distress, uncertainty and fear about the future.

We actively lobbied local MPs and national government, working in coalition with established disability consortia to challenge the planned cuts and demand accountability. Our efforts focused on amplifying the voices and fears of disabled people, ensuring that their lived experience, rights, and urgent concerns could not be ignored in the policy-making process.

Another issue that arose during the year was the Assisted Dying Bill, which prompted passionate debate from those both in favour of and opposed to it. Supporters argued that the bill empowers terminally ill people to choose a dignified death, reducing unnecessary suffering through regulated, compassionate autonomy, while opponents contend that it could endanger vulnerable people by creating pressure to die, weakening safeguards, and diverting attention away from improving care and support. As a DPO, we will continue to listen to both sides of the argument and ensure that the perspectives and concerns of disabled people are represented in any ongoing discussions, while monitoring developments to advocate for safeguards that protect rights, autonomy, and access to high-quality care.

Beyond direct service delivery, Disability Peterborough played an influential role at local, regional, and national levels. We contributed to the development of the national Accessible Communities Charter, supported the DPO Capacity Building Project, and advised on the Personalised Care Strategy. We also raised awareness of disability issues through Access Audits, BBC media coverage, Scrutiny Committee engagement, Emergency Planning and Public Health Needs Assessments, and work on the Disability Employment Charter.

Our achievements this year reflect deep expertise, strong values, and the tireless commitment of everyone involved in our organisation. I extend my sincere thanks to our staff, volunteers, supporters, and funders especially the National Lottery, Lloyds Bank Foundation, Hyde Housing and the MS Society — whose continued belief in our work enables us to meet rising need with confidence and compassion.

Sandie Burns MBE
Chief Executive Officer, Disability Peterborough

Welfare Rights

Disabled people are three times more likely to live in poverty, and systemic complexity of the benefits system too often blocks access to the financial support that could transform their lives.

This year our welfare benefits workers have helped over 700 disabled people to gain **£1,623,695**. This is a significant achievement that has made a meaningful difference to the financial security and wellbeing of disabled people locally.

Our specialist welfare rights service empowers disabled people, their families and carers to secure the benefits they are entitled to, challenging financial inequality and strengthening independence. By providing free, independent and impartial advice, we support people to navigate complex systems, uphold their rights and improve their quality of life. For many disabled people, having expert advice and support can make all the difference to successfully claiming your welfare rights or challenging an unfair decision.

To help remove barriers and ensure disabled people can access their rights, we provide:

- **Specialist advice, guidance and case work** to navigate the benefits system confidently
- **Better-off calculations** help disabled people compare benefit and work options so they can make informed decisions that maximise income, avoid financial loss, and support independence
- **Expert support with completing benefit forms**, ensuring applications are accurate and robust.
- **Representation at appeal tribunals**, advocating for fair decisions and challenging unjust outcomes.
- **Advice and negotiation support for benefit overpayments**, reducing stress and avoiding financial harm.
- **Support when benefits are reduced or stopped**, including urgent intervention to restore income when possible
- **Appointments to discuss any benefits-related issue**, offering personalised, responsive support.
- **Home visits where appropriate**, ensuring access for people who cannot attend in person.

We also actively **promote take-up of benefit entitlements** through outreach and community engagement, helping more disabled people secure the income they are entitled to.

Case Study 1

A new client was referred to our service by another charity for support with migration to Universal Credit. She was living alone, receiving Personal Independence Payment (PIP) and Housing Benefit, and was experiencing significant financial hardship as her savings were rapidly depleting. She was extremely anxious about how she would cope in the future.

During a home visit, we reviewed her correspondence and identified historic letters relating to an Employment Support Allowance (ESA) claim. The client had no recollection of receiving these letters, and no ESA payments were appearing in her bank account. She was also unaware of any communication explaining why her ESA had stopped.

Our further investigation revealed that her ESA payments had been incorrectly stopped in 2022. Following enquiries with the DWP, her ESA was fully reinstated, and she received **£20,514.00 in arrears**, immediately relieving her financial distress and restoring her income.

We have since supported her through the migration to Universal Credit, ensuring her ongoing entitlement is protected. In addition, we initiated an unplanned review of her PIP award due to changes in her health, which may lead to an increased level of support.

Case Study 2

A returning client approached our service in financial hardship, unable to meet the cost of her adult social care package. Through a full benefits check and a detailed review of her social care charges assessment, we identified that several key disability-related expenses had been overlooked. By accurately itemising these costs, we secured a full reassessment of her care contribution.

As a direct result of our intervention, the client's weekly contribution was reduced to **£0**, generating an annual saving of **£3,484.52**. This ensured that her essential care needs continued to be met without placing her under financial strain, significantly improving her wellbeing and stability.

Case study 3

Mr K and his wife approached our service for support after an unsuccessful Mandatory Reconsideration left them uncertain how to challenge the refusal of the PIP daily living component. Mr K lives with severe, drug-resistant epilepsy and arthritis, experiencing 20–40 seizures per day alongside frequent convulsive seizures lasting up to two hours, with no warning. These episodes cause loss of consciousness, injuries, incontinence, and significant cognitive slowing, leaving him in need of continuous supervision to remain safe.

Despite extensive specialist involvement from national epilepsy and neurology centres, Mr K was initially awarded only the mobility component of PIP. His family's Mandatory Reconsideration did not change the decision. Our service submitted a detailed appeal to HM Courts & Tribunals Service, evidencing the substantial risk of harm, the requirement for constant supervision, and the cognitive and physical impacts of his condition.

Although PIP appeals can take up to 12 months, the case was revised by the DWP within six weeks of our submission. Mr K was awarded the enhanced rate of the daily living component, enabling a family member to receive Carer's Allowance. This provided immediate financial stability and considerable emotional relief for the family.

The outcome secured **£2,171 in arrears** and **£5,540.80 in annual ongoing entitlement**, ensuring the support necessary to meet Mr K's daily care needs.

DWP Alternative Office Status

Disability Peterborough continues to operate as a DWP-approved Alternative Office, a status granted by the Secretary of State. This designation recognises our expertise and trusted role in supporting disabled people to navigate the benefits system, and it allows us to carry out functions that most voluntary sector organisations are not authorised to perform.

What This Means in Practice

As an Alternative Office, we can:

- Issue official benefit claim forms on behalf of the DWP.
- Receive and accept completed applications for a range of social security benefits.
- Collect and submit supporting evidence directly to the DWP on a claimant's behalf.
- Record the official date of claim, ensuring clients do not lose entitlement due to delays or administrative barriers.
- Provide structured, accurate advice on online or telephone applications for people who cannot access digital systems.

Why This Matters

This status significantly improves access to justice for disabled people by:

- Reducing the risk of missed deadlines or delays in establishing entitlement.
- Ensuring that claimants who cannot use online services—due to disability, digital exclusion, or lack of support—can still make valid claims.
- Providing a safe, trusted space where people can submit sensitive paperwork with confidence.
- Minimising administrative errors and improving claim accuracy, which can prevent lengthy appeals.
- Ensuring the DWP receives high-quality, evidence-backed applications from the outset.

Impact

Our Alternative Office role directly contributes to:

- Higher benefit uptake, ensuring disabled people receive their legal entitlements.
- Reduced financial hardship, by guaranteeing timely benefit claims and protecting backdated payments.
- Greater independence and stability, especially for those unable to manage complex digital processes.

This specialist status strengthens our welfare rights service and ensures disabled people in Peterborough have equitable, accessible routes into the social security system.

Shopmobility Service

Shopmobility Impact Summary (April 2024 – March 2025)

Our Shopmobility service provides the loan of mobility scooters, wheelchairs, and related equipment, enabling disabled people, older residents, and those with reduced or temporary mobility to access the city centre independently and safely. The service supports people to shop, attend appointments, and participate in community life without relying on friends, family, or paid carers—promoting independence and reducing social isolation.

Between April 2024 and March 2025, Shopmobility supported **723 hires**, serving both long-term members and daily users. Demand remained steady throughout the year, with increased usage during the summer months and a peak in August. The balance of member and non-member use demonstrates the service's value as an accessible, low-cost option for people who would otherwise struggle to access shops, services, and community spaces.

Shopmobility continues to play a vital role in helping people remain active and engaged in everyday life. By providing safe and reliable access to mobility equipment, the service removes one of the most significant barriers faced by people with mobility impairments: the confidence to move around their town without fear of falling, overexertion, or becoming stranded. For many users, Shopmobility is the difference between being housebound and being able to live independently.

Users consistently report increased confidence, reduced anxiety, and improved wellbeing as a result of using the service. Regular outings supported by Shopmobility help maintain social connections, prevent loneliness, and contribute to better physical and mental health. By reducing the risk of falls and enabling access to essential services, the scheme also helps prevent avoidable health crises and hospital admissions.

The service delivers wider community and economic benefits. By enabling hundreds of people to safely visit shops, markets, and local services, Shopmobility increases footfall in the city centre, supporting local businesses and contributing to the local economy.

Importantly, Shopmobility remains affordable and inclusive, particularly for those who cannot afford their own mobility equipment or who need short-term support following illness, surgery, or injury. Trained staff and volunteers provide personalised assistance, ensuring users feel safe, confident, and supported.

Overall, Shopmobility continues to be a lifeline for many local residents, helping to prevent social exclusion, maintain independence, and support healthier, more connected lives. We remain committed to sustaining and further developing this vital service in the year ahead.

Cost of Living Support Hub

This year we had our application to become a Cost-of-Living Hub approved by Peterborough City council. The funding enabled us to provide disabled people with help towards food costs, water and utility bills, white goods and wider essentials. From June 2033 to March 2024 we helped 358 disabled people who were finding it difficult to manage due to financial pressures.

We decide early in the project that we would issue Hygiene packs as hygiene poverty disproportionately effects disabled people. Hygiene poverty is not being able to afford basic yet essential hygiene and grooming products. Many of us take for granted brushing our teeth and hair, not having to improvise because we can't afford sanitary/ continence products, or to worry about when we will next be able to wash our hair or clothes. Feeling clean shouldn't be a luxury or privilege yet unfortunately for some it is. We order in bulk purchases of hygiene products at very low prices

from another charity and let our clients choose what products would be useful from a list. In addition we supply microwaves, fridges, food vouchers and various wider essentials to help disabled people who are in financial difficulties.

We also offer full welfare benefit checks and accompanying case work if that is relevant. The messages of appreciation from clients receiving products and services are extremely touching

"I just wanted to thank you for your kindness and generosity helping me in my time of need. I will sleep so much better tonight"

"I just found, through my door, two gift cards for Asda. I am overcome with gratitude. Many thanks too in how you have helped, and are helping me, in my time of great struggling financially".

Wellbeing/Crafting sessions

The crafting group continues to make a significant and measurable difference to the wellbeing of Disabled people who attend. The sessions provide far more than creative activity; they offer a safe, supportive environment that promotes confidence, reduces isolation, and improves overall quality of life.

Promoting Emotional Wellbeing
Participants report reduced stress, improved mood, and a greater sense of purpose. The opportunity to focus on a creative task provides a valuable distraction from pain, fatigue, and other symptoms associated with disability and long-term health conditions. Many describe the sessions as a consistent source of calm and enjoyment during difficult weeks.

Reducing Loneliness and Building Community
With regular attendance of more than 20 Disabled people, the group has become a vital social lifeline. Friendships formed within the group extend outside of sessions, with members checking in on one another, visiting those who become unwell, and maintaining connections that combat social isolation.

Increasing Confidence and Skill Development
Learning or rediscovering craft skills gives participants a sense of achievement and boosts self-esteem. Many have regained confidence in activities they thought they could no longer manage. Adapted techniques and accessible tools allow individuals to craft at a pace and level that suits their ability, reinforcing independence and personal growth.

Supporting Physical and Cognitive Functioning
Craft activities help maintain and improve fine motor skills, hand-eye coordination, concentration, and memory. These gentle, accessible movements are particularly beneficial for individuals with mobility challenges, neurological conditions, or rehabilitation needs.

Providing a Trusted Space for Wider Support
As a DPO-led group, staff are available to offer advice on adapting activities, alongside support with broader disability-related issues. Participants frequently seek help with IT, understanding letters, verifying potential scams, and sourcing Safe Local Tradespeople or disability aids. This added layer of support increases participants' sense of security and trust.

Extending Wellbeing Beyond the Sessions
For those experiencing loneliness or limited mobility, the small craft packs can be provided for home use and offer meaningful activity between meetings. These kits help structure time, provide comfort, and maintain engagement even when individuals cannot attend in person.

Case study

Following referral from the MS Nurse after a new diagnosis of Multiple Sclerosis, our service provided comprehensive welfare benefits support to the client at a critical point in his financial stability. The client had experienced a significant reduction in his Personal Independence Payment (PIP), which in turn resulted in the loss of his Severe Disability Premium and triggered a Work Capability Assessment (WCA) for his income-based Employment Support Allowance (ESA).

Our intervention ensured the client received informed, specialist support throughout the PIP mandatory reconsideration and appeal process, as well as during his WCA. As a result, the client's PIP award was increased to enhanced rate mobility and standard rate daily living, and he was successfully placed in the (ESA) Support Group. This outcome reinstated his Severe Disability Premium and substantially improved his financial security.

Overall, the support provided by our service generated a confirmed annual income increase of **£7,233.20 in PIP** and **£4,238.00 in ESA**, significantly enhancing the client's long-term wellbeing, independence, and quality of life.

Handyperson Service

Our Handyperson scheme continues to provide vital, practical support that enables Disabled and older people to remain safe, confident, and independent in their own homes. By carrying out small repairs, adaptations and maintenance tasks that other services often cannot cover, the scheme prevents falls, reduces the risk of unsafe living conditions, protects vulnerable people from rogue traders, and alleviates anxiety for those living alone or with long-term conditions.

This year, the service remained extremely well used, supporting **over 400 households** and completing **more than 1,000 jobs, deliveries and practical tasks**. Jeff, our Handyperson, plays a crucial role in providing timely, trusted support. For people who are housebound or temporarily unable to get out, he collects food bank vouchers, delivers essential items, and even unpacks goods to ensure that clients can manage daily life safely.

He also helps maintain safe and accessible homes by clearing overgrown gardens, assembling furniture, carrying out general DIY, and sourcing and fitting lightbulbs—one of our most frequent requests as many older clients are unable to climb steps or order items online. Jeff routinely alerts the team to any safeguarding or home safety concerns, enabling us to follow up quickly. Where issues relate to outdated fixtures in housing association properties, we work directly with housing providers to advocate for necessary repairs or replacements.

Client Feedback

"I am writing to say a huge thank you for all the work your handyman did for me today. He has worked so hard and I now have a safe toilet seat to sit on, a light that works, and he has pushed my washer back and stopped it from bouncing around. Your work for disabled people like myself is heaven-sent—thank you again."

We have also seen an increase in requests from clients seeking help to find trustworthy tradespeople. Many Disabled and older people feel vulnerable to scams or exploitation, so we now routinely support individuals to contact **Safe Local Trades**, a vetted and reliable network that provides reassurance and protection for those most at risk.

Walks on Wednesday

For more than 13 years, Nene Park Trust and Disability Peterborough have worked in genuine partnership to make the Trust's parks accessible, inclusive, and welcoming for disabled people across Peterborough. This collaboration has enabled hundreds of local residents to benefit from safe, supported access to nature and outdoor activity.

With initial funding from Sport England, Disability Peterborough created *Walks on Wednesday*, a fully inclusive walking group designed to help disabled people stay active, improve wellbeing, and reduce social isolation. The group continues to welcome participants with a wide range of impairments, ensuring that wheelchair users, people with sensory impairments, learning disabilities, and others can all enjoy the physical and mental health benefits of the park without barriers.

The ongoing success of the walking group demonstrates the positive impact that inclusive community programmes can have: increased physical activity, reduced loneliness, strengthened social connections, and greater confidence in accessing outdoor spaces. This work is made possible by our dedicated volunteers, whose consistent support ensures that every participant feels safe, included, and valued.

Together, Nene Park Trust and Disability Peterborough continue to create meaningful, long-lasting change by enabling Disabled people to enjoy nature, community, and improved wellbeing on equal terms.

Disability Peterborough: External Representation 2024-25

Board / Group	Purpose	Disability Peterborough Contribution & Impact
Cabinet Office Disability Unit – Emergency & Resilience Programme	Improve disability inclusion in emergency preparedness.	Provided expertise on mobility needs, communication barriers and personalised emergency plans. Influenced national preparedness guidance.
Our Voices (Disability Rights UK)	National DPO engagement forum.	Worked collectively to influence government, amplifying disabled people's experiences and priorities.
Nene Park Access Forum	Improve accessibility of Nene Park.	Over 13 years of partnership removing barriers, advising on paths, signage, facilities and inclusive design.
Bank of England Citizens' Panel	Bring lived experience into national economic decisions.	Raised financial inequalities affecting disabled people directly with Bank Governors and Directors.
DPO Capacity Building Project Steering Board	Strengthen and sustain UK Disabled People's Organisations.	Shared best practice, supported sector development, and identified opportunities for growth.
National Voices	Influence person-centred health and care policy.	Promoted disability inclusion in health system design, community resources and cross-sector collaboration.
Crown Representative Taskforce	Improve VCSE participation in public procurement.	Advocated for fairer commissioning processes to ensure DPOs can access government funding.
Physical Disability Partnership Board (Healthwatch)	Improve health and care services for people with physical disabilities.	Ensured disabled people are involved in service design, monitoring and evaluation across the region.
Peterborough Disability Forum	Share updates and address local disability issues.	Contributed expertise on city centre access, Changing Places, digital exclusion and local service gaps.
Accessible Communities Working Group (DRUK)	Develop national approaches to accessibility.	Collaborated with DPO leaders to shape national lobbying priorities and future accessibility planning.
Adult & Health Scrutiny Committee (PCC)	Scrutinise and challenge the Council's health and adult social care work.	Provided independent specialist insight, ensuring robust challenge and improved accountability.
Eastern Region Stakeholder Network (Cabinet Office)	Advise the Government Disability Unit on regional issues.	Reported lived experiences of disabled people across transport, housing, employment and public services.

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Plans for future periods

Although times remain financially challenging the Charity plans to continue the activities outlined above in the forthcoming year subject to satisfactory funding. It will also continue to seek funding to develop plans and services identified by the disabled people we serve, working wherever possible with other partners to support delivery of quality services. It will also continue to focus on a range of fundraising activities. We believe equal access to our services is vital for our success and vital to community wellbeing. Therefore we will continue to strive to learn, adapt and break-down barriers and co-produce services with disabled people for disabled people.

Structure, governance and management

The charity is a company limited by guarantee, its governing document being the Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

A J Dunham
N Hampshaw
J O Hopgood
J Watling - Chairperson

We seek to bring new trustees onto the board who can complement the skills base of the existing members of the board. Invitation is made at the Annual General Meeting and at other times throughout the year. Interested parties are invited to meet with the Chairperson and other trustees to obtain an understanding of the charity, its aims and objectives and how they may be able to further the development of the charity.

The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees meet on a regular basis, normally bi-monthly to consider and decide the strategic direction and policy of the charity. The board also take the opportunity to consider issues such as legal, premises, planning and staffing matters which have arisen between meetings.

The trustees also meet regularly with representatives from those responsible for the operational management of the charity on a day to day basis, ensuring that the charity delivers the services specified and that progress is made in achieving the charity's objectives.

The trustees' report was approved by the Board of Trustees.

J Watling - Chairperson
Trustee

29 January 2026

DIAL PETERBOROUGH

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF DIAL PETERBOROUGH

I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the Companies Act 2006 and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

Since the charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or

4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Mr Mark Jackson FCA DChA

Azets
Westpoint
Lynch Wood
Peterborough
Cambridgeshire
PE2 6FZ
United Kingdom

Dated: 30 January 2026

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Current financial year

	Notes	Unrestricted funds 2025 £	Designated funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Income from:						
Donations and legacies	**3**	15,018	-	167	15,185	18,784
Charitable activities	**4**	43,308	25,205	264,860	333,373	286,559
Investments	**5**	469	-	-	469	247
Total income		58,795	25,205	265,027	349,027	305,590
Expenditure on:						
Raising funds	**6**	15,840	-	-	15,840	17,280
Charitable activities	**7**	(17,317)	15,208	244,822	242,713	228,220
Total resources expended		(1,477)	15,208	244,822	258,553	245,500
Gross transfers between funds		(25,364)	-	25,364	-	-
Net income for the year/ Net movement in funds		34,908	9,997	45,569	90,474	60,090
Fund balances at 1 April 2024		132,161	64,723	17,084	213,968	153,878
Fund balances at 31 March 2025		167,069	74,720	62,653	304,442	213,968

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year

	Notes	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:					
Donations and legacies	**3**	18,784	-	-	18,784
Charitable activities	**4**	80,397	16,494	189,668	286,559
Investments	**5**	247	-	-	247
Total income		99,428	16,494	189,668	305,590
Expenditure on:					
Raising funds	**6**	14,400	-	2,880	17,280
Charitable activities	**7**	23,669	16,832	187,719	228,220
Total resources expended		38,069	16,832	190,599	245,500
Net incoming resources before transfers		61,359	(338)	(931)	60,090
Gross transfers between funds		-	-	-	-
Net income for the year/ Net movement in funds		61,359	(338)	(931)	60,090
Fund balances at 1 April 2023		70,802	65,061	18,015	153,878
Fund balances at 31 March 2024		132,161	64,723	17,084	213,968

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	**15**	2,738		5,438	
Cash at bank and in hand		307,716		218,094	
		310,454		223,532	
Creditors: amounts falling due within one year	**16**	(6,012)		(9,564)	
Net current assets			304,442		213,968
Income funds					
Restricted funds	**19**		62,653		17,084
Unrestricted funds					
Designated funds	**20**	74,720		64,723	
General unrestricted funds		167,069		132,161	
			241,789		196,884
			304,442		213,968

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 29 January 2026

J Watling - Chairperson
Trustee

Company Registration No. 04255588

1 Accounting policies

Charity information

Dial Peterborough is a private company limited by guarantee incorporated in England and Wales. The registered office is The Fleet, Fleet Way, Old Fletton, Peterborough, Cambridgeshire, PE2 8DL, United Kingdom.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In common with many charities, they are dependent upon continuing to receive funding to cover core costs. The trustees believe that they will be able to source sufficient funding and therefore they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and gifts are included in full in the statement of financial activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included when receivable.

1 Accounting policies **(Continued)**

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is recognised in the period in which it is incurred. Expenditure is directly attributed to the relevant heading where possible. However, where costs are attributable to more than one heading, they are apportioned across these headings using an allocation based on time spent by staff in each heading.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers and equipment	25% p.a. straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Total 2024 £
Donations and gifts	15,018	167	15,185	18,784	18,784

4 Charitable activities

	Unrestricted 2025	Restricted 2025	Total 2025	Unrestricted 2024	Restricted 2024	Total 2024
	£	£	£	£	£	£
Core activities	43,191	-	43,191	59,800	-	59,800
The National Lottery	-	203,651	203,651	-	169,768	169,768
Shopmobility	25,205	-	25,205	16,494	-	16,494
Hyde Charitable Trust	-	2,500	2,500	-	13,500	13,500
MS Society - Welfare rights	-	9,600	9,600	-	6,400	6,400
Tackling Inequalities Fund	-	500	500	-	-	-
PCC Hub	-	32,250	32,250	-	-	-
Harry Cureton Charitable Trust	-	16,359	16,359	-	-	-
Wellbeing activities	117	-	117	20,270	-	20,270
Walks on Wednesday	-	-	-	327	-	327
	68,513	264,860	333,373	96,891	189,668	286,559
Analysis by fund						
Unrestricted funds	43,308	-	43,308	80,397	-	80,397
Designated funds	25,205	-	25,205	16,494	-	16,494
Restricted funds	-	264,860	264,860	-	189,668	189,668
	68,513	264,860	333,373	96,891	189,668	286,559

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	469	247

6 Raising funds

	Unrestricted funds 2025	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£	£
Fundraising costs	15,840	14,400	2,880	17,280
	15,840	14,400	2,880	17,280

7 Charitable activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Staff costs	(14,840)	190,821	175,981	162,204
Consultancy	1,440	-	1,440	225
Staff training and welfare	56	442	498	751
Travelling expenses	641	3,656	4,297	4,355
Venue costs and volunteer expenses	2,174	9,122	11,296	7,434
Other project costs	1,136	14,515	15,651	22,465
	(9,393)	218,556	209,163	197,434
Share of support costs (see note 8)	3,938	22,270	26,208	23,520
Share of governance costs (see note 8)	3,346	3,996	7,342	7,266
	(2,109)	244,822	242,713	228,220

8 Support costs

	Support costs	Governance costs	2025	2024
	£	£	£	£
Publications and subscriptions	1,728	-	1,728	1,637
Insurance	4,056	-	4,056	3,611
Telephone and internet	10,318	-	10,318	8,480
Printing, postage and stationery	1,715	-	1,715	3,376
Computer expenses	-	-	-	1,282
Repairs and maintenance	42	-	42	133
Sundries	5,130	-	5,130	1,906
HR services	3,219	-	3,219	3,095
Legal and professional	-	1,008	1,008	936
Independent examiner's fee	-	1,920	1,920	2,010
Bookkeeping fees	-	4,414	4,414	4,320
	26,208	7,342	33,550	30,786
Analysed between				
Charitable activities	26,208	7,342	33,550	30,786

9 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	-	-

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but one of them were reimbursed a total of £95 travelling expenses (2024 - £65).

11 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
	7	7

11 Employees **(Continued)**

Employment costs	2025	2024
	£	£
Wages and salaries	164,930	152,368
Social security costs	8,203	7,079
Other pension costs	2,848	2,757
	175,981	162,204

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel
The remuneration of key management personnel was as follows:

12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Tangible fixed assets

	Computers and equipment
	£
Cost	
At 1 April 2024	29,424
At 31 March 2025	29,424
Depreciation and impairment	
At 1 April 2024	29,424
At 31 March 2025	29,424
Carrying amount	
At 31 March 2025	-
At 31 March 2024	-

14 Financial instruments

	2025	2024
	£	£
Carrying amount of financial assets		
Trade debtors	1,814	439
Cash at bank	307,716	218,094
Measured at cost	309,530	218,533
Carrying amount of financial liabilities		
Trade creditors	2,615	1,511
Accruals	2,724	4,440
Measured at cost	5,339	5,951

15 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Trade debtors	1,814	439
Prepayments and accrued income	924	4,999
	2,738	5,438

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Other taxation and social security	-	3,707
Trade creditors	2,615	1,511
Other creditors	673	(94)
Accruals and deferred income	2,724	4,440
	6,012	9,564

17 Retirement benefit schemes

	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	3,144	2,757

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

18 Endowment funds -

	At 1 April 2024	Incoming resources	Resources expended	At 31 March 2025
	£	£	£	£
	64,723	25,205	(15,208)	74,720

Previous year:	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
	65,061	16,494	(16,832)	64,723

19 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds			Movement in funds				
	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 1 April 2024	Incoming resources	Resources expended	Transfers	Balance at 31 March 2025
	£	£	£	£	£	£	£	£
The National Lottery	-	169,768	(169,768)	-	203,818	(229,181)	25,363	-
MS Society - Welfare rights	-	6,400	(6,400)	-	9,600	-	-	9,600
Hub & Apartments	621	-	-	621	-	-	-	621
Small Lottery Grant	2,617	-	-	2,617	-	-	-	2,617
Tackling Inequalities Fund	6,152	-	-	6,152	-	-	-	6,152
PCVS	-	-	-	-	500	-	-	500
Screwfix Foundation	3,645	-	(100)	3,545	-	(14)	-	3,531
Grocers Charity	4,980	-	(831)	4,149	-	-	-	4,149
Hyde Charitable Trust	-	13,500	(13,500)	-	2,500	-	-	2,500
Harry Cureton Charitable Trust	-	-	-	-	16,359	(99)	-	16,260
PCC hub	-	-	-	-	32,250	(31,283)	-	967
DIFFERENCE TO ANALYSE	-			-				15,756
	18,015	189,668	(190,599)	17,084	265,027	(260,577)	25,363	62,653

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Shopmobility	14,723	25,205	(15,208)	-	24,720
Service protection fund	50,000	-	-	-	50,000
General funds	67,438	33,590	16,685	(25,364)	92,349
	132,161	58,795	1,477	(25,364)	167,069

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Shopmobility	15,061	16,494	(16,832)	-	14,723
Service protection fund	50,000	-	-	-	50,000
General funds	5,741	82,934	(21,237)	-	67,438
	70,802	99,428	(38,069)	-	132,161

The shopmobility fund represents funding for the shopmobility scheme in the shopping centre.

The service protection fund has been created to protect core services for a period of time in light of uncertainty around future funding for those services.

The fixed asset fund represents the net book value of fixed assets.

21 Analysis of net assets between funds

	Unrestricted funds 2025	Designated funds 2025	Restricted funds 2025	Total 2025	Total 2024
	£	£	£	£	£
Fund balances at 31 March 2025 are represented by:					
Current assets/(liabilities)	182,825	74,720	46,897	304,442	213,968
	182,825	74,720	46,897	304,442	213,968

22 Related party transactions

During the year Dial Peterborough purchased goods and services of £823 (2024: £450) from The Mobility Aids Centre, in which Mr Watling is a director.

23 Control

No one individual has control of the charitable company.

DIAL PETERBOROUGH

England & Wales - Charity number 1089250

Accounts

Charity registration number 1089250

Company registration number 04255588 (England and Wales)

DIAL PETERBOROUGH

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

DIAL PETERBOROUGH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A J Dunham N Hampshaw J O Hopgood J Watling - Chairperson
Charity number	1089250
Company number	04255588
Registered office	The Fleet Fleet Way Old Fletton Peterborough Cambridgeshire United Kingdom PE2 8DL
Independent examiner	Mr Mark Jackson FCA DChA Azets Westpoint Lynch Wood Peterborough Cambridgeshire United Kingdom PE2 6FZ
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent United Kingdom ME19 4JQ

DIAL PETERBOROUGH

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DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

Disability (DIAL) Peterborough is a small but very active grassroots charity that was established over 30 years ago as a local Disabled People's User Led Organisation (DPULO). The Management Committee, paid staff and volunteers have lived experience of disability, who sustain this unique community initiative built on the involvement of disabled people.

We aim to be representative of the people who use or are likely to use our services including people with physical disabilities, sensory impairments or long-term health conditions. Our work has its roots in the social model of disability and ensuring equality, diversity and inclusion. Our work is all about maximising choice and control for disabled people over their lives.

Client feedback - *"Thank-you from the bottom of my heart. I appreciate what you have done. You will never know how much stress you have taken off my shoulders"*

This year cost-of-living crisis has continued to create extremely difficult and worrying times for many disabled people, with disability related expenditure adding extra worry to often already stretched household budgets. This year we managed to secure funding from the local council for a Household Support fund that has meant we can directly allocate money to help disabled people with food, energy bills and wider essentials. The impact of our work goes far beyond those we help directly and includes families, friends, and carers.

Client feedback - *"I really cannot thank-you enough for helping me with my brother. The visit on Wednesday with TD was really fantastic".*

Funding sources have also become more competitive and harder to come by for charities with fewer funders in a position to meet the requests and demands on services ever increasing. I am extremely grateful to all our funders, but special thanks go to the National Lottery who have made it possible for us to continue our work with disabled people for the next three years.

I am extremely proud of the staff and volunteers who have continued to not only to deliver Disability Peterborough's services to a high standard through these difficult times but with their commitment and hard work, they have continued to support disabled people by going above and beyond as the demand on our services have grown. For this I am immensely grateful and offer them all my heartfelt thanks.

Client feedback - *"I am so impressed with Disability Peterborough. I did not think that there were organisations that did all this. Something that is so needed in a community"*

Finally, I would like to thank everyone who has contributed to delivering our services and to everyone who has supported us over the last year.

.....
Jason Watling
Chairman
Dated: .....

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

Objectives and activities

Disability Peterborough provide services, opportunities and a voice to people living with physical disability and long-term health conditions and their families in Peterborough. We are a user led charity and the majority of our staff, trustees and volunteers lived experience of disability and long-term health conditions. Our service delivery is based on what local disabled people have told us they need. Our specialism has been founded on a deep routed knowledge and experience of disability, and an understanding of what is required for our advice services, support services and policy work.

Our Aim - Disability/DIAL Peterborough (DP) exists to make Peterborough a place where disabled people have the same opportunities as everyone else.

Our vision - a society where people with a disability are valued equally, listened to and included.

Our objectives - providing services were people with disabilities live fully integrated lives economically and socially.

Our mission - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential.

Values

Through our services we provide the opportunity for people with lived experience of physical disability or long-term conditions to be part of community life and part of our organisation. We want to make sure that disabled people have a voice, and that voice is heard at all levels of decision making. "**Nothing about us without us"** is a phrase that has been used for many years but it has even greater importance now.

We believe in a **Social Model of Disability** that says that people with impairments are disabled by the way society is run and organised

Independent Living - We believe in independent living in its fullest sense as defined by the UN Convention on the Rights of Disabled People (UNCRDP), that disabled people should enjoy the same life opportunities, independence and choices as non-disabled people.

We have systems in place for consultation and feedback and deliver services that our users need. We believe in being responsive to the changing needs of disabled people. We have a culture based on trust, respect, integrity and openness and we embrace diversity and equality of opportunity.

Working in Partnership - we recognise that working in partnership to share expertise results in better services for disabled people.

CEO Report

I am extremely proud of this year's achievements. Our team of workers and volunteers are committed to making sure that local disabled people are offered services that meet identified needs. We have continued to work at a local, regional and national level making sure that the voices of disabled people are heard and inequalities addressed. All our work is evidence-based, project-led and responds to the real needs of disabled people

Our small team of staff and volunteers very often go the extra mile to offer support and help where it is most needed. We have experienced staff members taking the calls that come into our office. This helps to ensure that the right help is offered at the right time. We have stayed away from automated queuing and call back systems. Disabled people have told us how much they appreciated the chance to speak directly with someone who will explore the problem and possible solutions with them rather than having to leave a message and wait days for someone to get back to them

Client feedback - *"I was so surprised when someone actually answered the phone! I have tried other agencies and either the phone call wasn't answered, or I have been given alternative phone numbers for agencies that could not help me at all. You are the first agency that have listened and tried to help me, I am so grateful."*

The continuing cost of living crisis has meant that more disabled people than ever have reached out to out charity for help and support. Disabled people are all too often "excluded from full economic participation", with disabled people much less likely to be employed than the wider population. As reported by the Office for National Statistics (ONS), the employment rate for disabled people is 54%, compared to 82% for non-disabled. In addition to earning less, disabled people often face 'extra costs' in their day-to-day lives to mitigate the impact of their disability. This often takes the form of significant bills for assistive equipment, care and therapies. Disabled people and their households also tend to spend more on essential goods and services, such as heating, food and transport.

We are privileged to have some of the regions most experienced, talented and compassionate welfare benefit staff working with us. They provide accessible high quality and tailored benefit support and case work that meets the needs of the whole person resulting in greater positive impact and more cost-effective interventions. The results they achieve speak for themselves as this year alone they brought in over **£1,700,000** for local disabled people.

Client feedback - *"Thank you so much for your time helping to complete my PIP review form, I am truly grateful for your help and absolutely brilliant skills".*

The new Hub we have set up this year has made it possible for local disabled people to request help with food vouchers, help with bills, white goods and wider essentials. We are grateful to Peterborough City Council for giving us the autonomy to distribute the funding to where it is most needed.

This year we have continued our work at local, regional and national levels. I have worked alongside other Disabled Peoples Organisations (DPO's) Chief Executives with Disability Rights UK (DRUK) on "The Accessible Communities Charter" We decided to move forward together as a group to develop a pan-impairment joint charter for accessible communities by consensus. DPOs often play a key role in making local services more accessible and actively enable public bodies to meet their Equality Act duties The charter will be shared with Councils all over the country when complete as a guide to good practice making towns and cities more accessible for disabled people.

I also worked with DRUK on the DPO Capacity Building Project to help improve the internal capacity, activities, strategies, and procedures of Disabled People's Organizations in the UK.

DRUK feedback - "*As a steering board member for the DPO Capacity Building project, your expertise and unique perspective on the DPO sector make your insights invaluable to this project, and we would be honoured to include your voice".*

I joined the Personalised Care Strategy Task and Finish Group organised by the Integrated Care Board. They wanted to gain insight into how the health and wellbeing of local people throughout their lives can be improved ensuring personalised care was embedded across the system. We became co-signatories for the "Vision for the Future of Primary Care" strategy document.

Amongst many other activities this year we carried out walk through access audits of at local theatres and churches. The BBC filmed an interview with us at the Peterborough Cathedral for the Disability and the Divine Exhibition. We represented at regular local and national Disability Forums. We took part in the Disability Forum Exhibition held at the Peterborough Museum.

The regional disability forum that we attend feeds straight into the disability minister and the Cabinet Office. We also attended meetings of the Diversity Taskforce Roundtable, Claire Dove, the Kings Representative. I took the National Consortium for Societal Resilience Conference in Manchester and put together a presentation on issues around digital exclusion and the challenges disabled people face in emergency arrangements.

Our work is always interesting and varied and our specialism has been founded on a deep routed knowledge and experience of disability, and an understanding of what is required for our advice/support services and policy work. We invite you to explore the stories and successes in this years report. Our staff and volunteers as always have shown resilience, ingenuity and commitment make our work possible. I extend deepest gratitude to all our supporters and funders, especially the National Lottery, your generosity means we can approach our future with renewed confidence.

Sandie Burns MBE

CEO Disability Peterborough

Cost of Living Support Hub

This year we had our application to become a Cost-of-Living Hub approved by Peterborough City council. The funding enabled us to provide disabled people with help towards food costs, water and utility bills, white goods and wider essentials. From June 2033 to March 2024 we helped 358 disabled people who were finding it difficult to manage due to financial pressures.

We decide early in the project that we would issue Hygiene packs as hygiene poverty disproportionately effects disabled people. Hygiene poverty is not being able to afford basic yet essential hygiene and grooming products. Many of us take for granted brushing our teeth and hair, not having to improvise because we can't afford sanitary/ continence products, or to worry about when we will next be able to wash our hair or clothes. Feeling clean shouldn't be a luxury or privilege yet unfortunately for some it is. We order in bulk purchases of hygiene products at very low prices from another charity and let our clients choose what products would be useful from a list. In addition we supply microwaves, fridges, food vouchers and various wider essentials to help disabled people who are in financial difficulties.

We also offer full welfare benefit checks and accompanying case work if that is relevant. The messages of appreciation from clients receiving products and services are extremely touching.

"I just wanted to thank you for your kindness and generosity helping me in my time of need. I will sleep so much better tonight"

"I just found, through my door, two gift cards for Asda. I am overcome with gratitude. Many thanks too in how you have helped, and are helping me, in my time of great struggling financially".

Welfare Rights

Disabled people are three times more likely to live in poverty, and the UK benefits system has become more complicated, making it harder for disabled people to access their Welfare Rights.

This year our welfare benefits workers have helped over 750 disabled people to gain £1,718,514. This is a tremendous result, and we are incredibly proud of their achievements, they make a huge difference to disabled peoples lives.

Our specialist welfare rights service helps people with physical disabilities, their families and carers to access the benefits they're entitled to. Our aim is to improve income for disabled in Peterborough and in doing so this provides a better quality of life. We give free independent and impartial advice and support on all welfare benefits.

For many disabled people, having expert advice and support can make all the difference to successfully claiming your welfare rights or challenging an unfair decision.

To help remove barriers we can help with:

- giving general guidance and support.
- completing better off calculations
- completion of welfare benefit forms.
- offer representation at appeal tribunals at court.
- giving advice and support for people who have overpayments of benefits.
- benefits payments when they cease or are reduced.
- offering appointments to discuss any help with benefits issues.
- offering home visits (where appropriate).

We also promote uptake of benefits entitlements, through all our outreach and community engagement.

Case Study 1

Mr C rang through to the office looking for advice on purchasing an adjustable bed table for his partner as what he had seen were over £200 and he felt this was out of his budget.

The advisor was able to find him a suitable alternative for £46 for which he was very grateful. Whilst he said he and his partner was already getting Attendance Allowance and help with housing benefit a benefits check was suggested and he agreed to get details of his income and savings.

Based on the information given I explained I would expect to see a higher level of financial support in place and a home visit was arranged to go through their award notices. The assessments showed an error had been made in the calculation of their housing benefit award and they had been underpaid housing benefit for over 2 years and had also missed out on council tax support and pension credit

I was able to put in place a revision of their housing benefit and council tax awards resulting in arrears of £3,854.73 which was paid to them. I also submitted a pension credit application which was successful.

The overall increase in weekly income because of the benefits check resulted in an overall increase in benefits of £79.87 and meant that the couple now qualified for a free TV licence due to the pension credit.

Case study 2

Mr S approached Disability Peterborough for help as he was extremely upset that he was about to lose his Motability car because of the PIP decision to reduce his mobility component down from the enhanced rate to the standard rate.

He lives in a rural area and cannot use public transport because of his physical health conditions, meaning that he would be stuck at home and having to spend out on expensive taxis to go anywhere, including to his medical appointments. His wife reported that he had become anxious and very down and did not have the energy to fight for his PIP to be restored to the previous level and so keep the much-needed car.

Mr S had declared a new health condition to PIP which had triggered a review of his award, despite there being no change in his daily living and mobility needs. He was devastated that he was going to lose the Motability car and was often tearful in the phone conversations with TD and at his office appointment. It was clear that the PIP decision and its implications had had a huge impact on his health and would impact on his future quality of life.

He had been able to keep the car during the mandatory reconsideration process, but that had not been successful, and he faced losing the car on 8th March. TD lodged a detailed appeal in February with Her Majesties Court and Tribunal Service and within 3 weeks the DWP had overturned their decision and reinstated the enhanced rate of the mobility component, without a need for a prolonged wait for an appeal hearing. All of this occurred with just 2 days to spare before the car needed to be returned to Motability.

Mr S was very emotional and thankful to Disability Peterborough for getting the matter resolved so quickly, so that he had not had to give up his car. He had been advised by Motability that he would have a 6 month wait for a new car if his PIP had not been restored to its previous level until after he had needed to return it in March; a situation he was desperate to avoid.

Case study 3

Mr Z was introduced to Disability Peterborough by the officer at Peterborough Cathedral running the Ukrainian Support Project following a talk given by us to the project. He had been awarded universal credit and Personal Independence Payment (PIP) but the level of his mobility issues was not fully reflected in his PIP award and he did not know how to go about challenging the decision.

Our benefits worker undertook a home visit alongside the Ukrainian Support Project Worker to gather information from Mr Z to lodge and support the PIP appeal. It became clear at the home visit that the home he had been provided with was furnished with only the bare minimum. He was sleeping on a bare mattress with no pillow, sheets or duvet, just a throw. His clothing was in carrier bags and his bedside table for a lamp was a chair he had taken from the dining room table.

Our benefits worker arranged with the Ukranian Support Project for them to contact Care Zone to deliver a set of drawers, a bedside table and a new bed. Meanwhile she accessed a duvet, pillow, sheets, towels and a bag of socks and delivered these to Mr Z.

He was totally overwhelmed by the support he has received from Disability Peterborough, who he had thought would just be able to support him with his PIP appeal, and he could not thank us enough. His words were that he could have never expected so much help.

The PIP appeal is still ongoing, and our benefits worker will be representing him at the forthcoming hearing.

Case study 4

Mr and Mrs S approached DP for support with a Personal Independence Payment (PIP) application. Mr S had originally come to the UK from Iran as a refugee and had initially been supported by the Red Cross and was on the standard daily living rate of PIP. Benefit had since been suspended due to further issues with his immigration which had now been resolved.

Assistance was given to complete the new PIP application – daily living and mobility needs had increased since his previous assessment so supporting evidence was gathered to support the new application. PIP was subsequently awarded at the standard rates for both daily living and mobility but based on our predicted award the award made by PIP appeared too low so a mandatory reconsideration was lodged – the mandatory reconsideration was refused so we advised and supported the client to lodge an appeal. As a result of registering the appeal the client was awarded the enhanced rates of both daily living and mobility without the need for a court hearing.

A follow up benefits check was completed looking at the Universal Credit (UC) award. This showed that at the time the UC claim began his wife was getting carers allowance and the carers allowance was being deducted as an income however no carer element had ever been included in the UC calculations which meant that the family had been underpaid UC since 2019.

Assistance was given to raise this with DWP and DWP agreed that arrears of the carer element should have been paid from 2019 – arrears have now been paid from April 2022 and DWP are currently looking to correct the award from the earlier date before calculating the final amount to be paid to Mr and Mrs S

Comments from Mrs S - “I have been in this country for 12-13 years now and I know very little so I need help and the only organisations I can rely on are Disability Peterborough and Red Cross. We are so thankful for the continued help.”

Shopmobility Service

The project has been running for 40 years since the opening of the Queensgate shopping centre who host the project. We took over running the service 8 years ago. The day-to-day running is covered by volunteers and a staff member oversees the project, supporting the loyal volunteers. It has been a challenge this year to keep the service running as the funding from Queensgate remained at the reduced rate and with no other funding stream, it meant that the project was continued to run on reduced hours with only 5 volunteers, meaning the project manager covering 1 of the 4 days we open. However, the disabled people who use the service, continue to be grateful for the service allowing them to come into the city centre to purchase necessary items and to attend appointments. Others have used it to allow them to meet up with friends, stating if the service folded, they would remain at home.

"I can no longer manage public transport, but they wouldn't allow me on with a scooter anyway. I get a taxi into town twice a week to either browse the shops or meet up with friends, without it I would barely see anyone. The volunteers are always friends and we have a little chat when I collect the scooter"

"I am not able to use the computer as I am fearful of scams, so all my shopping is done in the city centre, without Shopmobility I honestly do not know what I would do, as this keeps me independent"

Volunteers continue to get to know the disabled people using the service and ensure they have achieved everything they wanted to, even helping with taking shopping to the car for them or phoning for a taxi. Our long-term hire part of the project has increased, especially for those who have had an operation, which temporarily affects their mobility. We continue to hire them out at an affordable rate to keep the person mobile and able to continue with their life while they recover. This gives them the ability to get out and about ensuring improved well-being and reduced isolation.

Walks on Wednesday

Nene Park Trust and Disability Peterborough, have been working together for over 12 years to ensure that the Peterborough-based parks in the Trust's care, are accessible and welcoming to everyone. Working in true partnership has been the key to unlocking the potential that this park has to offer. With initial funding from Sport England, Disability Peterborough formalised the walking group, named Walks on Wednesday, to support local Disabled people to keep fit, whilst enjoying the beauty and tranquillity of Nene Park.

Over the years, people with a range of impairments have – and still – attend. Being a wheelchair user, or hearing impaired, or having a learning disability is irrelevant. Everyone is welcome, supported, and free to appreciate the benefits of the park, and to enjoy the wellbeing and social benefits that the group offers. A huge thankyou goes to our loyal volunteers who make everyone welcome lead the walks in all weathers.

Wellbeing/Crafting sessions

Our crafting sessions have continued to be very popular; a couple of our more elderly clients have not been able to continue to attend, due to poor health, however we have kept in touch with them and other attendees have been and visited them at home. We now have a more diverse range of ages attending the group, which has diversified the types of craft, and we have been able to share among the group, who have been able to try them, as we have purchased small kits as a sampler.

Being a DPO our staff understand the benefits of crafting as a way of taking your mind off any discomfort arising from disability/long term health condition. We continue to give tips and advise about how to adapt your crafting to your ability. We put together small kits for individual who are lonely to give them something to do in between sessions.

"I haven't knitted for years as I was struggling and gave all my wool and needles away, staff and others in the group have ignited my interest again and I am managing slowly to knit with the bigger, wooden needles, which they have given me"

The group has continued to have 20+ disabled people attend, they find the group welcoming and accessible and there is always a staff member on hand to support with any non-craft disability matters. We support with a range of queries, from sourcing Safe Local Trade people through to where to buy disability aids from. Individuals will seek IT support and check if something is scam, as they feel comfortable to be able to do this.

Multiple Sclerosis Society Project

The Local MS Society funds Disability Peterborough to provide free confidential benefits advice to people affected by MS in Peterborough and the surrounding areas. Referrals are from the MS nurses, MS society and self-referrals. Home visits are a vital part of this work.

This has been another very successful year in term of welfare benefits claimed. We have helped 51 people with MS access benefits of £68,223 with £7,233 from appeal work.

Case history:

A new client was referred to the service by the MS nurse for advice. The lady with MS was in her 70's and already on the high rate of Attendance Allowance. She lived with her partner, and they had never looked at the possibility of any means tested benefits. They were living off state pensions and a modest occupational pension and a small amount of savings. The benefits check identified that they were entitled to housing benefit, council tax support and pension credit. These applications were made and the increase in the couples weekly income has had a significant positive impact on their finances and wellbeing.

"Thank you for all your help, I couldn't have done it without you"

Handyperson

Our Handyperson service has once again proved to be very popular carrying out over 400 jobs and repairs for physically disabled clients and is often an entry into the other services that we offer. Small repairs and minor adaptations can vastly reduce the risk of falls and enable independent living.

Trying to find local trades people to carry out tasks that disabled people find difficult is almost impossible. It can be that the cost is prohibitive, or the trades people do not think is worthwhile turning out for a small job. Disabled people place great value on services that offer them "that little extra bit of help" and enable them to remain living independently in their own homes.

The evaluation of our Handyperson service has shown that it offers an important safety net for disabled people and is consistently highly rated by disabled people who use our service. Feedback from clients shows that the service is valued for its trustworthiness, reliability, quality, and crucially for the skills and respectful attitudes of our handyman.

Client feedback - *"The handyman service from Disability Peterborough has been a life changer for me. They have put me a key safe on my wall, put a large curtain rod in one of my bedrooms and hung the curtains and recently built and installed two outdoor steps to replace wonky ones. Jeff is the man who has done all these jobs and he is the most cheerful person and I always feel better after a visit from him. Disability Peterborough are an invaluable source of information and help to many, many of us who are no longer able to do jobs for ourselves. Long may they be able to operate these services"*.

Boards Represented on	Purpose/Description	Comments
Community Resilience Working Group	The Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) is a multi-agency group made up of emergency services, local authorities, military, public health organisations and others who would all have a role to play should a disaster or major emergency occur.	*Knowing that disabled people would be disproportionately negatively affected by emergency situations we thought it important to get issues raised at these meetings. Our CEO presented a societal resilience webinar entitled "The Digital Divide and Disability" Many disabled people do not use or have access to internet technology. Disabled people may be managing very well with formal or informal networks.* *In an emergency these networks may well break down or be inaccessible. Communication is vital for emergency planning.*

Disability Campaign Reference Group Cabinet Office/ Saatchi	Work with government and Saatchi to create media campaign. Get non-disabled people with positive attitudes, to act appropriately around disabled people by inspiring them with the right advice.	Campaign called "**Ask, Don't Assume"** launched on September 26th 2023 aimed to start conversations about the everyday assumptions that disabled people face about their lives and capabilities; along with simple ways for non-disabled people to become allies Disability Unit feedback *"Thank you for your support and input developing our campaign. We appreciate your time, input and expertise to help us define the direction and the key campaign principles on which we developed the campaign. It was because of your advice that the ensuring campaign centres disabled voices and creators and we hope will lead to the message being understood by our target audience and improving lives for disabled people"*
Disability Unit Cabinet Office: Emergency & Resilience	Disability Action Planning. DU proposes to work with relevant policy teams across government and other relevant partners to ensure stronger engagement with disabled people in resilience and emergency planning. This will help to magnify disabled people's voices and the experiences of disabled people and support more disability-inclusive policy making.	**Generic preparedness advice:** actions that disabled people could consider taking to support their specific needs, for example, staying informed about risks and latest advice; letting others know that they could need additional support; making a plan for when an emergency happens. **Mobility impairments and conditions:** additional preparedness actions for people who have mobility issues.
NHS Personalised Care Assessment Framework	A proactive and universal offer of support to people with long-term physical and mental health conditions to build knowledge, skills and confidence and to live well with their health condition.	We are the VCS representative working with the NHS and ICB on a new Assessment Framework. Framework now completed. Outcomes include: • Named Personalised Care (PC) lead who works with all partners, to co-create an effective local personalised care eco-system and plan with local partners. • Community grants are widely available to local groups and voluntary organisations, to support the development of new community activities and services. • All relevant partners, including personalised care roles, are involved in the planning and development of community resources.
Nene Park Access Forum	Help to make Nene Park more accessible for disabled people.	We have worked with the park for over 10 years helping them to make the park more accessible for disabled people and remove barriers. https://www.nenepark.org.uk/blog/making-the-park-accessible-to-all
Bank of England Citizens panel	Opportunity to question the Bank's Governors and Executive Directors about the decisions taken by the Bank to support the economy.	Citizens' Panels, which have been running since 2018, were devised to improve the way the Bank communicates with people across the UK. This gives us the opportunity to raise matters that directly relate to disability issues. https://www.bankofengland.co.uk/about/get-involved/citizens-panels

Steering Board, DPO Capacity Building project	Working closely with Head of Advice & Information and DRUK Development Manager.	Helping DPOs identify their key strengths and opportunities for growth and sustainability. Sharing examples of best practice.
National Voices	**Understand and advocate** for what matters to people, especially those who have greater health or care needs. **Find common cause** across communities and conditions by working with member charities and those they support. **Connect and convene** charities, decision makers and citizens to work together to change health and care for good.	• Supporting national policy and system design. • Supporting the vital role that the Voluntary, Community and Social Enterprise sector plays in health and care. • Supporting the adoption and spread of person-centred approach.
Our Voices	The Group is made up of several Disabled People's Organisations (DPO's) from across England, that are members of Disability Rights UK.	Minister for Disabled People affirms importance of engagement with DPOs. https://www.disabilityrightsuk.org/news/2022/february/minister-disabled-people-affirms-importance-engagement-dpos
Crown Representative Taskforce	Joint BAME Taskforce, Women's Resource Centre, and Disability Commissioning Taskforce Roundtable.	Increasing VCSE participation in public procurement, aim to get a fairer commissioning process that DPO's will have more of a chance to access Government funding.
Physical Disability Partnership Board (Healthwatch)	This Board helps to improve services for people with physical disabilities in Cambridgeshire and Peterborough.	The Board's role is to support and improve care for people who use health and adult social care services. They do this by including some of the people who use these services in their design, delivery, and evaluation. Social care includes providing social work, personal care, protection or social support services to children or adults in need or at risk, or adults in need due to illness, disability, old age or poverty.
Peterborough Disability Forum	Meets regularly to share important information and discuss issues affecting disabled people, their families, and carers.	Forum made up of senior level workers from the voluntary sector across Peterborough. Statutory body workers are invited to participate when relevant topics are on the agenda e.g. City Centre Access, placement of Changing Places facilities and digital exclusion.
Accessible Communities Working Group DRUK	Meet with other DPO leaders to discuss the future of accessible communities and help identify the topics should be considering for the future.	Collective working group to bring strength and unity to the calls of the disability movement for greater accessibility of our communities wherever they may be and allow us to lobby central and local government for change more effectively.
Adult and Health Scrutiny committee PCC	Independent co-opted board member.	Scrutinise the work of Peterborough City Council to ensure that the Council is discharging its functions effectively. Bring any specialist knowledge, skills, experience, and expertise they may have to the work of the Scrutiny Committee. Ensure that there is an effective independent challenge to the Council on matters relating to the remit of the specific committee that they are co-opted to and that this challenge is constructive to support the Council in carrying out its role.

DWP	We hold an Alternative Office Status issued by the Secretary of State	Alternative Office' status enables our workers to; • Issue benefit applications to claimants or third parties regarding specified benefits. • Accept claims / applications from people for specified social security benefits sent or delivered to an Alternative Office. • Collect information and supporting evidence in respect of those claims / applications. • Provide appropriate advice, information and guidance to support a direct 'online' or telephone application for specified social security benefits. • Record the date a claim / application form (or, where appropriate, an intention to claim / apply, or a request for a claim / application form) is received at an Alternative Office. • Forward completed forms to DWP.
Eastern Region Stakeholder Network (Cabinet Office)	The Government Disability Unit has set up a Regional Stakeholder Network to help build a picture of the lived experience of disabled people in England.	Each region in the network is tasked with amplifying the voices of disabled people and disability organisations in their regions. reporting back to the government on a range of issues including transport, housing and employment.

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Plans for future periods

Although times remain financially challenging the Charity plans to continue the activities outlined above in the forthcoming year subject to satisfactory funding. It will also continue to seek funding to develop plans and services identified by the disabled people we serve, working wherever possible with other partners to support delivery of quality services. It will also continue to focus on a range of fundraising activities. We believe equal access to our services is vital for our success and vital to community wellbeing. Therefore we will continue to strive to learn, adapt and break-down barriers and co-produce services with disabled people for disabled people.

Structure, governance and management

The charity is a company limited by guarantee, its governing document being the Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

A J Dunham
N Hampshaw
J O Hopgood
L Staples (Resigned 13 December 2023)
J Watling - Chairperson
D Rowell (Resigned 13 December 2023)

We seek to bring new trustees onto the board who can complement the skills base of the existing members of the board. Invitation is made at the Annual General Meeting and at other times throughout the year. Interested parties are invited to meet with the Chairperson and other trustees to obtain an understanding of the charity, its aims and objectives and how they may be able to further the development of the charity.

The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees meet on a regular basis, normally bi-monthly to consider and decide the strategic direction and policy of the charity. The board also take the opportunity to consider issues such as legal, premises, planning and staffing matters which have arisen between meetings.

The trustees also meet regularly with representatives from those responsible for the operational management of the charity on a day to day basis, ensuring that the charity delivers the services specified and that progress is made in achieving the charity's objectives.

The trustees' report was approved by the Board of Trustees.

J Watling - Chairperson
Trustee

29 January 2025

DIAL PETERBOROUGH

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF DIAL PETERBOROUGH

I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Mr Mark Jackson FCA DChA

Azets
Westpoint
Lynch Wood
Peterborough
Cambridgeshire
PE2 6FZ
United Kingdom

Dated: 29 January 2025

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year

	Notes	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Income from:						
Donations and legacies	**3**	18,784	-	-	18,784	13,751
Charitable activities	**4**	80,397	16,494	189,668	286,559	183,615
Investments	**5**	247	-	-	247	248
Total income		99,428	16,494	189,668	305,590	197,614
Expenditure on:						
Raising funds	**6**	14,400	-	2,880	17,280	17,280
Charitable activities	**7**	23,669	16,832	187,719	228,220	234,252
Total resources expended		38,069	16,832	190,599	245,500	251,532
Net income/(expenditure) for the year/ Net movement in funds		61,359	(338)	(931)	60,090	(53,918)
Fund balances at 1 April 2023		70,802	65,061	18,015	153,878	207,796
Fund balances at 31 March 2024		132,161	64,723	17,084	213,968	153,878

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year

	Notes	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:					
Donations and legacies	**3**	13,751	-	-	13,751
Charitable activities	**4**	17,310	17,801	148,504	183,615
Investments	**5**	248	-	-	248
Total income		31,309	17,801	148,504	197,614
Expenditure on:					
Raising funds	**6**	17,280	-	-	17,280
Charitable activities	**7**	74,238	16,874	143,140	234,252
Total resources expended		91,518	16,874	143,140	251,532
Net incoming/(outgoing) resources before transfers		(60,209)	927	5,364	(53,918)
Gross transfers between funds		-	-	-	-
Net income/(expenditure) for the year/ Net movement in funds		(60,209)	927	5,364	(53,918)
Fund balances at 1 April 2022		131,011	64,134	12,651	207,796
Fund balances at 31 March 2023		70,802	65,061	18,015	153,878

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Current assets					
Debtors	**14**	5,438		1,462	
Cash at bank and in hand		218,094		162,473	
		223,532		163,935	
Creditors: amounts falling due within one year	**15**	(9,564)		(10,057)	
Net current assets			213,968		153,878
Income funds					
Restricted funds	**16**		17,084		18,015
Unrestricted funds					
Designated funds	**17**	64,723		65,061	
General unrestricted funds		132,161		70,802	
			196,884		135,863
			213,968		153,878

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 29 January 2025

J Watling - Chairperson
Trustee

Company Registration No. 04255588

1 Accounting policies

Charity information

Dial Peterborough is a private company limited by guarantee incorporated in England and Wales. The registered office is The Fleet, Fleet Way, Old Fletton, Peterborough, Cambridgeshire, PE2 8DL, United Kingdom.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In common with many charities, they are dependent upon continuing to receive funding to cover core costs. The trustees believe that they will be able to source sufficient funding and therefore they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and gifts are included in full in the statement of financial activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included when receivable.

1 Accounting policies **(Continued)**

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is recognised in the period in which it is incurred. Expenditure is directly attributed to the relevant heading where possible. However, where costs are attributable to more than one heading, they are apportioned across these headings using an allocation based on time spent by staff in each heading.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers and equipment	25% p.a. straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	18,784	13,751

4 Charitable activities

	Unrestricted 2024	Restricted 2024	Total 2024	Unrestricted 2023	Restricted 2023	Total 2023
	£	£	£	£	£	£
Core activities	59,800	-	59,800	15,000	10,000	25,000
The National Lottery	-	169,768	169,768	-	125,304	125,304
Shopmobility	16,494	-	16,494	17,801	-	17,801
Hyde Charitable Trust	-	13,500	13,500	-	-	-
MS Society - Welfare rights	-	6,400	6,400	-	3,200	3,200
Tackling Inequalities Fund	-	-	-	500	-	500
Screwfix Foundation	-	-	-	-	5,000	5,000
Grocers Charity	-	-	-	-	5,000	5,000
Wellbeing activities	20,270	-	20,270	1,690	-	1,690
Walks on Wednesday	327	-	327	120	-	120
	96,891	189,668	286,559	35,111	148,504	183,615
Analysis by fund						
Unrestricted funds	80,397	-	80,397	17,310	-	17,310
Designated funds	16,494	-	16,494	17,801	-	17,801
Restricted funds	-	189,668	189,668	-	148,504	148,504
	96,891	189,668	286,559	35,111	148,504	183,615

5 Investments

	Unrestricted funds 2024	Unrestricted funds 2023
	£	£
Interest receivable	247	248

6 Raising funds

	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Unrestricted funds 2023
	£	£	£	£
Fundraising costs	14,400	2,880	17,280	17,280
	14,400	2,880	17,280	17,280

7 Charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Staff costs	908	161,296	162,204	181,944
Consultancy	225	-	225	1,860
Staff training and welfare	751	-	751	496
Travelling expenses	3,647	708	4,355	6,238
Venue costs and volunteer expenses	6,978	456	7,434	7,483
Sports coaching	-	-	-	789
Other project costs	-	22,465	22,465	3,111
	12,509	184,925	197,434	201,921
Share of support costs (see note 8)	20,726	2,794	23,520	25,263
Share of governance costs (see note 8)	7,266	-	7,266	7,068
	40,501	187,719	228,220	234,252

8 Support costs

	Support costs	Governance costs	2024	2023
	£	£	£	£
Depreciation	-	-	-	1,262
Publications and subscriptions	1,637	-	1,637	2,085
Insurance	3,611	-	3,611	3,450
Telephone and internet	8,480	-	8,480	7,400
Printing, postage and stationery	3,376	-	3,376	3,365
Computer expenses	1,282	-	1,282	3,266
Repairs and maintenance	133	-	133	665
Sundries	1,906	-	1,906	794
HR services	3,095	-	3,095	2,976
Legal and professional	-	936	936	918
Independent examiner's fee	-	2,010	2,010	1,830
Bookkeeping fees	-	4,320	4,320	4,320
	23,520	7,266	30,786	32,331
Analysed between				
Charitable activities	23,520	7,266	30,786	32,331

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but one of them were reimbursed a total of £95 travelling expenses (2023 - £65).

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	7	8

Employment costs	2024 £	2023 £
Wages and salaries	152,368	165,299
Social security costs	7,079	13,676
Other pension costs	2,757	2,969
	162,204	181,944

There were no employees whose annual remuneration was more than £60,000.

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Tangible fixed assets

	Computers and equipment
	£
Cost	
At 1 April 2023	29,424
At 31 March 2024	29,424
Depreciation and impairment	
At 1 April 2023	29,424
At 31 March 2024	29,424
Carrying amount	
At 31 March 2024	-
At 31 March 2023	-

13 Financial instruments

	2024	2023
	£	£
Carrying amount of financial assets		
Trade debtors	439	390
Cash at bank	218,094	162,473
Measured at cost	218,533	162,863
Carrying amount of financial liabilities		
Trade creditors	1,511	3,189
Accruals	4,440	2,680
Measured at cost	5,951	5,869

14 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Trade debtors	439	390
Prepayments and accrued income	4,999	1,072
	5,438	1,462

15 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other taxation and social security	3,707	3,589
Trade creditors	1,511	3,189
Other creditors	(94)	599
Accruals and deferred income	4,440	2,680
	9,564	10,057

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds					
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£
The National Lottery	-	136,088	(136,088)	-	169,768	(169,768)	-
MS Society - Welfare rights	2,133	3,200	(5,333)	-	6,400	(6,400)	-
Hub & Apartments	621	-	-	621	-	-	621
Small Lottery Grant	3,745	-	(1,128)	2,617	-	-	2,617
Tackling Inequalities Fund	6,152	-	-	6,152	-	-	6,152
Screwfix Foundation	-	5,000	(1,355)	3,645	-	(100)	3,545
Grocers Charity	-	5,000	(20)	4,980	-	(831)	4,149
The Evelyn Trust	-	10,000	(10,000)	-	-	-	-
Hyde Charitable Trust	-	-	-	-	13,500	(13,500)	-
	12,651	284,592	(279,228)	18,015	189,668	(190,599)	17,084

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£
Shopmobility	12,872	17,801	(15,612)	15,061	16,494	(16,832)	14,723
Service protection fund	50,000	-	-	50,000	-	-	50,000
Fixed asset fund	1,262	-	(1,262)	-	-	-	-
	64,134	17,801	(16,874)	65,061	16,494	(16,832)	64,723

The shopmobility fund represents funding for the shopmobility scheme in the shopping centre.

The service protection fund has been created to protect core services for a period of time in light of uncertainty around future funding for those services.

The fixed asset fund represents the net book value of fixed assets.

18 Analysis of net assets between funds

	Unrestricted funds 2024	Designated funds 2024	Restricted funds 2024	Total 2024	Total 2023
	£	£	£	£	£
Fund balances at 31 March 2024 are represented by:					
Current assets/(liabilities)	132,161	64,723	17,084	213,968	153,878
	132,161	64,723	17,084	213,968	153,878

19 Related party transactions

During the year Dial Peterborough purchased goods and services of £450 (2023: £719) from The Mobility Aids Centre, in which Mr Watling is a director.

20 Control

No one individual has control of the charitable company.

DIAL PETERBOROUGH

England & Wales - Charity number 1089250

Accounts

Charity registration number 1089250

Company registration number 04255588 (England and Wales)

DIAL PETERBOROUGH

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

DIAL PETERBOROUGH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A J Dunham N Hampshaw J O Hopgood L Staples J Watling - Chairperson D Rowell (Appointed 15 December 2022)
Charity number	1089250
Company number	04255588
Registered office	John Mansfield Centre Western Avenue Dogsthorpe Peterborough United Kingdom PE1 4HX
Independent examiner	Mr Mark Jackson FCA DChA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire United Kingdom PE1 2SP
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent United Kingdom ME19 4JQ

DIAL PETERBOROUGH

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DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

I hope you will find the content an interesting reflection on the work of Disability Peterborough during this reporting year. It has been a challenging time for so many people across the Country and especially for the community we represent. Given the lasting impact of Covid-19 pandemic coupled with the cost-of-living crisis and rising inflation, it is undeniably a very challenging time for so many people. Whenever there is a national crisis whether it be the pandemic, access to the NHS or the cost of living, disabled people are regularly hit harder than non disabled people.

Demand for our services has surpassed what we can afford to provide. However, we have frequently reviewed and transformed the way we do things to meet the challenging need faced by physically disabled people in Peterborough. What hasn't changed is the constant need to ensure that all disabled people have the same access, equality, and equity that non-disabled people have living their independent, full, and involved lives. By taking a user-led approach our charity reiterates that our work should be informed and driven by the needs and wishes of disabled people. The impact of our work goes far beyond those we help directly and includes families, friends, and carers. We will continue to operate in a way in which helps to remove barriers to full participation and remain accountable to the disabled people we represent.

The Charity recognise and sincerely thanks the financial support of our donors, fundraisers, grant funders, we could not operate the charity without this support. This is not only critical for paying the running costs of the charity but also vital to the continuation and development of services relevant to and requested by the disabled people we serve. We rely on the hard work and dedication of a small staff team and our volunteers who contribute in so many ways to the work and success of the charity. I acknowledge the role played by them and I thank them for all their hard work, commitment, and professionalism The whole team have met the many challenges with great energy, ability, good will and a much-needed splash of humour.

As the Chair of the Trustee Director Board, I wish to thank the Trustee Directors for their time, dedication, and support that they contribute freely to the running of the charity.

.....

Jason Watling
Chairman
Dated: 13-12-23

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

Objectives and activities

Disability Peterborough provide services, opportunities and a voice to people living with physical disability and long-term health conditions and their families in Peterborough. We are a user led charity and the majority of our staff, trustees and volunteers lived experience of disability and long-term health conditions. Our service delivery is based on what local disabled people have told us they need. Our specialism has been founded on a deep routed knowledge and experience of disability, and an understanding of what is required for our advice services, support services and policy work.

Our Aim - Disability/DIAL Peterborough (DP) exists to make Peterborough a place where disabled people have the same opportunities as everyone else.

Our vision - a society where people with a disability are valued equally, listened to and included.

Our objectives - providing services were people with disabilities live fully integrated lives economically and socially.

Our mission - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential.

Values

Through our services we provide the opportunity for people with lived experience of physical disability or long-term conditions to be part of community life and part of our organisation. We want to make sure that disabled people have a voice, and that voice is heard at all levels of decision making. "**Nothing about us without us**" is a phrase that has been used for many years but it has even greater importance now.

We believe in a **Social Model of Disability** that says that people with impairments are disabled by the way society is run and organised.

Independent Living - We believe in independent living in its fullest sense as defined by the UN Convention on the Rights of Disabled People (UNCRDP), that disabled people should enjoy the same life opportunities, independence and choices as non-disabled people.

We have systems in place for consultation and feedback and deliver services that our users need. We believe in being responsive to the changing needs of disabled people. We have a culture based on trust, respect, integrity and openness and we embrace diversity and equality of opportunity.

Working in Partnership - we recognise that working in partnership to share expertise results in better services for disabled people.

CEO Report

Every year brings its own challenges and this one has been no exception. The cost of living crisis has meant that more disabled people than ever have reached out to our charity for help and support. We are acutely aware that the cost-of-living crisis doesn't affect people equally. At a time where we've found that rising costs are pushing more than half of disabled households into debt, disabled people and their families are paying the highest cost and need our support more than ever. We have continued to put the everyday experiences of disabled people at the heart of everything we do. We supported over 4,000 requests for information, advice, and support. We did this through our helpline, our online information and advice, and home visits. The requests for welfare benefit advice has been at the forefront, this is not a surprise given the ever increasing costs of food, energy and housing costs rising sharply and we are deeply grateful to our very experienced benefit workers who provide in depth case work and have over a 90% success rate with challenging mandatory reconsiderations and appeals for disability benefits.

"During COVID we were all the same, everyone had to stay at home. The cost of living crisis is affecting disabled people more. We can't work to get in extra income and need more heating to keep warm" Client feedback.

"It has become very clear where gaps are in service provision, we have hospital appointments cancelled, access to physiotherapy is no longer available and getting any kind of assessment is near on impossible" Client feedback.

"During COVID our income went further, now we are having to pay more for services that we rely on and it is frightening as the costs keep rising" Client feedback.

Our dedicated and highly experienced staff and volunteers (with the majority having personal lived experience of disability) have continued to provide an outstanding service. The continued positive feedback, thank you cards, donations and a never ending supply of chocolates, biscuits and flowers all pay tribute to the fact the services are truly valued. Here are just a few examples.

Client feedback *- "Without Disability Peterborough, people would be in a very dark place because there is just not the support in Peterborough... What other service is there? I've always found Jane very helpful, it's a vital service".*

Social Prescriber feedback *- "I have made many referrals to Disability Peterborough - for those in crisis, who need advice and support on what their next steps to take are and generally helping them to move towards a more positive future. It is integral for Peterborough to have a service such as this, as I am unsure where those I support would be able to find such comprehensive, understanding and beneficial support".*

Cabinet Office feedback *– "DPOs like Disability Peterborough give local disabled people a voice at national level. They play a vital role in sharing the views and experiences of disabled people with Ministers and government officials. They bring forward and discuss key disability issues and help shape government policy making."*

In September 2022 I received a totally unexpected invitation from the Royal Household. The invitation was to attend the Queens Funeral in Westminster Abbey. It was a great honour to represent Disability Peterborough and was a truly moving experience. A total of 183 people were chosen to join the 2000 strong congregation dignitaries gathered at the historic church for the final farewell to Queen Elizabeth II.

"These individuals drawn from across the UK were recognised for their extraordinary contributions in areas including the response to the Covid-19 pandemic, people who volunteered in their communities, charity workers and those who work in health care, education and the wider public sector." ***Prime Minister.***

Although the COVID 19 pandemic is a distant memory for some, the UK Covid-19 Public Inquiry has been set up to examine the UK's response to and impact of the Covid-19 pandemic and learn lessons for the future. Almost 60% of people who died from COVID were Disabled people. Prior to the Inquiry, DPOs made the case for equality issues to be central to its scope. The Inquiry's terms of reference were revised to reflect this. I received a request from the inquiry to provide a full written statement for Module 1, this looked at whether the needs of Disabled people were taken into account in any pre-pandemic planning. Providing the statement was not easy as it brought back all the feelings of fear and frustration. We are working closely with Kamran Mallick the CEO of Disability Rights UK who has Core Participants status and we will feed the experiences of local disabled people into the future Modules. Kamran said *"It was a frightening time that revealed we were not viewed as equal citizens and that the Equality Act and United Nations Convention on the Rights of Persons with Disabilities were not embedded into decision making or planning."*

Our charity like many others, had to address a serious financial challenge this year. Rising costs and reduced fundraised income gave us great concern. Our financial plan for the year was to operate at a deficit funded from our reserves. This plan allowed us to continue our vital work supporting disabled people and their families, while we continue to find other sources of income.

I am immensely proud of this year's achievements. Each and every one of our team is committed to making sure that local disabled people are afforded better equality and an even chance of success, better health outcomes and greater financial security. We will continue to work at a local, regional and national level making sure that the voices of disabled people are heard, and inequalities addressed.

Sandie Burns MBE

CEO Disability Peterborough

Disability Benefits

Our expert advisers have excellent knowledge of the benefits system and offer guidance from helping to complete long and complex benefit forms, understanding and challenging benefit decisions, all the way through to taking further action if the result is disputed. Appeal are much more likely to be successful if you have representation at the tribunal, so we don't just help with guidance and advice, we are one of the very few charities left that offers one to one support and help from making the original application through to representation at court.

We can help physically disabled people apply for benefits including:

- Personal Independence Payment
- Universal Credit
- Attendance Allowance
- Employment and Support Allowance

This year we have worked with 622 disabled people who have gained an additional annual total of **£1,131,360.** In addition they helped to secure an extra **£115,188** in back payments. What this means to disabled people, especially in a cost of living crisis cannot be underestimated.

This is what some of our clients who used the service had to say;

"All my life consists of is just paying out money that I don't have, I don't know what to do anymore, I am fed up with living."

"*I have been sitting here now most of the day wondering just how to thank you, as there are truly no words that can express my gratitude to you, I have had nobody my entire life that someone goes out of their way to help me, you are the only ones in my 46 years of being an adult, you are good people whom I'm lucky that you are part of my life. I could go on & on, but I think you know".*

"Wow! I am so impressed with Disability Peterborough. I did not think that there were organisations that did all this. Something that is so needed in a community".

"Thank-you from the bottom of my heart. I appreciate what you have done. You will never know how much stress you have taken off my shoulders".

Information, Advice and Guidance (IAG)

IAG for physically disabled people is a critical role for Disability Peterborough, it defines what we do, why we do it and how we do it. Our approach to IAG is embedded into every part of our charity, from how we work, how we engage with disabled people, to the way we design our services through co-production. Our IAG service supports disabled people in making informed choices about their lives and is an essential part of what we do. During the year we have had 3,112 IAG requests. These range from one off requests for information through to very complex situations that require many hours of case work and often multi agency support that we co-ordinate.

We have highly trained and experienced staff on our helplines who are able to discuss in detail the nature of the request and advice on what might suit the disabled persons circumstances, needs and options. This ranges from Aids and Equipment, Housing, Food Banks, Discrimination, Adult Social Care Assessments, through to Transport, Access Issues, Disability Benefits and Legal matters to name but a few.

A large proportion of calls have been regarding the Cost of Living Crisis and income maximisation. We have seen a sharp rise in requests for assistance coming from statutory agencies such as the Local Authority, Adult Social Care, Department of Works and Pensions and Social Prescribers requesting help and advice for their clients.

Client Feedback:

"I have spoken to many different agencies. When I was given your number I was sceptical, however you have all been fantastic".

"I have been given all these phone numbers and you are the most helpful person I have spoken to today."

"I have been in this country for 12/13 years and I know very little. So, when I need help the only organisations, I can rely on are Disability Peterborough and the Red Cross. We are so thankful for your continued help".

Handyperson

Our Handyperson service has proved to be very popular carrying out over 400 jobs and repairs for clients and is often a gateway into the other services that we offer including benefits, keeping warm & well and energy efficiency within the home. Evidence consistently shows that disabled people place great value on services that offer them "that little extra bit of help" and enable them to remain living independently in their own homes. Our Handyperson service is perhaps one of the best examples of "that little extra bit of help", assisting disabled people with small building repairs, minor adaptations such as the installation of grab rails and temporary ramps, 'odd' jobs (such as putting up shelves, moving furniture), falls and accident prevention checks.

The evaluation of our Handyperson service has shown that it offers an important safety net for disabled people and is consistently highly rated by disabled people who use our service. Feedback from clients shows that the service is valued for its trustworthiness, reliability, quality, and crucially for the skills and respectful attitudes of our handyman.

Key areas of work where the low cost preventive interventions provided by handyperson services offer the potential to reduce demand for health and social care services include:

- Small repairs and minor adaptations that reduce the risk of falls and enable independent living;
- Home security measures that prevent burglaries and increase people's sense of security in their own homes;
- Hospital discharge schemes where a swift response to requests for the installation of key safes, grab rails, temporary ramps, or moving a bed or other furniture can reduce the length of hospital stay.

Such preventive services are cost effective, for example:

- Postponing entry into residential care by a year saves on average £33,800 per person
- Preventing a fall leading to a hip fracture saves the state £28,665 on average
- Housing adaptations reduce the costs of home care (saving £1,200 to £33,800 a year)
- Hospital discharge services speed up patient release, saving at least £569 a day

Many of the clients using the service had other sources of informal or formal assistance to rely on. Service users valued the wide range of small tasks that services offered and felt it would be difficult to find "ordinary" tradesmen who would be prepared to undertake such work. Knowing the service was trustworthy and reliable - that the handyperson was "checked", that they would do a good job, that they would not suggest work that was unnecessary - were among the most crucial and valued aspects of the service. The comment below, taken from an interview with a service user, neatly sums up what many service users told us:

"The handyman service from Disability Peterborough has been a life changer for me. They have put me a key safe on my wall, put a large curtain rod in one of my bedrooms and hung the curtains and recently built and installed two outdoor steps to replace wonky ones. Jeff is the man who has done all these jobs, and he is the most cheerful person and I always feel better after a visit from him. Disability Peterborough are an invaluable source of information and help for many, many of us who are no longer able to do jobs for ourselves. Long may they be able to operate these services".

Shopmobility Service

The project has been running for 40 years since the opening of the shopping centre who host the project. We took over running the service 7 years ago. The day to day running is covered by volunteers and a staff member oversees the project, supporting and overseeing the volunteers. It is reported by the disabled people who use the service, as a valued and essential service, especially for those who live alone and are not digitally connected, they rely on shopping in the city centre not only for access what they need to purchase, but also as a way of reducing loneliness and improving their well-being. Volunteers get to know their customers and ensure they have achieved everything they wanted to and even help with taking shopping to the car for them. We are also developing our long term hire part of the project, as those who have an operation which temporarily affects their mobility, are not provided with a wheelchair. We hire them out at an affordable rate to keep the person mobile and able to continue with their life while they recover. This gives them the ability to get out and about which supports good mental health. In 2022 the project was recognised by the local MP, Paul Bristow, for it services to local disabled people and 2 of the volunteers were invited along with 2 members of staff to a 'Peterborough Hero's' reception at Westminster, where their work was commended.

Wellbeing

Crafting sessions

Our crafting sessions have continued to develop from a small project we started pre covid. It was the previous attendees that were very keen to restart it once restriction allowed. The group initially was a small group of 7-8 physically disabled people who enjoyed crafting. Being a DPO our staff understand the benefits of crafting as a way of taking your mind off the pain you are in, from your disability. We have been able to demonstrate new aids and adaptions for crafting. We were able to show those who are struggling to crochet due to arthritis in their hands, a new style crochet hook with a larger rubber grip handle, which has allowed them to carry on with their craft. For others who the aid did not support, we have been able to share different crafts with them, until they find one they can do and enjoy, such as card making or diamond art, giving them joy and their sense of achievement back. The group has continued to grow, and we now have 20-24 disabled people attend, they find the group welcome and inviting, accessible and there is always a staff member on hand to support with any non-craft disability matters. Throughout the session individuals will request a private chat with staff as they have a concern or question that is worrying them. It is wonderful to be able to help them as without, they would be worrying at home, as many of them live alone. The group reduces isolation and increases the well-being of all those who attend, Our oldest lady (92 years old) told us the session is the highlight of her week as it gets her out and she is able to socialise. In 2022 the Disability Minister, Chloe Smith, came to visit the team and some of the crafting ladies were in attendance too and Chloe was very impressed with their achievement and praised our service, she also gave us vital links in with the local DWP team, which we have utilised when needed.

The Walk on Wednesday's (WOW) story

Blog written by Anna Denham (Disability Rights UK)

I met (virtually) with Sandie, Chris, who leads the WOW walking group, and Susan, a Project Development Officer at Nene Park Trust, working on accessibility. They told me how the group came about, how it had grown, and most importantly, why it is still going and so popular ten years later.

We co-wrote the Walks on Wednesday's success story to accompany the report. Understandably, there was a lot of interest in their story. One organisation even contacted us to ask if they could use it as a model for their staff training on building inclusive partnerships.

I kept in touch with Sandie, Chris, and Susan over the following months, informing them of my interest in their story. I promised I would one day visit and join them for a walk at Nene Park.

On the first Wednesday in May 2022, I travelled to Ferry Meadows at Nene Park, Peterborough. I met with Chris and some of her fellow walkers. Sandie from Disability Peterborough also joined us for a 'Walk on Wednesday' (WOW).

I arrived a little early, so I wandered around the visitor centre, including an impressive farm shop stocking lots of local produce. I noticed a lot of information available for visitors, including maps in large print and braille and various information boards. The facilities were also accessible and inclusive, with accessible toilets and mobility scooters for free hire.

People gradually arrived and chatted, catching up on news until it was time to set off.

The weather was grey and drizzly, but that had not deterred people from coming. When it was time, we all set off for a walk around the two beautiful, tranquil lakes in the park. I noted that the paths were flat and well maintained and that there were plenty of benches and potential rest points along the way, where you could sit and enjoy the sights, sounds and smells of the park.

The group split into two so those who wanted could do a longer walk. Those of us doing the shorter walk kept at a pace that suited everyone.

Walking in such a beautiful, tranquil setting was enjoyable and chatting with people. Chris also pointed out some quirky features, which I loved, including an owl sculpture carved into the trunk of a tree. How talented some people are and how wonderful to use their talents for others to enjoy.

When we arrived back at the visitors' centre for a well-earned hot drink, I felt re-energised.

I had physically, mentally, and socially exercised. It was as if Mother Nature had given me a dose of fresh air and cleared the cobwebs away.

A while later, those taking the longer route joined us at the outdoor café, as did Susan from the Trust. It was a lovely surprise to see her. We chatted about what we had been working on since we'd last caught up and how we wanted to do more to champion accessibility and inclusion in parks.

It was great to see people in the group chat and enjoy each other's company. As people gradually left to continue their day, I noticed how content and upbeat people seemed.

Following my morning visit to Ferry Meadows, I joined Sandie, Chris, and their colleagues at the Disability Peterborough office. Once again, I was warmly welcomed. They showed me around their office space, including the theatre used for yoga and other group exercise classes.

We talked about how the pandemic had changed people's working spaces and patterns. I was honoured that some of Sandie's colleagues had prepared a delicious "home-cooked" lunch for me. Complete with a beautiful cake that Mary Berry would be proud of! I was so touched that all the Disability Peterborough colleagues joined us for lunch – once again, everyone was included.

I was so pleased that I'd finally met Sandie, Chris, Susan (in real life!), and some WOW group members and Disability Peterborough colleagues.

It was wonderful to enjoy a walk in the park with such friendly, welcoming company. If I lived closer to Peterborough, I'd be inclined to join the walks more often.

Nature, peace and tranquillity, walking or wheeling as far as you want and as fast or slow as you need. All with great company and rounded off with a cup of tea. What's not to like?

Boards Represented on	Purpose/Description	Comments
Disability Campaign Reference Group Cabinet Office/ Saatchi	Work with government and Saatchi to create media campaign. Get non-disabled people with positive attitudes, to act appropriately around disabled people by inspiring them with the right advice	Support the development of the campaign by providing insight and expertise on the targeting and creative elements of the campaign to help ensure an effective message is developed and delivered
NHS Personalised Care Assessment Framework	A proactive and universal offer of support to people with long-term physical and mental health conditions to build knowledge, skills and confidence and to live well with their health condition.	We are the VCS representative working with the NHS and ICB on a new Assessment Framework • Shared decision making • Personalised care and support planning • Enabling choice, including legal rights to choice • Social prescribing and community-based support • Supported self-management • Personal health budgets and integrated personal budgets
Nene Park Access Forum	Help to make Nene Park more accessible for disabled people.	We have worked with the park for over 10 years helping them to make the park more accessible for disabled people and remove barriers. https://www.nenepark.org.uk/blog/making-the-park-accessible-to-all

Bank of England Citizens panel	Opportunity to question the Bank's Governors and Executive Directors about the decisions taken by the Bank to support the economy.	Citizens' Panels, which have been running since 2018, were devised to improve the way the Bank communicates with people across the UK. This gives us the opportunity to raise matters that directly relate to disability issues https://www.bankofengland.co.uk/about/get-involved/citizens-panels
Steering Board, DPO Capacity Building project	Working closely with Head of Advice & Information and DRUK Development Manager.	Helping DPOs identify their key strengths and opportunities for growth and sustainability. Sharing examples of best practice
National Voices	**Understand and advocate** for what matters to people, especially those who have greater health or care needs. **Find common cause** across communities and conditions by working with member charities and those they support. **Connect and convene** charities, decision makers and citizens to work together to change health and care for good.	• Supporting national policy and system design • Supporting the vital role that the Voluntary, Community and Social Enterprise sector plays in health and care • Supporting the adoption and spread of person-centred approach
Our Voices	The Group is made up of a number of Disabled People's Organisations from across England, that are members of Disability Rights UK. The group of Disability CEO's came together at the start of the pandemic to represent the interests of disabled people and to enable learning and mutual support.	Minister for Disabled People affirms importance of engagement with DPOs https://www.disabilityrightsuk.org/news/2022/february/minister-disabled-people-affirms-importance-engagement-dpos
Crown Representative Taskforce	Joint BAME Taskforce, Women's Resource Centre, and Disability Commissioning Taskforce Roundtable.	Increasing VCSE participation in public procurement, aim to get a fairer commissioning process that DPO's will have more of a chance to access Government funding
Physical Disability Partnership Board (Healthwatch)	This Board helps to improve services for people with physical disabilities in Cambridgeshire and Peterborough.	The Board's role is to support and improve care for people who use health and adult social care services. They do this by including some of the people who use these services in their design, delivery, and evaluation. Social care includes providing social work, personal care, protection or social support services to children or adults in need or at risk, or adults in need due to illness, disability, old age or poverty.
Peterborough Disability Forum	Meets regularly to share important information and discuss issues affecting disabled people, their families, and carers.	Forum made up of senior level workers from the voluntary sector across Peterborough. Statutory body workers are invited to participate when relevant topics are on the agenda e.g. City Centre Access, placement of Changing Places facilities and digital exclusion

COVID 19 Public Enquiry	Group of disability charities brought together by DRUK to work with Bhatt Murphy solicitors (Shamik Dutta) state's response to COVID19 had a vastly disproportionate impact on Disabled people both in the proportion of deaths as well as the impact of measures to control the virus. Disabled people made up 59.5% of all deaths involving COVID-19.	Worked on making sure the Terms of Reference for the enquiry made adequate reference to the disproportionate effect of the pandemic on disabled people and to apply for Core Participant status. Enquiry did make changes to the TOR that we recommended and also the Chair of the enquiry wrote back to our group saying that DPO's had an important part to play in the process. DRUK has now been granted Core Participant status and the other DPO's will continue to feed in information based on real life experience of the pandemic. Our CEO was requested by the Chair of the enquiry to submit written evidence for stage 1 of the public enquiry.
Accessible Communities Working Group DRUK	Meet with other DPO leaders to discuss the future of accessible communities and help identify the topics should be considering for the future.	Collective working group to bring strength and unity to the calls of the disability movement for greater accessibility of our communities wherever they may be and allow us to lobby central and local government for change more effectively.
Living Sport	To work with Living Sport to create a new Disability Strategy for Cambridge and Peterborough.	Completed Theory of Change document. Put together draft framework to improve the way we all work together to ensure opportunities to be physically active are equitable and inclusive. It is time to make a real change for disabled people to access sport, physical activity and leisure in the way they want, when they want with no barriers placed on them by society.
Adult and Health Scrutiny committee PCC	Independent co-opted board member.	Scrutinise the work of Peterborough City Council to ensure that the Council is discharging its functions effectively. Bring any specialist knowledge, skills, experience, and expertise they may have to the work of the Scrutiny Committee. Ensure that there is an effective independent challenge to the Council on matters relating to the remit of the specific committee that they are co-opted to and that this challenge is constructive to support the Council in carrying out its role.

DWP	We hold an Alternative Office Status issued by the Secretary of State.	'Alternative Office' status enables our workers to; • Issue benefit applications to claimants or third parties regarding specified benefits. • Accept claims / applications from people for specified social security benefits sent or delivered to an Alternative Office. • Collect information and supporting evidence in respect of those claims / applications. • Provide appropriate advice, information and guidance to support a direct 'online' or telephone application for specified social security benefits. • Record the date a claim / application form (or, where appropriate, an intention to claim / apply, or a request for a claim / application form) is received at an Alternative Office. • Forward completed forms to DWP.
Eastern Region Stakeholder Network (Cabinet Office)	The Government Disability Unit has set up a Regional Stakeholder Network to help build a picture of the lived experience of disabled people in England.	Each region in the network is tasked with amplifying the voices of disabled people and disability organisations in their regions reporting back to the government on a range of issues including transport, housing and employment helping to develop the new National Strategy for Disabled People.

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Plans for future periods

Although times remain financially challenging the Charity plans to continue the activities outlined above in the forthcoming year subject to satisfactory funding. It will also continue to seek funding to develop plans and services identified by the disabled people we serve, working wherever possible with other partners to support delivery of quality services. It will also continue to focus on a range of fundraising activities. We believe equal access to our services is vital for our success and vital to community wellbeing. Therefore we will continue to strive to learn, adapt and break-down barriers and co-produce services with disabled people for disabled people.

Structure, governance and management

The charity is a company limited by guarantee, its governing document being the Memorandum and Articles of Association.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

A J Dunham
N Hampshaw
J O Hopgood
L Staples
J Watling - Chairperson
R A Smith (Resigned 15 December 2022)
D Rowell (Appointed 15 December 2022)

We seek to bring new trustees onto the board who can complement the skills base of the existing members of the board. Invitation is made at the Annual General Meeting and at other times throughout the year. Interested parties are invited to meet with the Chairperson and other trustees to obtain an understanding of the charity, its aims and objectives and how they may be able to further the development of the charity.

The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees meet on a regular basis, normally bi-monthly to consider and decide the strategic direction and policy of the charity. The board also take the opportunity to consider issues such as legal, premises, planning and staffing matters which have arisen between meetings.

The trustees also meet regularly with representatives from those responsible for the operational management of the charity on a day to day basis, ensuring that the charity delivers the services specified and that progress is made in achieving the charity's objectives.

The trustees' report was approved by the Board of Trustees.

.....
J Watling - Chairperson
Trustee

Date: 13-12-23

DIAL PETERBOROUGH

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF DIAL PETERBOROUGH

I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Mr Mark Jackson FCA DChA

Azets
Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

Dated: 13.12.2023

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

	Notes	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Income from:						
Donations and legacies	3	13,751	-	-	13,751	21,545
Charitable activities	4	17,310	17,801	148,504	183,615	166,947
Investments	5	248	-	-	248	-
Total income		31,309	17,801	148,504	197,614	188,492
Expenditure on:						
Raising funds	6	17,280	-	-	17,280	18,040
Charitable activities	7	74,238	16,874	143,140	234,252	224,888
Total resources expended		91,518	16,874	143,140	251,532	242,928
Net (expenditure)/income for the year/ Net movement in funds		(60,209)	927	5,364	(53,918)	(54,436)
Fund balances at 1 April 2022		131,011	64,134	12,651	207,796	262,232
Fund balances at 31 March 2023		70,802	65,061	18,015	153,878	207,796

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

	Notes	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:					
Donations and legacies	3	21,545	-	-	21,545
Charitable activities	4	6,588	13,731	146,628	166,947
Total income		28,133	13,731	146,628	188,492
Expenditure on:					
Raising funds	6	18,040	-	-	18,040
Charitable activities	7	27,510	46,614	150,764	224,888
Total resources expended		45,550	46,614	150,764	242,928
Net (outgoing)/incoming resources before transfers		(17,417)	(32,883)	(4,136)	(54,436)
Gross transfers between funds		(739)	739	-	-
Net (expenditure)/income for the year/ Net movement in funds		(18,156)	(32,144)	(4,136)	(54,436)
Fund balances at 1 April 2021		149,167	96,278	16,787	262,232
Fund balances at 31 March 2022		131,011	64,134	12,651	207,796

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	12		-		1,262
Current assets					
Debtors	14	1,462		4,584	
Cash at bank and in hand		162,473		214,655	
		163,935		219,239	
Creditors: amounts falling due within one year	15	(10,057)		(12,705)	
Net current assets			153,878		206,534
Total assets less current liabilities			153,878		207,796
Income funds					
Restricted funds	16		18,015		12,651
Unrestricted funds					
Designated funds	17	65,061		64,134	
General unrestricted funds		70,802		131,011	
			135,863		195,145
			153,878		207,796

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 13-12-23.

.....
J Watling - Chairperson
Trustee

Company Registration No. 04255588

1 Accounting policies

Charity information

Dial Peterborough is a private company limited by guarantee incorporated in England and Wales. The registered office is John Mansfield Centre, Western Avenue, Dogsthorpe, Peterborough, PE1 4HX, United Kingdom.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In common with many charities, they are dependent upon continuing to receive funding to cover core costs. The trustees believe that they will be able to source sufficient funding and therefore they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and gifts are included in full in the statement of financial activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included when receivable.

1 Accounting policies **(Continued)**

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is recognised in the period in which it is incurred. Expenditure is directly attributed to the relevant heading where possible. However, where costs are attributable to more than one heading, they are apportioned across these headings using an allocation based on time spent by staff in each heading.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers and equipment	25% p.a. straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Donations and gifts	13,751	13,867
Coronavirus job retention scheme income	-	7,678
	13,751	21,545

4 Charitable activities

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Unrestricted 2022 £	Restricted 2022 £	Total 2022 £
Core activities	15,000	10,000	25,000	1,337	-	1,337
The National Lottery	-	125,304	125,304	-	136,088	136,088
Shopmobility	17,801	-	17,801	13,731	-	13,731
MS Society - Welfare rights	-	3,200	3,200	-	6,400	6,400
Tackling Inequalities Fund	500	-	500	-	4,140	4,140
Screwfix Foundation	-	5,000	5,000	-	-	-
Grocers Charity	-	5,000	5,000	-	-	-
Wellbeing activities	1,690	-	1,690	5,251	-	5,251
Walks on Wednesday	120	-	120	-	-	-
	35,111	148,504	183,615	20,319	146,628	166,947
Analysis by fund						
Unrestricted funds	17,310	-	17,310	6,588	-	6,588
Designated funds	17,801	-	17,801	13,731	-	13,731
Restricted funds	-	148,504	148,504	-	146,628	146,628
	35,111	148,504	183,615	20,319	146,628	166,947

5 Investments

	Unrestricted funds 2023 £	Total 2022 £
Interest receivable	248	-

6 Raising funds

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Fundraising costs	17,280	18,040
	17,280	18,040

7 Charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Staff costs	41,307	140,637	181,944	167,931
Consultancy	732	1,128	1,860	9,993
Staff training and welfare	496	-	496	2,202
Travelling expenses	6,238	-	6,238	6,022
Venue costs and volunteer expenses	7,483	-	7,483	4,483
Sports coaching	789	-	789	2,735
Other charitable expenditure	1,759	1,352	3,111	445
	58,804	143,117	201,921	193,811
Share of support costs (see note 8)	25,240	23	25,263	23,840
Share of governance costs (see note 8)	7,068	-	7,068	7,237
	91,112	143,140	234,252	224,888

8 Support costs

	Support costs	Governance costs	2023	2022
	£	£	£	£
Depreciation	1,262	-	1,262	2,496
Publications and subscriptions	2,085	-	2,085	1,385
Insurance	3,450	-	3,450	3,368
Telephone and internet	7,400	-	7,400	4,599
Printing, postage and stationery	3,365	-	3,365	2,456
Computer expenses	3,266	-	3,266	4,385
Repairs and maintenance	665	-	665	351
Sundries	794	-	794	1,920
HR services	2,976	-	2,976	2,880
Legal and professional	-	918	918	1,177
Independent examiner's fee	-	1,830	1,830	1,725
Bookkeeping fees	-	4,320	4,320	4,335
	25,263	7,068	32,331	31,077
Analysed between				
Charitable activities	25,263	7,068	32,331	31,077

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but two of them were reimbursed a total of £65 travelling expenses (2022 - none).

10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	8	9

Employment costs	2023 £	2022 £
Wages and salaries	165,299	153,554
Social security costs	13,676	11,666
Other pension costs	2,969	2,711
	181,944	167,931

There were no employees whose annual remuneration was more than £60,000.

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Tangible fixed assets

	Computers and equipment £
Cost	
At 1 April 2022	29,424
At 31 March 2023	29,424
Depreciation and impairment	
At 1 April 2022	28,162
Depreciation charged in the year	1,262
At 31 March 2023	29,424
Carrying amount	
At 31 March 2023	-
At 31 March 2022	1,262

13 Financial instruments

	2023	2022
	£	£
Carrying amount of financial assets		
Trade debtors	390	-
Cash at bank	162,473	214,655
Measured at cost	162,863	214,655
Carrying amount of financial liabilities		
Trade creditors	3,189	4,555
Accruals	2,680	4,360
Measured at cost	5,869	8,915

14 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Trade debtors	390	-
Prepayments and accrued income	1,072	4,584
	1,462	4,584

15 Creditors: amounts falling due within one year

	2023	2022
	£	£
Other taxation and social security	3,589	3,243
Trade creditors	3,189	4,555
Other creditors	599	547
Accruals and deferred income	2,680	4,360
	10,057	12,705

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds					
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£	£
The National Lottery	-	136,088	(136,088)	-	125,304	(125,304)	-
MS Society - Welfare rights	-	6,400	(4,267)	2,133	3,200	(5,333)	-
Cambridgeshire Community Foundation	291	-	(291)	-	-	-	-
Hub & Apartments	621	-	-	621	-	-	621
Small Lottery Grant	9,225	-	(5,480)	3,745	-	(1,128)	2,617
Tackling Inequalities Fund	6,650	4,140	(4,638)	6,152	-	-	6,152
Screwfix Foundation	-	-	-	-	5,000	(1,355)	3,645
Grocers Charity	-	-	-	-	5,000	(20)	4,980
The Evelyn Trust	-	-	-	-	10,000	(10,000)	-
	16,787	146,628	(150,764)	12,651	148,504	(143,140)	18,015

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£	£	£
Shopmobility	23,520	13,731	(25,118)	739	12,872	17,801	(15,612)	15,061
Service protection fund	50,000	-	-	-	50,000	-	-	50,000
Fixed asset fund	3,758	-	(2,496)	-	1,262	-	(1,262)	-
Case worker fund	19,000	-	(19,000)	-	-	-	-	-
	96,278	13,731	(46,614)	739	64,134	17,801	(16,874)	65,061

The shopmobility fund represents funding for the shopmobility scheme in the shopping centre.

The service protection fund has been created to protect core services for a period of time in light of uncertainty around future funding for those services.

The fixed asset fund represents the net book value of fixed assets.

The case worker fund was there to support the work of a caseworker for one year.

18 Analysis of net assets between funds

	Unrestricted funds 2023	Designated funds 2023	Restricted funds 2023	Total 2023	Total 2022
	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:					
Tangible assets	-	-	-	-	1,262
Current assets/(liabilities)	70,802	65,061	18,015	153,878	206,534
	70,802	65,061	18,015	153,878	207,796

19 Related party transactions

During the year Dial Peterborough purchased goods and services of £719 (2022: £446) from The Mobility Aids Centre, in which Mr Watling is a director.

20 Control

No one individual has control of the charitable company.

DIAL PETERBOROUGH

England & Wales - Charity number 1089250

Accounts

Charity registration number 1089250

Company registration number 04255588 (England and Wales)

DIAL PETERBOROUGH

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

DIAL PETERBOROUGH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A J Dunham N Hampshaw J O Hopgood L Staples J Watling - Chairperson
Charity number	1089250
Company number	04255588
Registered office	John Mansfield Centre Western Avenue Dogsthorpe Peterborough United Kingdom PE1 4HX
Independent examiner	Mr Mark Jackson FCA DChA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire United Kingdom PE1 2SP
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent United Kingdom ME19 4JQ

DIAL PETERBOROUGH

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DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

In this report you will hear what Disability Peterborough has achieved and the outcomes of our work in this reporting period. I am immensely proud of everyone. Our dedicated staff and volunteers have adapted with agility to the unprecedented changes the pandemic has brought about, to ensure that the local physically disabled people get the support they need during these ongoing difficult times.

I would like to thank the dedicated and unified approach from my fellow trustees, staff, volunteers and our supporters for their commitment and great work they do. I am grateful to have had the opportunity to meet and work alongside some truly amazing people. It has been a gathering of like-minded individuals who work determinedly towards a single goal, that is to ensure the local physically disabled people we support can live their best lives.

This year, due to the ground-breaking work and exceptional knowledge of our CEO, Sandie Burns, we have also taken on more of a policy and influencing role both at a local and national level. The National Outdoors for All Working Group highlighted our "Walks on Wednesdays" as an exemplar of best practice. Policy work can be disheartening as despite all the energy and effort we put in the decisions are in the hands of government, policy makers and businesses but having a seat at the table to represent the voices of disabled people is vital to bring about meaningful change.

In December 2021 the Minister for Disabled People invited Sandie Burns our CEO to number 10 Downing Street for a special roundtable meeting to hear views on themes including how to strengthen participation for disabled people across public life, employed life, and everyday life.

We then heard the wonderful news that Sandie was to be awarded an MBE in the Queens Birthday Honours List for her dedicated work for over 30 years at Disability Peterborough. I know that you will all join me in saying how pleased we are that her outstanding work has been given national recognition that it deserves.

This annual report is a glimpse into the work carried out during the year. I would like to draw your attention to the Volunteer story who writes a powerful and moving account of how our charity helped her to overcome obstacles and how she wanted to give something back. It reminds us all on the huge and dramatic changes advice and support delivered by the right people can bring.

Thank you to the Trustees, Staff, Volunteers and our supporters for their dedication and great work they do in making this happen. Thank you to all of our funders and a special mention goes to Heidi out Lottery Officer who helped us to gain funding and make this work possible.

We look forward to year head, we can achieve so much when we all work together.

.....

Jason Watling
Chairman
Dated: 15-12-22

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

Objectives and activities

Disability Peterborough provide services, opportunities and a voice to people living with physical disability and long-term health conditions and their families in Peterborough. We are a user led charity and the majority of our staff, trustees and volunteers lived experience of disability and long-term health conditions. During the year 2021-22, we have been continuing to deliver our services in a world that has changed since the pandemic began. Our service delivery is based on what local disabled people have told us they need. Our specialism has been founded on a deep routed knowledge and experience of disability, and an understanding of what is required for our advice services, support services and policy work.

Our Aim - Disability/DIAL Peterborough (DP) exists to make Peterborough a place where disabled people have the same opportunities as everyone else.

Our vision - a society where people with a disability are valued equally, listened to and included.

Our objectives - providing services were people with disabilities live fully integrated lives economically and socially.

Our mission - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential.

Through our services we provide the opportunity for people with lived experience of physical disability or long-term conditions to be part of community life and part of our organisation. We want to make sure that disabled people have a voice, and that voice is heard at all levels of decision making. "Nothing about us without us" is a phrase that has been used for many years but it has even greater importance now as we know that the Covid pandemic has had a more negative affect on disabled people. The pandemic has brought about many challenges and as a trusted charity we will be there to offer support and advice in an accessible way to help navigate through difficult times.

CEO Report

No one will argue with me when I say we have all been through very difficult times. The pandemic meant that disabled people, including some who had to shield for two years, could feel more isolated than ever before. We fully recognise the disproportionate impact the pandemic has had on people living with disability and long-term conditions. We were there for disabled people during this time. During the COVID pandemic statutory services concentrated on those people deemed to be *"extremely medically vulnerable"* leaving disabled people who did not fit the stringent criteria in often very vulnerable situations.

As with many organisations the pandemic tested us in ways that could never have been anticipated. Our staff and volunteers have been nothing short of amazing, they have been committed to delivering services, opportunities and giving a voice to people living with a physical disability and long-term conditions in Peterborough. To make sure this was the case, we radically changed the way we delivered support, with wellbeing at the heart of all of our services. Codesign and coproduction is at the centre of all of our service delivery.

We understand that being listened to is more than just being heard. It is an expectation that the service will act on the experiences and needs expressed by the disabled person. Our workers need to be able to provide informed advice and help to discuss risks. They need discussions and shared decision-making with our benefit and support staff who have lived experience of disability or long-term health conditions, who then act on their choices.

The feedback from physically disabled people who use our service has been extremely positive. Our office manager said that collecting the comments was very moving and reinforced why our services where so important.

"My weekly call from Jannet made me feel that someone cared about me."

"We love that you are a one stop shop and we can turn to you for advice when needed"

"I had help with getting Attendance Allowance, then help with getting a memory assessment. We got the help quickly and our worry was reduced. The handyman put in a key safe which is very reassuring"

"I can tell you anything and know that I won't be judged, you will believe me and offer impartial advice"

"Filling in disability forms is a nightmare, without help I wouldn't have managed. That help made a tremendous difference and brought so much relief"

"Your services have meant an improvement from what has been a lonely lifestyle"

Before the pandemic we saw social gatherings as a "nice to have" but not an essential part of our offering. We now know from the feedback how important this is for some disabled people who may not see anyone else all week. This part of our service delivery is now an essential part of our service offer moving forward

At the start of the year, we had a request from the Disability Minister, Chloe Smith, asking if she could come and visit our charity. She wanted to find out more about the services we offered and hear from staff and service users what was important to them. We acknowledged the fact that we knew she wouldn't have a magic wand with her, to her credit she did spend time listening and noting down points that were made. Our welfare benefits workers raised the point that using the normal DWP routes it often took weeks or even months to sort out complex disability benefit issues when things had gone wrong. The minister put us in direct contact with the regional DWP manager who has given our staff a direct route to her, so that she can look into cases that need direct action. This has worked really well taking just a matter of days to sort out issues and made a vast difference to clients who witho ut this intervention would have been left in a vulnerable situation.

We also worked with the Shadow Disability Minister, Vicky Foxcroft who was eager to speak to as many disabled people, charities, disabled people organisations, unions and other civil society organisations as possible to help develop a comprehensive response to the Government's National Strategy for Disabled People and a disability benefits green paper.

We have continued our close relationship with disabled people's organisations across the country, through our involvement with the Disability Rights UK Our Voices group and with the Regional Stakeholder Network (RSN) of the government Disability Unit. A list of our working relationships with other agencies can be found later in this report

As the world rebuilds for a better future, it's essential people with disabilities have their voices heard and we will fight to ensure this is the case. I'm really proud of everything we've achieved this year and hope you will enjoy reading how we have impacted the lives of physically disabled people and risen to the unique challenges that we have faced.

Welfare Benefits

When someone is turned down for a disability benefit what they are hearing from the DWP is *"you're not disabled enough"* and this can be very traumatising. It takes an experienced advisor to support the person through what can be a long and complex piece of case work to attain a positive outcome. This year we have assisted more than 1200 clients with benefit checks, help to complete benefit forms and taken on mandatory reconsideration and appeals (including tribunal representation). Benefit work very often is only the tip of the iceberg and will lead to discovery of a much more complex social situation that will be dealt with by the case workers.

People need clarity around what realistic 'choices' they may have when it comes to welfare benefit advice. Our three benefits advisors have over 50 years of experience between them and are experts in the field of disability welfare rights. Some disabled people have told us that their fears of how they will be treated based on past experience with non-specialist advisors. Access, provision, and outcomes are the corner stones of what we provide.

"Disability Peterborough initially helped me with my disability benefit, which my friend talked me into. They were marvellous and made the process so easy for me. They kept in touch throughout the pandemic to see if I was ok and knew they were only a phone call away if I needed them. They continue to support me to help me to remain independent and in control of my own life. I praise all of them for what they do for the community"

Case Study

Mr B is a 62-year-old gentleman, with no family to support him, was referred to us through a social prescriber at his GP surgery. He has club hands and had a stroke resulting in left sided weakness and was initially discharged from hospital to his home with no care package. His friend could not contact him, since his discharge, so after two days he called the police for a 'welfare check' on him and he was found on his bed, still in his hospital gown, in extreme poor health and was readmitted into hospital for a further month.

Mr B is on basic Universal Credit. Our benefits advisor attended his home to help him with his disability benefit claim (PIP) and to apply for him to be in the 'support group' for his employment status. Due to the nature of his disabilities and circumstances, we contacted the Vulnerable Client Caseworker at DWP to get his UC claim dealt with over the phone as he has no access to the internet and is now house bound.

As a part of his claim, we had requested a copy of his Care Package and assessment, this also highlighted that he was assessed for needing access to groceries, but no action put in place. This was passed to our caseworker immediately who contacted Adult Social Care to correct this, and she filled in, doing his grocery shopping until the new care plan was implemented. During these visits, she discovered that Mr B has extreme toothache which is why he was only eating soft foods. He was not registered with a dentist and could not find an NHS one, so we contacted the Dental Access Centre, who gave him an appointment the next day and we were able to provide transport to and from the appointment for him. This initial visit has resulted in them putting in a schedule of treatment and working towards him having dentures.

Case Study

Mrs P is a lady in her 50's who has a history of mental health problems but had been able to work until she had covid in 2021. She was left with long covid, causing her to have extreme fatigue, breathlessness, dizziness, joint pains and mood swings. The devastating impact of long covid left her unable to work and needing help with many aspects of her personal care and had a huge impact on the couple's finances with the drop in income.

She applied for Personal Independence Payment herself, with the help of her husband, as they did not know they could get help. The application was refused in November 2021. Mrs P then phoned the DWP to request the decision be looked at again, but they felt out of their depth and overwhelmed to know how to proceed without help.

Mrs P got to hear about Disability Peterborough and contacted us for help. We notified DWP we were now involved and said to expect extra evidence to be sent in. While we were looking at her case, the DWP refused the couple's PIP mandatory reconsideration request in an unusually rapid time, without waiting for medical evidence from us, and so we immediately worked with Mrs P and her husband, to lodge an appeal.

In the meantime, the financial situation for Mrs P and her partner got worse as her initial 12-months ESA came to an end in July, before she had her work capability assessment. We supported with the work capability assessment paperwork and her telephone assessment took place in August and Mrs P was placed in the support group, meaning her ESA could be reinstated and a higher award could be paid and be backdated.

Finally, in August, after months of waiting, the PIP appeal was held, with the Disability Peterborough caseworker joining the couple on the conference call hearing, with written arguments and supporting evidence being submitted by DP ahead of the hearing. The appeal was successful, and the standard rate of the daily living and the enhanced rate of mobility components were awarded.

Payment of the PIP arrears were received, along with the new ongoing 4-weekly payments. This in turn meant that Mrs P was entitled to the £150 Disability Cost of Living Payment for winter fuel bills, a blue badge and road tax exemption for their vehicle, along with access to the Motability Scheme.

The long waits involved for her benefits to get sorted out and loss of household income in the meantime had taken a toll on Mrs P's health, with her experiencing feelings of guilt that her health issues meant she could not work. Now the PIP and ESA have been awarded hopefully Mrs P can have more peace of mind that they can afford to cover the household bills, and this can only help her physical and mental health.

Total PIP & ESA arrears received = £12,506.12

Total PIP and ESA ongoing payments = £240.95 per week, £12,592.40 per year

Volunteers Story

I was in a deep, dark hole with a severe physical disability, no friends, no income and turning to alcohol to pass the days away.

An acquaintance of mine suggested I telephone Disability Peterborough because she was aware they helped people with disabilities who couldn't work, to perhaps see if I was entitled to any disability income. It took me some while to pluck up the courage to make a telephone call but eventually I did, and an appointment was made for me to see one of their advisers in this regard. A friendly face greeted me at the appointment and took me through the necessary forms required resulting in approval of ESA - this was such a weight off my mind.

After a fall, leading to hospitalisation, I was again referred to Disability Peterborough for help on my return home, as I couldn't leave the house and manage alone. Disability Peterborough stepped in again and gave me the opportunity for someone to do my shopping which was a total success. Again, a friendly face appeared at my door alleviating my worries further.

I was now adjusting and gaining confidence with these visits when Disability Peterborough came again to my rescue with "a handyman service" I couldn't do simple jobs like change a light bulb, mend my toilet seat - all this was done by the lovely handyman who carried out the work in a professional and high standard- he's a huge credit to the charity.

I asked the charity if I could be a volunteer because I wanted to give them back something for the wonderful help I had received over the previous months. I was offered a couple of volunteer positions which unfortunately did not suit my needs but was then asked to help out on a weekly basis at a craft group- I haven't looked back since I took the step to do this. I thoroughly enjoy this volunteer work and have made some special friends through this.

During my time with Disability Peterborough and volunteering, as I say, I've made some special friends and in-fact I have spoken to members attending the groups how Disability Peterborough have helped them to gain confidence to face life again!

I cannot thank Disability Peterborough enough for their help and sincere kindness which they have shown me and it's been a huge contributory factor to my alcohol abstinence and with their marvellous staff they've treat me with respect and kindness, which has allowed me to regain confidence and realise life is indeed worth living and to look forward to what it has to come.

Crafting and wellbeing

Throughout most of this year, we reluctantly continued to pause our crafting sessions to keep our client safe. However, with restrictions being lifted and society beginning to open up again, in we put on 4 Crafting taster sessions, to see how disabled people felt about mixing again, we invited not only previous attendees but also new one who we had identified throughout the year. The uptake was very positive, we put client welfare at the forefront of our mind, which included safety measures such as hand sanitiser and separated seating. Due to this positive uptake, we sought and was granted funding to be able to continue to run a further 40 crafting and well-being sessions, this was thanks to Cambridgeshire Community Fund. The attendee numbers went up from 7-8 a session in February when it started to 10-12 a session in the following month.

All attendees commented on it being a friendly, welcoming and non-judgemental group saying "I was apprehensive at first but I have never felt so welcomed at a group before". Before long the group were sharing information about crafts, other groups they might like to attend and if they had come across a scam, so others would be aware and not become a victim. Group leaders are one of the benefits advisors and the outreach caseworker, who also supported attendees with benefits related matters.

Outreach casework

After listening to our clients, we realised that some physically disabled people need individual support, other than benefits, and this was needed in a 'home visiting' format. Our Outreach Caseworker took on 308 individual cases with a wide variety of needs. Several were needing help and support at home, when their spouse passed away, who was their main carer and ran the household matters. In one case the client was visually and hearing impaired as well as physically disabled and not digitally connected, so we support with the process of registering the death, through to the funeral arrangements, and then organising the utility bills and other such paperwork in the home into a format the client could understand and see herself. Some needed side-by side help to get out of the home after lockdown and to re-establish themselves back into the wider world, while others needed to be connected with other agencies or group that they would benefit from.

We carried out 936 individual wellbeing calls and visit have continued throughout the year to client, as they adjust to a new way of living, with many of them finding the phone calls or home visits a welcome break from solitude and a chance to connect with others again.

Policy Work

The policy work that we undertake has grown beyond any recognition. The CEO meets regularly with the Cabinet Office, DRUK, National Voices, Peterborough, PCC Scrutiny committee and Cambridge Disability Forums and The Crown Representative Taskforce, to feed in information gained from disabled people who use our services and to get local voices heard at levels of decision making both at a local and nation level. There is strong evidence from disabled people that use our service think that decision makers and statutory service providers are out of touch *"I don't think they've talked to people about how it feels". "How can they know what we need if they're not hearing from us?"* Going forward the policy work will be a large and important part of our service offer.

Disability Peterborough Representation External Boards/Meetings/Events

Boards Represented on	Purpose/Description	Frequency	Comments
Disability Campaign Reference Group Cabinet Office/ Saatchi	Work with government and Saatchi to create media campaign. Get non-disabled people with positive attitudes. to behave correctly around disabled people. By inspiring them with the right advice.	Monthly - ongoing	Support the development of the campaign by providing insight and expertise on the targeting and creative elements of the campaign to help ensure an effective message is developed and delivered.
Nene Park Access Forum	Help to make Nene Park more accessible for disabled people.	Bimonthly - ongoing	See attached overview.
Disability Policy Centre	The first think tank of its kind in the UK, dedicated to the development and advancement of policy, ensuring that accessibility is at the heart of legislation.	Ad Hoc	Launch picture and story: https://thedisabilitypolicycentre.org/our-story

National Voices	**Understand and advocate** for what matters to people, especially those who have greater health or care needs **Find common cause** across communities and conditions by working with member charities and those they support **Connect and convene** charities, decision makers and citizens to work together to change health and care for good	Monthly	• Supporting national policy and system design • Supporting the vital role that the Voluntary, Community and Social Enterprise sector plays in health and care • Supporting the adoption and spread of person-centred approach
Our Voices	The Group is made up of a number of Disabled People's Organisations from across England, that are members of Disability Rights UK. The group of Disability CEO's came together at the start of the pandemic to represent the interests of disabled people and to enable learning and mutual support	Monthly	Minister for Disabled People affirms importance of engagement with DPOs https://www.disabilityrightsuk.org/news/2022/february/minister-disabled-people-affirms-importance-engagement-dpos
Crown Representative **Taskforce**	Joint BAME Taskforce, Women's Resource Centre, and Disability Commissioning Taskforce Roundtable	Quarterly	Increasing VCSE participation in public procurement, aim to get a fairer commissioning process that DPO's will have more of a chance to access Government funding
Physical Disability Partnership Board (Healthwatch)	This Board helps to improve services for people with physical disabilities in Cambridgeshire and Peterborough.	Quarterly	The Board's role is to support and improve care for people who use health and adult social care services. They do this by including some of the people who use these services in their design, delivery, and evaluation. Social care includes providing social work, personal care, protection or social support services to children or adults in need or at risk, or adults in need due to illness, disability, old age or poverty.

Peterborough Disability Forum	Meets regularly to share important information and discuss issues affecting disabled people, their families, and carers.	Bimonthly	Forum made up of senior level workers from the voluntary sector across Peterborough. Statutory body workers are invited to participate when relevant topics are on the agenda e.g. City Centre Access, placement of Changing Places facilities and digital exclusion
COVID 19 Public Enquiry	Group of disability charities brought together by DRUK to work with Bhatt Murphy solicitors (Shamik Dutta) state's response to COVID19 had a vastly disproportionate impact on Disabled people both in the proportion of deaths as well as the impact of measures to control the virus. Disabled people made up 59.5% of all deaths involving COVID-19.	Ad hoc	Worked on making sure the Terms of Reference for the enquiry made adequate reference to the disproportionate effect of the pandemic on disabled people and to apply for Core Participant status. Enquiry did make changes to the TOR that we recommended and also the Chair of the enquiry wrote back to our group saying that DPO's had an important part to play in the process. DRUK has now been granted Core Participant status and the other DPO's will continue to feed in information based on real life experience of the pandemic.
Living Sport	To work with Living Sport to create a new Disability Strategy for Cambridge and Peterborough	monthly	Completed Theory of Change document. Put together draft framework to improve the way we all work together to ensure opportunities to be physically active are equitable and inclusive. It is time to make a real change for disabled people to access sport, physical activity and leisure in the way they want, when they want with no barriers placed on them by society.
Adult and Health Scrutiny committee PCC	Independent co-opted board member	quarterly	Scrutinise the work of Peterborough City Council to ensure that the Council is discharging its functions effectively. Bring any specialist knowledge, skills, experience, and expertise they may have to the work of the Scrutiny Committee. Ensure that there is an effective independent challenge to the Council on matters relating to the remit of the specific committee that they are co-opted to and that this challenge is constructive to support the Council in carrying out its role.

Building Better Opportunities	Chair of Board The BBO Employability project offers an innovative programme design based on a personalised approach with a tailored package of barrier-busting and support interventions which are designed and commissioned with participants aimed at helping people into work or training	quarterly	The project is now in its third year, proactively tackling inequality by targeting underrepresented groups and those with additional barriers to foster greater social inclusion both in terms of economic and community participation.
DWP	We hold an Alternative Office Status issued by the Secretary of State	annual	'Alternative Office' status enables our workers to; Issue benefit applications to claimants or third parties regarding specified benefits. Accept claims / applications from people for specified social security benefits sent or delivered to an Alternative Office. Collect information and supporting evidence in respect of those claims / applications. Provide appropriate advice, information and guidance to support a direct 'online' or telephone application for specified social security benefits. Record the date a claim / application form (or, where appropriate, an intention to claim / apply, or a request for a claim / application form) is received at an Alternative Office. Forward completed forms to DWP
Eastern Region Stakeholder Network **(Cabinet Office)**	The Government Disability Unit has set up a Regional Stakeholder Network to help build a picture of the lived experience of disabled people in England	Bi monthly	Each region in the network is tasked with amplifying the voices of disabled people and disability organisations in their regions reporting back to the government on a range of issues including transport, housing and employment helping to develop the new National Strategy for Disabled People

Website & Phone lines

The new website has been a challenge, we wanted a site that was easily accessible for all with different fonts and colours and sizes, that could easily be read by screen readers for the visually impaired and that also could be translated into different languages. After a great deal of user involvement and testing, our new site is up and running. We still see this as a work in progress and will make changes it to it based on now a much larger feedback pool. Where information is provided, it needs to be consistent and in a usable format for everyone. Online information and advice have worked well for some people, but it does not work for everyone, and we will continue to provide our services in a variety of ways. We have learnt how much our clients appreciate that our phone lines are staffed and never put people into an automated system with a holding mode or ask clients to press different buttons, all of which can cause great confusion and stress for those with hearing or memory problems or who are anxious.

You can find our new website at www.disabilitypeterborough.org please do give us feedback.

Handyperson

Our Handyperson service has proved to be very popular carrying out 445 jobs for clients and is a pathway into the other services that we offer including benefits, keeping warm & well and energy efficiency within the home. It can also help with accessing grants including the Disabled Facilities Grant (DFG) and charitable funding where possible. We deliver practical solutions to disabled people living in their own home, so they can remain safe, independent and enjoy it more. Many of our clients have been waiting over two years for small repairs such as replacing and fitting a broken toilet seat or making an adjustment on a shower that is angled wrong and flooding the bathroom.

"Really valuable service, one that is needed. It nice to have consistent help as it is not like having strangers in your house all the time".

"He goes above and beyond for me, he picked up some groceries when I was struggling as I has just come out of hospital."

Social landlords often expect tenants to carry out small repairs themselves regardless of the fact they are disabled and that trying to find a tradesman to carry out a small job is almost impossible. Feedback from clients shows that the gardening service is also appreciated. A garden becoming increasingly overgrown can be a great worry and it also advertises that a vulnerable, often older, person lives there. Our service started at the beginning of the pandemic but the feedback and picking up on case work that is needed for the clients using the provision has convinced us that this is not a "nice to have" service but an important and integral part of our larger service offer

"He has made my house a home by putting up blinds, pictures, and clocks for me".

Feedback from 30 DP clients chosen at random

How would you rate the level of support you have received from DP?	*Very Poor*	*Poor*	*Average*	*Good* 2%	*Excellent* 98%
Comments *I don't know what I would have done without your support; I was struggling and your service has changed my life, thank you; Very grateful for the information, your worker was very professional;* *I felt very comfortable during the interview*					

Do you feel staff at DP understood the nature of your enquiry? **Comments** *I was so lucky to get access to such a knowledgeable advisor* *It meant so much to me to have a home visit, your worker was very approachable, understanding and kind*	*Not at All*	*A little*	*Not Sure*	*A lot*	*A great deal* *100%*
Has your contact with DP made a positive difference to your life? **Comments** *Had years of trying to sort out my benefits, your service was amazing* *Your service is absolutely great has made such a difference to my life* *I have recommended your service to others* *Your Handyperson service has allowed me to stay in my home*	*Not at All*	*A Little*	*Not sure*	*A lot* *5%*	*A great deal* *95%*
Has your contact with DP made you feel less isolated? **Comments** *The information you gave me was invaluable, didn't know any of this and didn't know where to turn* *I very much appreciated your phone calls you made me feel supported*	*Not at All*	*A little* *2%*	*Not sure*	*A lot* *4%*	*A great deal* *94%*
Has your contact with DP made you feel more positive about life? **Comments** *I was struggling and your service has changed my life, thank you* *Its very difficult to be positive when you have to rely on carers coming in to help you with things you used to do for yourself*	*Not at all*	*A little* *1%*	*Not sure*	*A lot* *3%*	*A great deal* *96%*
Do you feel the support received made you feel more positive about tackling any future issues? **Comments** *Excellent service, you will never know how much this has changed my life* *I have made a note to that if I have any future issues, I will phone Disability Peterborough for advice*	*Not at all*	*A little* *1%*	*Not sure*	*A lot*	*A great deal* *99%*

Has the info we provided you with enabled you to make contact with other service providers	*Not at All*	*A little*	*Not sure*	*A lot*	*A great deal*
Comments		*6%*		*12%*	*82%*
I now know about Safe Local Traders					

Shopmobility

During the numerous lockdowns we were totally unable to run the service due to pandemic restrictions. Unfortunately, during this time, we lost some volunteers due to worries about coming in and mixing with other people and sadly some deaths. The service manager also decided that now would be a good time to retire as she had her own family matters to deal with.

Our funding over the last few years has dropped by over 70%, mainly due to the local authority grant withdrawal. It would have been the easiest decision to stop the service at this time but we know how important it is for disabled people to have access to mobility scooters and wheelchairs for them to be able get out and about. However, we managed to keep the service going by key members of staff taking over the management and running of the service. The volunteers that remained were also very committed to maintaining the running of Shopmobility and credit goes to them for their unwavering commitment.

When we reopened it was a slow start with only a few disabled people venturing out into the city Centre, but it gradually started to take off again. The responses we had from people using the service was that it made them feel independent again, getting out and about like everyone else.

Thanks go to Queensgate Shopping Centre who provide a room free rent for the service and a small grant to run the service and to the staff members who have stepped in and somehow managed to run the service on top of their normal job roles.

We are determined to keep this important service running, especially because it was three people from Peterborough who initially invented the service and the blue print from that has now gone worldwide.

Nene Park Disability Access and Walks on Wednesdays

Susan Evans Nene Park's Project Development Officer (access) reflects on progress over the last 10 years of making the Park accessible to everyone in the community.

Last November marked 10 years since the Trust received its first access audit of Nene Park. The Park is intended to benefit everyone in the community and whilst we know accessibility is vital to making this happen, 10 years ago we didn't have a detailed knowledge in this area to know how.

Working with Disability Peterborough we started to discuss how the Park could better meet the needs of disabled people. The first thing they supported us with was finding an access auditor to review the Park. It was clear we needed to understand how accessible, or otherwise, the facilities and services were and where opportunities for improvement lay. Disability Peterborough helped us choose an auditor who would not only undertake the work of surveying the Park and advising the Trust using accessibility standards and guidelines, but also engage with local disabled people in the process.

We were delighted to work with Access Matters UK who with Disability Peterborough helped Nene Park make connections with local disability organisations, groups and individuals to take part in surveys, interviews and workshops. Getting the opinions of both visitors and non-visitors, ensured we understood the barriers to accessing the Park disabled people were experiencing, this was fundamental.

The work took a number of months and a comprehensive report was delivered to the Trust in November 2011. It contained a host of recommendations from simple improvements such as installing coat hooks in toilets through to larger scale and longer-term building refurbishment. It also considered our communications, staff training and awareness and management issues.

Since then, the Trust has worked on many of the recommendations but we also continue to review the accessibility of the Park as facilities and services have changed. We also add new suggestions and opportunities for improvement as they arise.

Jan Loveless of Access Matters UK says "Nene Park Trust has progressed a long way from the initial stages of this ongoing journey and has been consistently rigorous in its approach to access. In my many years experience as an access consultant it really stands out as a shining example of best practice."

Key access highlights delivered since 2011 include:

- Improved range of seating including wheelchair accessible picnic tables.
- Improved accessibility in the refurbished building at Lakeside, Ferry Meadows including an accessible changing facility within Nene Outdoors.
- Induction loops at many of the visitor buildings at Ferry Meadows.
- Listening devices available for Nene Park Trust guided walks.
- RNIB Map for All (a map designed to be read by sight and touch) located outside the Discovery Den Education Centre and Lakeside of Ferry Meadows.
- Parklife magazine available in audio format.
- Accessible wildlife viewing platforms.
- Events, activity and volunteer teams who work with individuals and groups to adapt their offer to individual requirements.
- Dedicated Accessibility pages of our website providing a wealth of visitor information about the accessibility across Nene Park.
- A publically available commitment to accessibility through our Access Policy.

Some projects with accessibility features currently under development include:

- **Lakeside Activity Centre.** A new and exciting facility with an Olympic standard climbing wall and one of the country's largest clip and climb provisions. We are ensuring accessibility throughout the building design such as accessible toilets and hopefully a Changing Place facility, accessible changing and lift to the second floor, accessible parking provision and inclusive climbing sessions.
- **Your Community Greenspace Project.** This National Lottery Heritage Fund project has proposals that include a wide ranging programme of activities and events with an aim to be inclusive to all, including sensory guided walks and culture-themed activities alongside travel opportunities to support groups getting to and around Nene Park It also includes improvements to the main welcome area in Ferry Meadows, renovation of the toilet block in this area and inclusion of a Changing Places facility, replacing Pontoon Bridge with a wider, fixed structure, improving volunteer and community hub space and a new Nene Nursery amongst a whole raft of proposals.
- **Ferry Meadows Café Toilets.** Works are underway to deliver high quality individual toilet cubicles providing more space, a new accessible toilet and a quiet room incorporating an accessible baby change facility which will be a safe and clean space to suit a variety of needs of our visitors.
- **Accessible Boat Trips.** To ensure our new facility is accessible as possible a gently sloping boarding ramp onto a hydraulic platform, enabling up to two wheelchair users on board at any time, is currently under development.

One of the key things the access audit process provided was starting ongoing conversations with disabled people and organisations in the community. Many people who contributed to the audit process were interested in continuing to work with the Trust to help make Nene Park more accessible and so the Nene Park Access Forum was formed. The Trust also works regularly with other experts such as local disability organisations and access consultants, to help inform our work and decisions as well as deliver inclusive activities such as Disability Peterborough's Walks on Wednesday and Peterborough Sailability. Whilst the views amongst individuals often differ, what we have established through ongoing discussion and involvement is a greater understanding of each other's perspective and of how decisions about access have been reached.

Sandie Burns, CEO of Disability Peterborough says:

"Disability Peterborough is extremely proud of the achievements made by Nene Park in terms of accessibility over the last 10 years, they are an excellent role model. The report highlights what can be achieved by organisations when accessibility truly becomes part of an internal culture. The ongoing and continuous improvement of Nene Park highlights that accessibility is a process that can only be achieved with a commitment to fully involve disabled people at all stages of development. They have gone beyond merely communicating to 'connecting' with disabled people and recognising that improving access is an undertaking that is never complete.

As a Disabled Peoples User Led Organisation, we see Nene Park as an exemplar of what can be achieved by true co-production, moving beyond a strategy, and bringing possibilities to life. Making the park more accessible is in everyone's interest and we are delighted to be involved in this continuous journey with them."

We are proud of our progress to date but as we say in our access policy; "*we recognise improving access is a continuous process and an undertaking that is never complete*" so we know we have much more to do and it makes me wonder what can be achieved in the next 10 years?!

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Plans for future periods

Although times remain financially challenging the Charity plans to continue the activities outlined above in the forthcoming year subject to satisfactory funding. It will also continue to seek funding to develop plans and services identified by the disabled people we serve, working wherever possible with other partners to support delivery of quality services. It will also continue to focus on a range of fundraising activities. We believe equal access to our services is vital for our success and vital to community wellbeing. Therefore we will continue to strive to learn, adapt and break-down barriers and co-produce services with disabled people for disabled people.

Structure, governance and management

The charity is a company limited by guarantee, its governing document being the Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

A J Dunham	
N Hampshaw	
J O Hopgood	
L Staples	
J Watling - Chairperson	
D Wait	(Resigned 15 December 2021)
R A Smith	(Appointed 15 December 2021 and resigned 27 September 2022)

We seek to bring new trustees onto the board who can complement the skills base of the existing members of the board. Invitation is made at the Annual General Meeting and at other times throughout the year. Interested parties are invited to meet with the Chairperson and other trustees to obtain an understanding of the charity, its aims and objectives and how they may be able to further the development of the charity.

The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees meet on a regular basis, normally bi-monthly to consider and decide the strategic direction and policy of the charity. The board also take the opportunity to consider issues such as legal, premises, planning and staffing matters which have arisen between meetings.

The trustees also meet regularly with representatives from those responsible for the operational management of the charity on a day to day basis, ensuring that the charity delivers the services specified and that progress is made in achieving the charity's objectives.

The trustees' report was approved by the Board of Trustees.

.....
J Watling - Chairperson
Trustee

Date: 15-12-22

DIAL PETERBOROUGH

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF DIAL PETERBOROUGH

I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Mr Mark Jackson FCA DChA

Azets
Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

Dated: 15:12:2022

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Current financial year

	Notes	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Income from:						
Donations and legacies	3	21,545	-	-	21,545	36,278
Charitable activities	4	142,676	13,731	10,540	166,947	249,642
Total income		164,221	13,731	10,540	188,492	285,920
Expenditure on:						
Raising funds	5	18,040	-	-	18,040	14,520
Charitable activities	6	163,598	46,614	14,676	224,888	223,396
Total resources expended		181,638	46,614	14,676	242,928	237,916
Net (outgoing)/incoming resources before transfers		(17,417)	(32,883)	(4,136)	(54,436)	48,004
Gross transfers between funds		(739)	739	-	-	-
Net (expenditure)/income for the year/ Net movement in funds		(18,156)	(32,144)	(4,136)	(54,436)	48,004
Fund balances at 1 April 2021		149,167	96,278	16,787	262,232	214,228
Fund balances at 31 March 2022		131,011	64,134	12,651	207,796	262,232

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Prior financial year

	Notes	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:					
Donations and legacies	3	36,278	-	-	36,278
Charitable activities	4	175,536	31,288	42,818	249,642
Total income		211,814	31,288	42,818	285,920
Expenditure on:					
Raising funds	5	14,520	-	-	14,520
Charitable activities	6	144,839	28,421	50,136	223,396
Total resources expended		159,359	28,421	50,136	237,916
Net (outgoing)/incoming resources before transfers		52,455	2,867	(7,318)	48,004
Gross transfers between funds		(14,500)	14,500	-	-
Net (expenditure)/income for the year/ Net movement in funds		37,955	17,367	(7,318)	48,004
Fund balances at 1 April 2020		111,212	78,911	24,105	214,228
Fund balances at 31 March 2021		149,167	96,278	16,787	262,232

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	**10**		1,262		3,758
Current assets					
Debtors	**12**	4,584		8,616	
Cash at bank and in hand		214,655		263,666	
		219,239		272,282	
Creditors: amounts falling due within one year	**13**	(12,705)		(13,808)	
Net current assets			206,534		258,474
Total assets less current liabilities			207,796		262,232
Income funds					
Restricted funds	**14**		12,651		16,787
Unrestricted funds					
Designated funds	**15**	64,134		96,278	
General unrestricted funds		131,011		149,167	
			195,145		245,445
			207,796		262,232

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 15-12-22

.....

J Watling - Chairperson

Trustee

Company Registration No. 04255588

1 Accounting policies

Charity information

Dial Peterborough is a private company limited by guarantee incorporated in England and Wales. The registered office is John Mansfield Centre, Western Avenue, Dogsthorpe, Peterborough, PE1 4HX, United Kingdom.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and gifts are included in full in the statement of financial activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included when receivable.

1 Accounting policies **(Continued)**

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is recognised in the period in which it is incurred. Expenditure is directly attributed to the relevant heading where possible. However, where costs are attributable to more than one heading, they are apportioned across these headings using an allocation based on time spent by staff in each heading.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers and equipment	25% p.a. straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Donations and gifts	13,867	22,240
Coronavirus job retention scheme income	7,678	14,038
	21,545	36,278

4 Charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Core activities	137,425	-	137,425	97,316
Shopmobility	13,731	-	13,731	31,288
MS Society - Welfare rights	-	6,400	6,400	6,400
Tackling Inequalities Fund	-	4,140	4,140	6,650
Craft	5,251	-	5,251	152
Time to Shine	-	-	-	4,593
Garfield Weston	-	-	-	20,000
National Lottery Covid Fund	-	-	-	49,368
CAF Emergency Fund	-	-	-	3,700
Cambs Covid Fund	-	-	-	5,000
Case work	-	-	-	21,175
PCVS	-	-	-	4,000
	156,407	10,540	166,947	249,642
Analysis by fund				
Unrestricted funds	142,676	-	142,676	175,536
Designated funds	13,731	-	13,731	31,288
Restricted funds	-	10,540	10,540	42,818
	156,407	10,540	166,947	249,642

5 Raising funds

	Unrestricted funds 2022	Unrestricted funds 2021
	£	£
Fundraising costs	18,040	14,520
	18,040	14,520

6 Charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Staff costs	163,664	4,267	167,931	158,026
Consultancy	8,133	1,860	9,993	19,709
Staff training and welfare	2,202	-	2,202	987
Travelling expenses	5,419	603	6,022	7,421
Venue costs and volunteer expenses	4,483	-	4,483	364
Sports coaching	-	2,735	2,735	1,711
	183,901	9,465	193,366	188,218
Share of support costs (see note 7)	19,074	5,211	24,285	27,353
Share of governance costs (see note 7)	7,237	-	7,237	7,825
	210,212	14,676	224,888	223,396

7 Support costs

	Support costs	Governance costs	2022	2021
	£	£	£	£
Depreciation	2,496	-	2,496	2,496
Publications and subscriptions	1,385	-	1,385	2,119
Insurance	3,368	-	3,368	3,231
Telephone	4,599	-	4,599	5,804
Printing, postage and stationery	2,456	-	2,456	4,389
Computer expenses	4,385	-	4,385	1,447
Repairs and maintenance	796	-	796	-
Sundries	1,920	-	1,920	3,909
HR services	2,880	-	2,880	3,758
Charitable donation	-	-	-	200
Legal and professional	-	1,177	1,177	1,825
Independent examiner's fee	-	1,725	1,725	1,680
Bookkeeping fees	-	4,335	4,335	4,320
	24,285	7,237	31,522	35,178
Analysed between				
Charitable activities	24,285	7,237	31,522	35,178

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	9	9

Employment costs	2022 £	2021 £
Wages and salaries	153,554	145,081
Social security costs	11,666	10,548
Other pension costs	2,711	2,397
	167,931	158,026

There were no employees whose annual remuneration was more than £60,000.

10 Tangible fixed assets

	Computers and equipment £
Cost	
At 1 April 2021	29,424
At 31 March 2022	29,424
Depreciation and impairment	
At 1 April 2021	25,666
Depreciation charged in the year	2,496
At 31 March 2022	28,162
Carrying amount	
At 31 March 2022	1,262
At 31 March 2021	3,758

11 Financial instruments

	2022	2021
	£	£
Carrying amount of financial assets		
Trade debtors	-	3,200
Cash at bank	214,655	263,666
Measured at cost	214,655	266,866
Carrying amount of financial liabilities		
Trade creditors	4,555	5,621
Accruals	4,360	4,630
Measured at cost	8,915	10,251

12 Debtors

	2022	2021
Amounts falling due within one year:	£	£
Trade debtors	-	3,200
Prepayments and accrued income	4,584	5,416
	4,584	8,616

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other taxation and social security	3,243	3,103
Trade creditors	4,555	5,621
Other creditors	547	454
Accruals and deferred income	4,360	4,630
	12,705	13,808

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds					
	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£	£	£	£
MS Society - Welfare rights	-	6,400	(6,400)	-	6,400	(4,267)	2,133
Cambridgeshire Community Foundation	7,516	-	(7,225)	291	-	(291)	-
Hub & Apartments	621	-	-	621	-	-	621
Time to Shine	6,743	4,593	(11,336)	-	-	-	-
Small Lottery Grant	9,225	-	-	9,225	-	(5,480)	3,745
Case Work	-	21,175	(21,175)	-	-	-	-
Tackling Inequalities Fund	-	6,650	-	6,650	4,140	(4,638)	6,152
PCVS	-	4,000	(4,000)	-	-	-	-
	24,105	42,818	(50,136)	16,787	10,540	(14,676)	12,651

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds					Movement in funds			
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£	£	£	£	£
Shopmobility	22,657	31,288	(25,925)	(4,500)	23,520	13,731	(25,118)	739	12,872
Service protection fund	50,000	-	-	-	50,000	-	-	-	50,000
Fixed asset fund	6,254	-	(2,496)	-	3,758	-	(2,496)	-	1,262
Case worker fund	-	-	-	19,000	19,000	-	(19,000)	-	-
	78,911	31,288	(28,421)	14,500	96,278	13,731	(46,614)	739	64,134

The shopmobility fund represents funding for the shopmobility scheme in the shopping centre.

The service protection fund has been created to protect core services for a period of time in light of uncertainty around future funding for those services.

The fixed asset fund represents the net book value of fixed assets.

The case worker fund is there to support the work of a caseworker for one year.

16 Analysis of net assets between funds

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:					
Tangible assets	-	1,262	-	1,262	3,758
Current assets/(liabilities)	131,011	62,872	12,651	206,534	258,474
	131,011	64,134	12,651	207,796	262,232

17 Related party transactions

During the year Dial Peterborough purchased goods and services of £446 (2021: £848) from The Mobility Aids Centre, in which Mr Watling is a director.

18 Control

No one individual has control of the charitable company.

DIAL PETERBOROUGH

England & Wales - Charity number 1089250

Accounts

Charity Registration No. 1089250

Company Registration No. 04255588 (England and Wales)

DIAL PETERBOROUGH

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

DIAL PETERBOROUGH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A J Dunham N Hampshaw J O Hopgood L Staples J Watling - Chairperson R A Smith (Appointed 15 December 2021)
Charity number	1089250
Company number	04255588
Registered office	John Mansfield Centre Western Avenue Dogsthorpe Peterborough United Kingdom PE1 4HX
Independent examiner	Mr Mark Jackson FCA DChA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire United Kingdom PE1 2SP
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent United Kingdom ME19 4JQ

DIAL PETERBOROUGH

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DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

I am extremely proud of the achievements of our staff and volunteers during this most challenging of years. The pandemic created a fast-moving and complicated situation, with demands on our services that we have never encountered before. Everyone in our charity had to learn, adapt, persist, take risks, and innovate, while operating under huge challenges and pressures in a rapidly changing environment. Keeping vital services running has been one of the most complex parts of our work.

Disabled people experienced the fear and distress of a little understood and deadly virus and the severe limitations of their first lockdown. Our staff spent valuable time in the first few weeks making thousands of wellbeing calls, finding out what problems disabled people were facing and importantly what we could offer in terms of new service delivery to help overcome this. Much of the work was very sensitive as the disabled people being contacted may have loved ones in hospital or have suffered a bereavement.

The disproportionate impact of the COVID pandemic on disabled people has been well documented. Being proactive, flexible, and innovative was essential to our work delivering services to disabled people in our community.

Many disabled people felt left off the national government list for those most clinically at risk and did not receive food parcels or any type of statutory aid. Others felt they did not want to be on the list as the fears of not getting access to a ventilator in hospital, if the worst should happen, became a real concern.

Our dedicated team took a whole person approach, as well as information about services available they delivered food, medicines, aids and equipment, wellbeing activities, and emotional support to help combat social isolation. In addition, they had to set up home offices, sourced PPE and balanced digital services with home visit and alternatives for those who were digitally excluded and had no help from statutory sources, family, or friends.

As a charity our resources were diverted to COVID so we had to prioritise which services needed to continue and what new ones needed to be implemented, the work was fast-paced and unrelenting. All of this at a time when core funding from the local authority had ceased.

We came across people who had not had bedding changed for months as they couldn’t manage to do this themselves, light bulbs that needed replacing and a host of other everyday jobs that our handyperson service stepped in to support. Health and Safety and Safeguarding became a real concern as we found disabled people downplayed the difficulties they were experiencing as they feared placement into a care home setting with no return. Our staff and volunteers provided ongoing support and reassurance throughout the pandemic and went above and beyond what was expected of them.

COVID-19 was a unprecedented challenge for all organisations, national, regional, and local, and often there were dilemmas about the best path to take. Our CEO worked with the local COVID-19 VCS response group and nationally with the Disability Rights UK “Our Voices” group that brought together leaders from Disabled Peoples User Led Organisations across the country.

Our work demonstrated the power of supporting each other and showing solidarity with our colleagues in the VCSE sector. In addition, our CEO worked with the government Cabinet Office on policy issues faced by disabled people from mask wearing to accessing food and other essential services. Demonstrating the value of effective national strategy and local implementation was only achievable by listening to the voices of disabled people and having a close working relationship with policy makers. As a result of shared experience and learning between national and local organisations there have been improvements throughout the year.

DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

A huge expression of thanks to all the funders who have made our work in supporting disabled people possible.

And finally, I would like to thank everyone in our charity for their determination in delivering our work through such a difficult period of time, and for the support and kindness they have shown both clients and each other. The past year has reminded us that their expertise, dedication, and thoughtfulness is our most precious asset. I am extremely proud of what we have achieved together.

Jason Watling
Chairman
Dated: 15 December 2021

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

Objectives and activities
The charity's objectives are to relieve people with disabilities living in Greater Peterborough so that they may lead active and fulfilling lives integrated in society.

Our Aim - Disability/DIAL Peterborough (DP) exists to make Peterborough a place where disabled people have the same opportunities as everyone else.

- **Our vision** - a society where people with a disability are valued equally, listened to and included.
- **Our objectives** - providing services where people with disabilities live fully integrated lives economically and socially.
- **Our mission** - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The four core functions of Disability Peterborough:

1. Support disabled people to access their rights
2. Identify local needs and issues of disabled people
3. Enable the views of disabled people to be represented effectively at policy, strategic planning and service delivery levels of our statutory partners
4. Ensure disability issues are kept high on local and government agendas

These functions are performed by the delivery of a wide range of services to clients, which include:

- Independent disability advice
- Wellbeing calls
- Consultation, involvement, and inclusion
- Regular newsletters
- Wheelchair and scooter services (Shopmobility)
- Accessible sport and leisure activities
- Disability Discrimination advice
- Welfare Benefits services (case work and appeals/representation)
- Advocacy and Care Plan advice
- Hate Crime reporting
- Health, Wellbeing and Social Care advice
- Aids, adaptations, and access information
- Assisted Technology and equipment advice
- Financial and legal guidance
- Employment advice and support
- Education and employment links
- Influencing policy, practice, and services (national and Local)
- Disability Awareness Training
- Finding alternative service provision to statutory services
- Wellbeing activities

Service provisions

Information, Advice and Guidance (IAG)

This year we have dealt with over 10,000 IAG queries. Having staff and volunteers with lived experience of disability is an asset and we believe essential for service delivery. All of our staff are suitably trained to deliver our services and support diverse needs. This ensures that disabled people have access to good quality information and advice service, we tailor our services to meet individual needs, fully embedding equality and diversity considerations.

Effective IAG is essential for enabling disabled people to make choices and have control in their lives. everyone who accesses our services are supported in making informed choices

The main IAG enquiries this year included.

- Access to food and medicines
- Clarification on COVID rules
- Welfare Benefits Advice
- Health services
- PPE provision
- Continuing Care
- Vaccinations
- Access to statutory services
- Shopping
- Essential repairs
- Furlough scheme
- Digital exclusion (inability to use services without access to computer or smart phone)
- Access to money (those shielding and unable to go out to a bank etc)
- Community Services
- Wellbeing activities
- Volunteering

Handyperson Service

Thanks to the National Lottery Funding we were able to provide physically disabled people in Peterborough with a handyperson service. This was in direct response to the COVID19 pandemic as we realised that getting help with small jobs in the home was exceedingly difficult. In a 10-month period we carried out 324 jobs, the services included:

- small domestic appliance repairs
- one off gardening for accessibility
- help to change bedsheets and remake bed
- help to install and set up new appliances (to replace broken items) and dispose of old appliance
- returning unneeded items of medical equipment
- guttering cleared (bungalows only)
- small plumbing repairs
- garden gate/fence essential repairs
- setting timers and replacing batteries
- essential decorating repairs
- pressure wash slippery paths or patios
- shopping for essential items

"*Just to let you know that I greatly appreciated the work your Handyperson did for me and well done for getting the service up and running."*

Wellbeing Service

In direct response to the COVID situation we understood that disabled people could face a challenging time. In response we established a wellbeing service for disabled people who felt isolated and would benefit from a support phone call.

We made over 5,000 calls, targeting disabled people in the first instance that lived on their own and people who were digitally excluded.

We found that offering a gentle word of support and listening in a non-judgemental way could make all the difference. We encouraged our clients to tell their story in their own way and at their own pace, letting them know that they would be supported.

Clients who needed ongoing support received weekly phone calls and anyone requesting practical help were passed onto our case workers or handyperson service who worked with them to co-produce action plans to identify the problem and help to find solutions.

The calls also put us in a position to highlight common problems to policy makers. We identified problems including:

- scarcity of continence products and no new referrals taken for the service
- doorstep deliveries of food parcels for those shielding meant some disabled people unable to pick these up and take them into the house
- information from government not given in accessible formats
- withdrawal by the NHS of services such as physiotherapy and foot care
- digital exclusion resulted in some disabled people having extreme difficulties getting access to food shopping

“My thanks to you all. But especially Jannet who has supported me throughout. Listened to me go on about family, friends, and problems. I cannot say or give enough to cover my thanks. God bless you all”.

Benefits Advice

The Benefits Advice Project has continued to be in high demand over the last twelve months and the service has adapted to allow it to operate within the Covid guidelines. Over the last year the project has supported 531 clients with welfare benefits advice through a combination of remote telephone assistance, office appointments and home visits as appropriate.

As a result of this project an extra £866,240.72 in additional social security benefits has been raised for these clients throughout the year.

It has been very noticeable over the last year how clients are struggling with multiple issues, deteriorating physical health intertwined with covid related anxiety impacting mental health and often with additional language barriers or facing poverty. Clients are repeatedly telling us of their frustration together with how they feel “lost” in the ever-changing reforms of the Social Security system and how they appreciate the practical help and support through the advice service provided by Disability Peterborough which is so important in improving the wellbeing of our clients.

We also hold Alternative Office status from the DWP meaning that we can verify paperwork on behalf of clients meaning they don’t have to send off original documents in the post.

The comprehensive approach to the needs of clients, their families or carers provided by Disability Peterborough is vital in making a difference to the lives of our clients.

"Grateful thanks for the recent help I have been given from DIAL. Recent issues have now been completed and it has made my life so much more comfortable."

"Regardless of the outcome of my recent claim, I would just like to say how impressed I was with your colleague when she visited my home. She was extremely professional, polite and seemed to make everything straightforward and took it all in her stride. She spoke to me with the utmost kindness and made me feel important. I've no doubt she is a great asset to your team and long may it continue."

Specialise MS Benefits Advice and Case Work

For a number of years we have run a specialist benefits case work service for people with MS, funded by our local MS Society group.

This year we saw 54 clients with referral coming from a variety of sources including Health Professionals, MS Society, other advice providers and relative/self-referrals. We noticed a sharp decline in the referrals we would normally see from Health Professionals and the MS nurses as access to health services was dramatically affected by COVID.

As a result of this project an extra £93,265 in additional social security benefits has been raised for these clients throughout the year. £4,331 was gained through appeal work.

Case example:
A client was supported with a planned review of his PIP. As a result, the award was increased from the standard rate mobility to enhanced rate mobility and standard rate for daily living. Because of MS the client had been shielding throughout lockdown and his partner had been furloughed from her work (21hours weekly). However, his wife was being pressurized to return to work with alterations to her old shift pattern. Both the client and his wife were anxious about the new proposed working hours plus ongoing fears that by returning to work there was an increased risk of Covid infection. We explained that the revised PIP award would allow his wife to claim Carers Allowance and went through better off calculations to show what their income would be. With this knowledge the wife felt confident in going ahead with the decision to stop work.

"Thank you for all the help you gave me in sorting my PIP claim it was very much appreciated, I certainly couldn't have done it without you and your team."

Benefit Appeals

Our benefit appeals worker concentrates mainly on Personal Independence Payment mandatory reconsiderations (MR) and appeals. During lockdown getting case papers to and from clients became a difficult task but ways round the problem were found. Clients who have been refused benefits are often very distressed and don't know which way to turn.

MR and appeals work is very complex and time consuming, the majority of clients have either filled in the claim forms themselves or had help from other agencies. The MR and appeals work have had over a 90% success rate with the average client gaining £5,230 per annual increase and the average amount of arrears paid was £2,355.

Case example:
A 22-year-old gentleman who had a serious injury to his right hand. He made a new claim to PIP and was awarded 6 points for Daily Living. According to the assessor, he successfully washes himself using his elbow! He had the same award at Mandatory Reconsideration. With the help of an interpreter from the Red Cross I obtained the evidence and sent submission to DWP and registered an appeal. The appeal was late as the client had moved to Time Stop hostel and the appeal form for his signature was sent to his old address. Both Time Stop and the Red Cross were extremely helpful in communicating with the client who pre appeal was awarded Standard Daily Living. The GP was also persuaded to forgo his £120 fee for a supporting letter. Annual amount gained was £3,104.

Case Work

As we went into the pandemic it quickly became apparent that some clients with disabilities needed ongoing and intense case work. This was especially true of clients who had suffered a bereavement. We assigned a case worker to work in depth with some clients, co-producing an action plan to achieve the outcome they needed. Over the year we worked with 50 clients. This work was not designed to create reliance but to give people the guidance and support they needed through difficult situations. We carried out home visits, wearing protective PPE and respecting social distancing as disabled people living on their own really appreciated this method of service delivery, especially when other agencies had totally withdrawn all face-to-face contact.

The casework ranged widely from helping to plan funerals to organising household bill paying and arranging care packages. This was not our usual type of case work but very much needed during COVID pandemic and extremely appreciated by our clients who often felt completely alone and abandoned by other organisations.

Policy Influencing

We work with local and national government on policy that directly affects disabled people. The COVID crisis made this more important than ever and our CEO spent a great deal of time feeding into local and national policy issues. She worked with the Cabinet Office, the Disability Minister, Major food retailers, DWP, Disability Rights UK our Voices and Disabled Peoples Organisations Forum to name but a few.

The DPO forum looked at;

- Supporting smaller local organisations to be part of delivery of services, such as employment support provision, as the contracting process often favours larger organisations
- Resourcing for DPOs is important as many have closed over the last 10 years due to loss of funding and Covid has made things worse
- Return of benefit conditionality and sanctions with no uprating of legacy benefits
- The importance of independent advocacy
- Increase in hate crime towards disabled people during Covid
- Concerns over use of ‘vulnerable’ and ‘disabled’ and the use of the medical rather than the social model
- Communications around face covering exemptions not as clear as the guidance
- Intersectionality of disability and the needs of BAME disabled people must be included
- Putting lived experience central to policy/decision making

The group also fed back thoughts and observations for the development of the National Strategy for Disabled People:

- All of the suggested themes should include the role of local DPOs
- Should not forget about support/services needed right now during a time of crisis along with the longer-term work of the National Strategy
- Agreeing a programme of work and how we input strategically, including sharing more specific information and asks to enable us to go out to our networks and provide quality information
- UNCRPD provides a framework for engagement with disabled people and it is important to have co-production and opportunity to shape what is being consulted on and not just be part of the consultation

DWP Green Paper

The DWP Green Paper consultation included a focus on user experience, trust and advocacy to support claimants. It looked at improving user experience; improving employment outcomes; and supporting healthier lives. It also explored the different ways of working during the pandemic to identify what had and hadn’t worked and what the barriers were for disabled people.

We worked with government on *Keeping Communities Safe* with the Covid Task Force team in the Cabinet Office looking at four reviews of areas related to the roadmap to lifting the lockdown and fed into the call for evidence.

Disability Awareness Training

During this year we provided Disability awareness training to staff and volunteers from over 25 voluntary and statutory agencies. We shared the presentation slides with the participants in order to gain extra reach. The training included:

- the definition of disability
- different types of disability including visible and invisible disabilities
- the Medical and Social Model of Disability
- the law and obligations
- reasonable adjustments
- barrier removal
- access and Inclusion
- disability myths and misconceptions
- changes in communication style and behaviour (including zoom meetings and written documents)
- the importance of language and avoiding assumptions
- might I cause offence if I offer to help a person with a disability?
- helping your staff/volunteers/clients, become open about their impairment or health condition and their access need
- COVID specific issues

“Many thanks for yesterday's informative and helpful training.”

“The training was great and really informative, thank you.”

Wellbeing Activities

COVID-19 affected daily life in unprecedented ways, responses to stressful events are unique and varied. Disabled people in particular worried about their own safety and the safety of their loved ones, how they will get their basic needs met (e.g., food, shelter, clothing, care needs met), and uncertainties for the future.

Ongoing access to news and social media about the pandemic and constant conversation about threats to public safety, especially the vulnerability of some disabled people to COVID, undoubtedly caused additional stress.

From our wellbeing calls we discovered that many isolated disabled people who were able to access the internet could find a host of activities to get involved with, many of our clients were completely digitally excluded.

We set up wellbeing activities (delivered to clients homes when necessary) including:

- Jigsaws
- Craft materials
- Colouring and positive messages
- Food parcels & food exchange
- Dog Walking
- Magazines and books
- Newsletters
- Quiz sheets

Shopmobility

Our Shopmobility service offers wheelchairs and scooters to get around the City Centre. During this year we had to unfortunately close down the service for several months as the shopping centre it is based in was closed down. During this time, we loaned the wheelchairs to vaccination centres and GP practices to help them with transporting disabled people around the buildings.

We found that when we could open up the service again many disabled people chose not to use the service as many of them were afraid to go out even when the tight restrictions were lifted.

Reach Out at Home

We found that disabled people were quickly losing physical fitness as they were unable to carry on with physiotherapy or get to any exercise sessions during the pandemic. We applied for funding from Sport England through DRUK and were successful in gaining funding,

The Personal Trainer we employed, who has lived experience, went into the participants' homes after a briefing on their situation from us. She assessed their particular needs and created bespoke exercise routines that they could perform within their homes, providing simple pieces of exercise equipment when needed.

She recorded what the clients wanted to gain from the sessions, one lady just wanted to be able to navigate the patio door step so she could sit in the garden when the weather was nice. She took base line measurements of current physical and mental wellbeing and also current levels of activity to measure if this increased over the course of the bespoke activities along with other indicators of progression. We worked with 10 disabled individuals, providing each with 6 sessions over 10 weeks.

The PT captured on our case management system what activities have been carried out as well as flagging up any areas of concern that other DP staff needed to be aware of and any case work needed in other areas of our service delivery (e.g. safeguarding/money problems/need for equipment etc).

The project was a huge success with all participants reporting improvement through a range of indicators.

"Hi Becky, just wanted to say how much I appreciated your PT sessions. In particular it really benefited my left arm and my walking. I would like to note that one to one therapy & your patience has really made a big difference. Thank you and Disability Peterborough very much."

Thank you to all our wonderful funders this year who have made all the activities possible:

- Disability Awareness Training grant through PCVS
- Peterborough City Council – 3 months funding benefits worker Winter Pressure funding
- Charity Aid Foundation – case worker funding
- Disability Action – COVID emergency funding
- Towns Womens guild – donation from funds
- Multiple Sclerosis Society – SLA for benefits worker
- Cambridge Community Fund – Special Olympics funding
- HealthXchange – COVID case work
- Disability Rights UK TIF – Reach Out at Home project funding
- Stuart Lesley Garratt – COVID case work
- Childwick Trust – COVID case work
- O&H – Donation
- BGL - donation
- Rank TTS – intern funding
- National Lottery CF – disability case work and Handyperson project
- Garfield Weston – donation to core costs
- CAF - emergency fund
- Cambs COVID fund – delivery essential services
- Strangward Trust – activities for disabled people
- Leathersellers - grant
- Queensgate – Shopmobility funding
- Peterborough City Council - Shopmobility funding

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees has assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a company limited by guarantee, its governing document being the Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

A J Dunham
N Hampshaw
J O Hopgood
L Staples
J Watling - Chairperson
D Wait
R A Smith (Appointed 15 December 2021)

We seek to bring new trustees onto the board who can complement the skills base of the existing members of the board. Invitation is made at the Annual General Meeting and at other times throughout the year. Interested parties are invited to meet with the Chairperson and other trustees to obtain an understanding of the charity, its aims and objectives and how they may be able to further the development of the charity.

The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees meet on a regular basis, normally bi-monthly to consider and decide the strategic direction and policy of the charity. The board also take the opportunity to consider issues such as legal, premises, planning and staffing matters which have arisen between meetings.

The trustees also meet regularly with representatives from those responsible for the operational management of the charity on a day to day basis, ensuring that the charity delivers the services specified and that progress is made in achieving the charity's objectives.

The trustees' report was approved by the Board of Trustees.

J Watling - Chairperson
Trustee
Dated: 15 December 2021

DIAL PETERBOROUGH

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF DIAL PETERBOROUGH

I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Mr Mark Jackson FCA DChA

Azets
Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

Dated: 17 December 2021

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	**3**	36,278	-	-	36,278	25,045
Charitable activities	**4**	175,536	31,288	42,818	249,642	199,199
Total income		211,814	31,288	42,818	285,920	224,244
Expenditure on:						
Raising funds	**5**	14,520	-	-	14,520	7,158
Charitable activities	**6**	144,839	28,421	50,136	223,396	269,048
Total resources expended		159,359	28,421	50,136	237,916	276,206
Net incoming/(outgoing) resources before transfers		52,455	2,867	(7,318)	48,004	(51,962)
Gross transfers between funds		(14,500)	14,500	-	-	-
Net income/(expenditure) for the year/ Net movement in funds		37,955	17,367	(7,318)	48,004	(51,962)
Fund balances at 1 April 2020		111,212	78,911	24,105	214,228	266,190
Fund balances at 31 March 2021		149,167	96,278	16,787	262,232	214,228

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year

	Notes	Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:					
Donations and legacies	**3**	25,045	-	-	25,045
Charitable activities	**4**	101,953	36,752	60,494	199,199
Total income		126,998	36,752	60,494	224,244
Expenditure on:					
Raising funds	**5**	7,158	-	-	7,158
Charitable activities	**6**	165,155	34,415	69,478	269,048
Total resources expended		172,313	34,415	69,478	276,206
Net incoming/(outgoing) resources before transfers		(45,315)	2,337	(8,984)	(51,962)
Gross transfers between funds		5,008	(5,008)	-	-
Net income/(expenditure) for the year/ Net movement in funds		(40,307)	(2,671)	(8,984)	(51,962)
Fund balances at 1 April 2019		151,519	81,582	33,089	266,190
Fund balances at 31 March 2020		111,212	78,911	24,105	214,228

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	**10**		3,758		6,254
Current assets					
Debtors	**12**	8,616		7,271	
Cash at bank and in hand		263,666		210,611	
		272,282		217,882	
Creditors: amounts falling due within one year	**13**	(13,808)		(9,908)	
Net current assets			258,474		207,974
Total assets less current liabilities			262,232		214,228
Income funds					
Restricted funds	**14**		16,787		24,105
Unrestricted funds					
Designated funds	**15**	96,278		78,911	
General unrestricted funds		149,167		111,212	
			245,445		190,123
			262,232		214,228

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 15 December 2021

J Watling - Chairperson
Trustee

Company Registration No. 04255588

1 Accounting policies

Charity information

Dial Peterborough is a private company limited by guarantee incorporated in England and Wales. The registered office is John Mansfield Centre, Western Avenue, Dogsthorpe, Peterborough, PE1 4HX, United Kingdom.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. In arriving at this conclusion, the trustees have considered the impact of the Coronavirus epidemic on the charity. Whilst the full impact of the epidemic is unknown, the trustees are confident that the impact on income can be managed by taking action to mitigate costs and using reserves.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and gifts are included in full in the statement of financial activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included when receivable.

1.5 Resources expended

Expenditure is recognised in the period in which it is incurred. Expenditure is directly attributed to the relevant heading where possible. However, where costs are attributable to more than one heading, they are apportioned across these headings using an allocation based on time spent by staff in each heading.

1 Accounting policies **(Continued)**

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers and equipment	25% p.a. straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2021	2020
	£	£
Donations and gifts	22,240	25,045
Coronavirus job retention scheme income	14,038	-
	36,278	25,045

4 Charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Core activities	97,316	-	97,316	78,763
Shopmobility	31,288	-	31,288	84,942
Inspire Projects	-	-	-	1,361
Horner Foundation	-	-	-	6,307
MS Society - Welfare rights	-	6,400	6,400	6,400
Time to Shine	-	4,593	4,593	11,426
Small Lottery Grant	-	-	-	10,000
Craft	152	-	152	-
Garfield Weston	20,000	-	20,000	-
National Lottery Covid Fund	49,368	-	49,368	-
CAF Emergency Fund	3,700	-	3,700	-
Cambs Covid Fund	5,000	-	5,000	-
Case work	-	21,175	21,175	-
DRUK Tackling Inequalities	-	6,650	6,650	-
PCVS	-	4,000	4,000	-
	206,824	42,818	249,642	199,199
Analysis by fund				
Unrestricted funds	175,536	-	175,536	101,953
Designated funds	31,288	-	31,288	36,752
Restricted funds	-	42,818	42,818	60,494
	206,824	42,818	249,642	199,199

5 Raising funds

	2021	2020
	£	£
Fundraising costs	14,520	7,158
	14,520	7,158

6 Charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Staff costs	112,317	45,709	158,026	151,616
Consultancy	18,089	1,620	19,709	64,807
Staff training and welfare	987	-	987	1,564
Travelling expenses	7,421	-	7,421	2,858
Venue costs and volunteer expenses	364	-	364	6,693
MS Society - Welfare rights	1,711	-	1,711	-
Sports coaching	-	-	-	7,019
Other charitable expenditure	-	-	-	2,569
	140,889	47,329	188,218	237,126
Share of support costs (see note 7)	26,461	892	27,353	23,577
Share of governance costs (see note 7)	5,910	1,915	7,825	8,345
	173,260	50,136	223,396	269,048

7 Support costs

	Support costs	Governance costs	2021	2020
	£	£	£	£
Depreciation	2,496	-	2,496	2,496
Publications and subscriptions	2,119	-	2,119	1,570
Website costs	-	-	-	468
Insurance	3,231	-	3,231	3,137
Telephone	5,804	-	5,804	6,157
Printing, postage and stationery	4,389	-	4,389	3,591
Computer expenses	1,447	-	1,447	2,108
Repairs and maintenance	-	-	-	1,922
Sundries	3,909	-	3,909	2,128
HR services	3,758	-	3,758	-
Charitable donation	200	-	200	-
Legal and professional	-	1,825	1,825	2,765
Independent examiner's fee	-	1,680	1,680	1,620
Bookkeeping fees	-	4,320	4,320	3,960
	27,353	7,825	35,178	31,922
Analysed between				
Charitable activities	27,353	7,825	35,178	31,922

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but one trustee was reimbursed a total of £nil travelling expenses (2020 - one trustee was reimbursed £48).

9 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	9	8

Employment costs	2021 £	2020 £
Wages and salaries	145,081	141,440
Social security costs	10,548	7,779
Other pension costs	2,397	2,397
	158,026	151,616

10 Tangible fixed assets

	Computers and equipment £
Cost	
At 1 April 2020	29,424
At 31 March 2021	29,424
Depreciation and impairment	
At 1 April 2020	23,170
Depreciation charged in the year	2,496
At 31 March 2021	25,666
Carrying amount	
At 31 March 2021	3,758
At 31 March 2020	6,254

11	Financial instruments	2021	2020
		£	£
	Carrying amount of financial assets		
	Trade debtors	3,200	-
	Cash at bank	263,666	210,611
	Measured at cost	266,866	210,611
	Carrying amount of financial liabilities		
	Trade creditors	5,621	928
	Accruals	4,630	5,710
	Measured at cost	10,251	6,638

12	Debtors	2021	2020
	Amounts falling due within one year:	£	£
	Trade debtors	3,200	-
	Prepayments and accrued income	5,416	7,271
		8,616	7,271

13	Creditors: amounts falling due within one year	2021	2020
		£	£
	Other taxation and social security	3,103	2,861
	Trade creditors	5,621	928
	Other creditors	454	409
	Accruals and deferred income	4,630	5,710
		13,808	9,908

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds		
	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 31 March 2021
	£	£	£	£
MS Society - Welfare rights	-	6,400	(6,400)	-
Horner Foundation	7,516	-	(7,225)	291
Hub & Apartments	621	-	-	621
Time to Shine	6,743	4,593	(11,336)	-
Small Lottery Grant	9,225	-	-	9,225
Case Work	-	21,175	(21,175)	-
DRUK Tackling Inequalities	-	6,650	-	6,650
PCVS	-	4,000	(4,000)	-
	24,105	42,818	(50,136)	16,787

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds			
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Shopmobility	22,657	31,288	(25,925)	(4,500)	23,520
Service protection fund	50,000	-	-	-	50,000
Fixed asset fund	6,254	-	(2,496)	-	3,758
Case worker fund	-	-	-	19,000	19,000
	78,911	31,288	(28,421)	14,500	96,278

The shopmobility fund represents funding for the shopmobility scheme in the shopping centre.

The service protection fund has been created to protect core services for a period of time in light of uncertainty around future funding for those services.

The fixed asset fund represents the net book value of fixed assets.

The case worker fund is there to support the work of a caseworker for one year.

16 Analysis of net assets between funds

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:					
Tangible assets	-	3,758	-	3,758	6,254
Current assets/(liabilities)	149,167	92,520	16,787	258,474	207,974
	149,167	96,278	16,787	262,232	214,228

17 Related party transactions

During the year Dial Peterborough purchased goods and services of £848 (2020: £1,117) from The Mobility Aids Centre, in which Mr Watling is a director.

18 Control

No one individual has control of the charitable company.