

# DIAL DONCASTER

England & Wales · Charity number 1103621

## Details

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Status Registered

Legal form Charitable company

Company number [04436063](#)

Registered 2004-05-06

Register [View on the Charity Commission register](#)

## Contact

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Address Woodbury Court  
Woodfield Park  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN

Phone 01302327800

Email [advice@dialdoncaster.co.uk](mailto:advice@dialdoncaster.co.uk)

Website [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk)

## Activities

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**Objects:** TO PROMOTE THE RELIEF OF DISABLED PERSONS, THEIR FAMILY AND CARERS AND PROFESSIONALS WORKING WITH DISABILITY ISSUES WITHIN THE DONCASTER METROPOLITAN BOROUGH, IN PARTICULAR BY THE PROVISION, INFORMATION, ADVICE, PRACTICAL HELP AND SUPPORTIVE COUNSELLING.

**Activities:** Disability Information Advice Service We aim to provide an easily accessible information and advisory service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more independent and enriched life.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

## Geography

- **Area of benefit:** WITHIN THE DONCASTER METROPOLITAN BOROUGH
- Doncaster

## Finances

| Period end | Income   | Expenditure | Assets | Employees |
|------------|----------|-------------|--------|-----------|
| 2025-03-31 | £274,147 | £282,251    | -      | -         |
| 2024-03-31 | £277,455 | £299,210    | -      | -         |
| 2023-03-31 | £277,455 | £299,210    | -      | -         |
| 2022-03-31 | £270,615 | £280,980    | -      | -         |
| 2021-03-31 | £282,404 | £309,063    | -      | -         |

## Trustees

| Name                       | Role  | Appointed  |
|----------------------------|-------|------------|
| Dr SUSAN PATRICIA EKINS    | Chair |            |
| Dr Rosemary Ann Hamlin     |       | 2024-12-02 |
| John Michael Patrick Burke |       | 2024-04-15 |
| Martin Henderson           |       | 2015-03-23 |
| SAMANTHA MARSH             |       | 2017-01-23 |

**DIAL DONCASTER**

England & Wales - Charity number 1103621

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# Accounts

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DIAL Doncaster

Unaudited Financial Statements For The Year Ended 31 March 2025

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU



**Contents of the Financial Statements**  
**For The Year Ended 31 March 2025**

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## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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**

##### **Objectives and aims**

DIAL Doncaster's Mission Statement is:

"We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more enriched and independent life".

DIAL Doncaster aims to continuously improve the quality of its existing services and to introduce new services to meet the needs of its client group. The organisation will endeavour to expand all aspects of its work and, most importantly, the knowledge and skills of its paid and unpaid staff through development and training.

##### **Significant activities**

##### **Welfare Benefits**

DIAL Doncaster provides a full Welfare Benefits Service which assists clients with multi-faceted and complex needs to complete difficult and complicated benefits forms. The service provides clear explanation of benefit decisions, and if required to help challenge those decisions, up to first tier tribunal representation. The Benefits Service can be accessed by service users at DIAL's main office, one of its satellite locations or via a home visit. Telephone advice is also provided to clients and user information can be obtained from DIAL's website.

##### **Information, Advice and Support**

DIAL provides information, advice and support in order to empower disabled people and encourage their participation in influencing DIAL's other services, which are developed in a way that meets their needs.

The service is delivered by telephone contact, letters, e-mail, personal contact (office or home visits), outreach surgeries and via DIAL's website. DIAL publishes fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc that service users can access. DIAL's service users often need help and support in making use of this information. Advice involves staff members explaining the options available and empowering service users to decide on an appropriate course of action.

##### **Other Services**

Other services offered by DIAL Doncaster are:

- Access recommendations and audits
- Wheelchair hire for short term loans
- Photography Service for people needing passport, identity or blue badge photographs
- Selling RADAR keys (national toilet scheme) and car stickers
- Charity shops for recycling goods and selling inexpensive items in deprived areas
- Assistance with Blue Badge forms

##### **Quality Marks**

DIAL Doncaster is committed to continuous improvement and has established a quality management system which provides a framework for measuring and improving performance.

The organisation has the CHAS Quality Mark and Disability Confident Employer Award.

##### **Public benefit**

The Trustees have had regard to the guidance issues by the Charity Commission in relation to Public Benefit in determining the actions and objectives of the Charity. The Trustees also confirm that they have complied with the duty in Section 4 of the Charities Act 2011.

DIAL Doncaster's services are available to people with any disability (physical, sight or hearing impairment, learning difficulties or mental health problem). The service is also offered to those with long term health conditions (e.g. cancer, heart disease), carers, statutory and voluntary healthcare professionals, local business and schools that need information to support the people they are caring and providing a service for.

The Trustees feel it is clear from the Charity's objectives and aims, the targets set for the Charity and its performance against those targets, that DIAL Doncaster brings substantial public benefit.

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2025**

#### **OBJECTIVES AND ACTIVITIES**

##### **Volunteers**

DIAL would find it difficult to function without the assistance of our very valued volunteers. We currently have 35 and we are always happy to have more.

The majority of our volunteers assist in our shops, usually either manning the tills or sorting donations and steaming clothing. We currently have two volunteers who assist the van driver with collections and deliveries, and two who work in the Helpline Department, usually answering the phone. One volunteer assists the Benefits Team by carrying out follow-up calls, as appropriate, and collecting statistics. She also assists with the finance department by organising the shop takings, ready for the bank.

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

##### **Achievements**

The Trustees, staff and volunteers have made strenuous efforts to achieve our main target of providing support and guidance, as required, to the people of Doncaster.

We have continued to support service users with the complex welfare benefits system.

We have continued to support service users through the very complex appeals and tribunal service.

The effects of the Coronavirus are still being felt, with staff and service users always working with caution.

The Trustees continue to be impressed by everyone who works or volunteers for DIAL. They work hard and continue to do an amazing job in what are sometimes quite difficult circumstances. Lack of funding has reduced the quantity of the service that we can provide but it hasn't reduced the standard or the effectiveness. The Trustees say a very big "Thank you" to all involved.

#### **FINANCIAL REVIEW**

##### **Principal funding sources**

##### **Doncaster Local Authority**

DIAL was successful in winning the DMBC tender for a Welfare Benefits and Tribunal Service from the 1st of April 2022. The contract is due for renewal in April 2025. We are proud of this achievement and delighted that it enables us to provide support for so many people of Doncaster.

Within DIAL's unrestricted funds there is an amount of £85,837 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. The sum based upon average operating costs of the last two years (excluding the charity shops) for a period of three months together with the costs of staff redundancies. Total reserves are £106,641 of which £10,428 are restricted funds.

##### **Reserves policy**

It is the policy of the organisation to maintain funds to provide reserves at a level which equates to approximately 3 months' run-down costs should the organisation lose its funding. The charity has reserves in excess of this target.

##### **Principal risks and uncertainties**

The principal risk facing the charity is the obtaining of adequate funding. The Trustees review the cash flow projections at their regular meetings to ensure adequate resources are available.

#### **FUTURE PLANS**

DIAL Doncaster has a three-year Business Plan which sets out what the organisation is currently doing and how it intends to improve and develop over the next three years. The Plan is reviewed annually and brought to the Committee annually to discuss progress.

All services provided should continue to be developed to help the growing needs of disabled people and those with ill health in the Doncaster area.

DIAL Doncaster are training one new office volunteer.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

DIAL Doncaster is a company limited by guarantee, and governed by its Memorandum of Articles. It is registered as a charity with the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2025**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Recruitment and appointment of new trustees**

DIAL Doncaster is managed by the Management Committee comprising up to 15 elected Trustees. The Trustees form the governing body of the charity and are responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles.

Management Committee Members are elected at the charity's Annual General Meeting.

Our Trustees have a wealth and diversity of professional skills, experience and knowledge to contribute to the development of the organisation, and are committed to the concept and values of DIAL Doncaster.

Management Committee Members are fully aware of their responsibilities regarding the organisation.

##### **Organisational structure**

During the latter stages of Covid restrictions, the Board started meeting every two months, with the Chair and the Chief Executive Officer having regular contact with each other, as and when required. This arrangement has proved to work well and it continues currently.

The Board receives detailed reports on all aspects of the Organisation, including Financial information, from the Chief Executive.

The volunteers have a representative on the Committee; this post is currently vacant.

DIAL would welcome more Board Members, especially those with an interest in Fund Raising.

Unfortunately, lack of funding means that the Chief Executive has to undertake all Financial and Administration tasks, meaning that his knowledge, skills and expertise regarding the Welfare Benefits and Tribunals are now used mainly in an advisory capacity to the rest of the Team.

Day to day management of the charity is delegated to the Chief Executive and his senior management team.

Senior Managers of the company are:

The Chief Executive Officer  
The Office Manager

The Senior Managers are responsible to the Trustees via bi-monthly meetings.

There are currently 9 paid staff and 40 volunteers.

DIAL continue to be impressed by everyone who works or volunteers for DIAL. They work hard and continue to do an amazing job in what are sometimes quite difficult circumstances. Lack of funding has reduced the quality of the service that we can give but it hasn't reduced the standard or the effectiveness. This is due to the hard work and commitment of the C.E.O. and all his staff and volunteers.

##### **Induction and training of new trustees**

All new Trustees and Management Committee Members have an induction into the organisation and training courses are offered.

The Trustees are familiar with the work of the charity and they are encouraged to visit the services provided, New Trustees meet with the existing Committee to familiarise themselves with the charity and context within which it operates. Areas covered;

- The obligations of Management Committee Members.
- The main documents which set out the operational framework of the charity including the Memorandum and Articles.
- The current financial position as set out in the latest published accounts.
- The vision and values of the charity and future plans, objectives and targets as laid out in DIAL Doncaster's Business Plan.

Trustees are also provided with information and signposted to the various Charity Commission publications.

##### **Key management remuneration**

The governing body ensures that the process of determining the remuneration of the individual members of the senior managers is both fair and transparent.

**Report of the Trustees**  
**For The Year Ended 31 March 2025**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company Number**

04436063 (England and Wales)

**Registered Charity Number:**

1103621

**Registered office and operational address:**

Woodbury Court  
Woodfield Park  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN

**President**

Rosie Winterton MP

**Trustees**

Dr S P Ekins - Chairperson

Mr M Henderson

Mrs S Marsh

Dr R Hamlin (appointed 2.12.24)

Mr J Burke (appointed 15.4.24)

**Charitable Trustees**

The trustees above also acted as charitable trustees of the charity.

**Senior Management Team**

General Manager - Mr M Bond

Office Manager - Mr M Talbot

**Independent examiner**

Joshua Bearn FCCA

Kingswood Allotts Limited

Chartered Accountants

Sidings Court

Lakeside

Doncaster

South Yorkshire

DN4 5NU

**Bankers**

Virgin Money

St Sepulchre Gate

Doncaster

South Yorkshire

DN1 1SJ

**Solicitors**

Taylor Bracewell

17-23 Thorne Road

Doncaster

South Yorkshire

DN1 2RP

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on ..... and signed on its behalf by:



29/07/2025

Dr S P Ekins - Trustee

**Independent Examiner's Report to the Trustees of**  
**DIAL Doncaster**

**Independent examiner's report to the trustees of DIAL Doncaster ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the Company 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 your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.

Joshua Bearn FCCA

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

Date: .....

**DIAL Doncaster**

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**For The Year Ended 31 March 2025**

|                                    | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2025<br>Total<br>funds<br>£ | 2024<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                             |                             |
| Donations and legacies             |       | 1,353                      | -                        | 1,353                       | 137                         |
| <b>Charitable activities</b>       |       |                            |                          |                             |                             |
| Other grants and contracts         |       | -                          | 96,727                   | 96,727                      | 92,980                      |
| Other trading activities           | 2     | 173,823                    | 877                      | 174,700                     | 165,135                     |
| Investment income                  | 3     | 1,367                      | -                        | 1,367                       | 2,225                       |
| <b>Total</b>                       |       | <u>176,543</u>             | <u>97,604</u>            | <u>274,147</u>              | <u>260,477</u>              |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| Raising funds                      |       | 157,694                    | -                        | 157,694                     | 154,219                     |
| <b>Charitable activities</b>       |       |                            |                          |                             |                             |
| Charitable activities              | 4     | 25,105                     | 99,452                   | 124,557                     | 120,093                     |
| <b>Total</b>                       |       | <u>182,799</u>             | <u>99,452</u>            | <u>282,251</u>              | <u>274,312</u>              |
| <b>NET INCOME/(EXPENDITURE)</b>    |       |                            |                          |                             |                             |
| Transfers between funds            | 15    | (6,256)<br>(2,316)         | (1,848)<br>2,316         | (8,104)<br>-                | (13,835)<br>-               |
| <b>Net movement in funds</b>       |       | <u>(8,572)</u>             | <u>468</u>               | <u>(8,104)</u>              | <u>(13,835)</u>             |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| Total funds brought forward        |       | 104,785                    | 9,960                    | 114,745                     | 128,580                     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u><u>96,213</u></u>       | <u><u>10,428</u></u>     | <u><u>106,641</u></u>       | <u><u>114,745</u></u>       |

The notes form part of these financial statements

**DIAL Doncaster**

**Balance Sheet**  
**31 March 2025**

|                                              | Notes | 2025<br>£      | 2024<br>£      |
|----------------------------------------------|-------|----------------|----------------|
| <b>FIXED ASSETS</b>                          |       |                |                |
| Tangible assets                              | 11    | 4,173          | 5,618          |
| <b>CURRENT ASSETS</b>                        |       |                |                |
| Debtors                                      | 12    | 11,455         | 10,208         |
| Cash at bank and in hand                     |       | 97,159         | 106,220        |
|                                              |       | <u>108,614</u> | <u>116,428</u> |
| <b>CREDITORS</b>                             |       |                |                |
| Amounts falling due within one year          | 13    | (6,146)        | (7,301)        |
|                                              |       | <u>102,468</u> | <u>109,127</u> |
| <b>NET CURRENT ASSETS</b>                    |       |                |                |
|                                              |       | <u>102,468</u> | <u>109,127</u> |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | <u>106,641</u> | <u>114,745</u> |
| <b>NET ASSETS</b>                            |       | <u>106,641</u> | <u>114,745</u> |
| <b>FUNDS</b>                                 | 15    |                |                |
| Unrestricted funds:                          |       |                |                |
| General fund                                 |       | 10,376         | 23,341         |
| Designated fund                              |       | 85,837         | 81,444         |
|                                              |       | <u>96,213</u>  | <u>104,785</u> |
| Restricted funds                             |       | <u>10,428</u>  | <u>9,960</u>   |
| <b>TOTAL FUNDS</b>                           |       | <u>106,641</u> | <u>114,745</u> |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on ..... and were signed on its behalf by:

  
29/07/2025

.....  
Dr S P Ekins - Trustee

**The notes form part of these financial statements**



**Notes to the Financial Statements**  
**For The Year Ended 31 March 2025**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Dial Doncaster meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

- Income received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable.
- Items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold as further explained below.
- Donated assets, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from funding, where related to performance and specific deliverables are accounted for as the charity earns the right to consideration by its performance. Funding where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the funding.
- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

- Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes including the charity's shops.
- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Redundancy costs are accounted for as soon as there is a legal or constructive obligation committing the charity to that expenditure,

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources e.g. Floor area, per capita or estimated usage.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                           |
|-----------------------|---------------------------|
| Fixtures and fittings | - 20% on reducing balance |
| Motor vehicles        | - 25% on reducing balance |
| Computer equipment    | - 25% on cost             |

The charity does not capitalise assets that cost less than £500.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2025**

**1. ACCOUNTING POLICIES - continued**

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

A designated fund is held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by the main grant providers.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Stocks**

Goods sold at the charity shops are donated by the general public. The Trustees have considered the relative costs and benefits of valuing the donated goods at the time of receipt for inclusion in the financial statements. The Trustees consider that items in stock on sale for less than £20 can only be considered to have a fair value to the charity at the point of sale. The Trustees have reviewed stock holding at the shop for items on sale for over £20 and at any point in time the total value of such items is below £5,000 and at such a value inclusion in the financial statements would not have a material effect on the view given by the financial statements.

In these circumstances the Trustees have concluded they will continue to include the value of donated goods only at the point of sale. The Trustees will review this policy annually or when there is a significant change in circumstances.

**Leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**2. OTHER TRADING ACTIVITIES**

|              | 2025           | 2024           |
|--------------|----------------|----------------|
|              | £              | £              |
| Shop income  | 173,652        | 163,379        |
| Other income | 1,048          | 1,756          |
|              | <u>174,700</u> | <u>165,135</u> |

**3. INVESTMENT INCOME**

|                          | 2025         | 2024         |
|--------------------------|--------------|--------------|
|                          | £            | £            |
| Deposit account interest | <u>1,367</u> | <u>2,225</u> |

**4. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs (see<br>note 5) | Support<br>costs (see<br>note 6) | Totals         |
|-----------------------|---------------------------------|----------------------------------|----------------|
|                       | £                               | £                                | £              |
| Charitable activities | <u>99,611</u>                   | <u>24,946</u>                    | <u>124,557</u> |

**Notes to the Financial Statements – continued**  
**For The Year Ended 31 March 2025**

**5. DIRECT COSTS OF CHARITABLE ACTIVITIES**

|                                     | 2025          | 2024          |
|-------------------------------------|---------------|---------------|
|                                     | £             | £             |
| Staff costs                         | 99,042        | 97,609        |
| Depreciation                        | 963           | 850           |
| Surplus on disposal of fixed assets | (394)         | (3,833)       |
|                                     | <u>99,611</u> | <u>94,626</u> |

**6. SUPPORT COSTS**

|                       | Management    | Human resources | Governance costs | Totals        |
|-----------------------|---------------|-----------------|------------------|---------------|
|                       | £             | £               | £                | £             |
| Charitable activities | <u>20,109</u> | <u>1,537</u>    | <u>3,300</u>     | <u>24,946</u> |

Support costs, included in the above, are as follows:

**Management**

|                        | 2025<br>Charitable activities | 2024<br>Total activities |
|------------------------|-------------------------------|--------------------------|
|                        | £                             | £                        |
| Other operating leases | 10,816                        | 11,281                   |
| Insurance              | 4,133                         | 4,944                    |
| Telephone              | 1,086                         | 1,072                    |
| Postage and stationery | -                             | 60                       |
| Subscriptions          | 1,125                         | 35                       |
| Sundries               | 261                           | 116                      |
| Repairs                | 1,387                         | 1,859                    |
| Professional fees      | 1,301                         | 1,647                    |
|                        | <u>20,109</u>                 | <u>21,014</u>            |

**Human resources**

|                                         | 2025<br>Charitable activities | 2024<br>Total activities |
|-----------------------------------------|-------------------------------|--------------------------|
|                                         | £                             | £                        |
| Computer maintenance and software costs | <u>1,537</u>                  | <u>1,253</u>             |

**Governance costs**

|                                                | 2025<br>Charitable activities | 2024<br>Total activities |
|------------------------------------------------|-------------------------------|--------------------------|
|                                                | £                             | £                        |
| Independent examiner fee                       | 1,450                         | 1,400                    |
| Independent examiner - preparation of accounts | 1,850                         | 1,800                    |
|                                                | <u>3,300</u>                  | <u>3,200</u>             |

**Notes to the Financial Statements – continued**  
**For The Year Ended 31 March 2025**

**7. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                     | 2025              | 2024              |
|-------------------------------------|-------------------|-------------------|
|                                     | £                 | £                 |
| Depreciation - owned assets         | 964               | 850               |
| Other operating leases              | 59,316            | 60,181            |
| Surplus on disposal of fixed assets | (394)             | (3,833)           |
|                                     | <u>          </u> | <u>          </u> |

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**9. STAFF COSTS**

|                       | 2025              | 2024              |
|-----------------------|-------------------|-------------------|
|                       | £                 | £                 |
| Wages and salaries    | 169,596           | 166,031           |
| Social security costs | 7,139             | 6,261             |
| Other pension costs   | 8,608             | 8,756             |
|                       | <u>          </u> | <u>          </u> |
|                       | 185,343           | 181,048           |
|                       | <u>          </u> | <u>          </u> |

The average monthly number of employees during the year was as follows:

|       | 2025              | 2024              |
|-------|-------------------|-------------------|
|       |                   |                   |
| Staff | 9                 | 9                 |
|       | <u>          </u> | <u>          </u> |

No employees received emoluments in excess of £60,000.

The remuneration and benefits of the key management personnel was £65,767 (2024 £64,458).

**Volunteer Contribution**

Dial Doncaster is extremely fortunate to receive the generous support of our volunteers. The average number of volunteers was 40 (2024: 40).

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

|                                   | Unrestricted funds | Restricted funds  | Total funds       |
|-----------------------------------|--------------------|-------------------|-------------------|
|                                   | £                  | £                 | £                 |
| <b>INCOME AND ENDOWMENTS FROM</b> |                    |                   |                   |
| Donations and legacies            | 137                | -                 | 137               |
| <b>Charitable activities</b>      |                    |                   |                   |
| Other grants and contracts        | -                  | 92,980            | 92,980            |
| Other trading activities          | 163,662            | 1,473             | 165,135           |
| Investment income                 | 2,225              | -                 | 2,225             |
|                                   | <u>          </u>  | <u>          </u> | <u>          </u> |
| <b>Total</b>                      | 166,024            | 94,453            | 260,477           |
|                                   | <u>          </u>  | <u>          </u> | <u>          </u> |
| <b>EXPENDITURE ON</b>             |                    |                   |                   |
| Raising funds                     | 154,219            | -                 | 154,219           |
| <b>Charitable activities</b>      |                    |                   |                   |
| Charitable activities             | 25,199             | 94,894            | 120,093           |
|                                   | <u>          </u>  | <u>          </u> | <u>          </u> |
| <b>Total</b>                      | 179,418            | 94,894            | 274,312           |
|                                   | <u>          </u>  | <u>          </u> | <u>          </u> |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2025**

## 10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

|                                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| <b>NET INCOME/(EXPENDITURE)</b>    | (13,394)                   | (441)                    | (13,835)            |
| Transfers between funds            | (4,629)                    | 4,629                    | -                   |
| <b>Net movement in funds</b>       | (18,023)                   | 4,188                    | (13,835)            |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                     |
| Total funds brought forward        | 122,808                    | 5,772                    | 128,580             |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <u>104,785</u>             | <u>9,960</u>             | <u>114,745</u>      |

## 11. TANGIBLE FIXED ASSETS

|                        | Fixtures<br>and<br>fittings<br>£ | Motor<br>vehicles<br>£ | Computer<br>equipment<br>£ | Totals<br>£   |
|------------------------|----------------------------------|------------------------|----------------------------|---------------|
| <b>COST</b>            |                                  |                        |                            |               |
| At 1 April 2024        | 30,189                           | 5,500                  | 7,602                      | 43,291        |
| Additions              | 458                              | 4,200                  | -                          | 4,658         |
| Disposals              | -                                | (5,500)                | (393)                      | (5,893)       |
| At 31 March 2025       | <u>30,647</u>                    | <u>4,200</u>           | <u>7,209</u>               | <u>42,056</u> |
| <b>DEPRECIATION</b>    |                                  |                        |                            |               |
| At 1 April 2024        | 30,189                           | 691                    | 6,793                      | 37,673        |
| Charge for year        | 30                               | 789                    | 145                        | 964           |
| Eliminated on disposal | -                                | (688)                  | (66)                       | (754)         |
| At 31 March 2025       | <u>30,219</u>                    | <u>792</u>             | <u>6,872</u>               | <u>37,883</u> |
| <b>NET BOOK VALUE</b>  |                                  |                        |                            |               |
| At 31 March 2025       | <u>428</u>                       | <u>3,408</u>           | <u>337</u>                 | <u>4,173</u>  |
| At 31 March 2024       | <u>-</u>                         | <u>4,809</u>           | <u>809</u>                 | <u>5,618</u>  |

## 12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

|                                | 2025<br>£     | 2024<br>£     |
|--------------------------------|---------------|---------------|
| Trade debtors                  | 8,997         | 7,748         |
| Prepayments and accrued income | 2,458         | 2,460         |
|                                | <u>11,455</u> | <u>10,208</u> |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2025**

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2025         | 2024         |
|---------------------------------|--------------|--------------|
|                                 | £            | £            |
| Social security and other taxes | 2,252        | 2,423        |
| Accruals and deferred income    | 3,894        | 4,878        |
|                                 | <u>6,146</u> | <u>7,301</u> |

**14. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

|                     | Unrestricted<br>funds | Restricted<br>funds | 2025<br>Total<br>funds | 2024<br>Total<br>funds |
|---------------------|-----------------------|---------------------|------------------------|------------------------|
|                     | £                     | £                   | £                      | £                      |
| Fixed assets        | 765                   | 3,408               | 4,173                  | 5,618                  |
| Current assets      | 101,594               | 7,020               | 108,614                | 116,428                |
| Current liabilities | (6,146)               | -                   | (6,146)                | (7,301)                |
|                     | <u>96,213</u>         | <u>10,428</u>       | <u>106,641</u>         | <u>114,745</u>         |

**15. MOVEMENT IN FUNDS**

|                                             | At 1.4.24      | Net<br>movement<br>in funds | Transfers<br>between<br>funds | At<br>31.3.25  |
|---------------------------------------------|----------------|-----------------------------|-------------------------------|----------------|
|                                             | £              | £                           | £                             | £              |
| <b>Unrestricted funds</b>                   |                |                             |                               |                |
| General fund                                | 23,341         | (6,256)                     | (6,709)                       | 10,376         |
| Designated fund                             | 81,444         | -                           | 4,393                         | 85,837         |
|                                             | <u>104,785</u> | <u>(6,256)</u>              | <u>(2,316)</u>                | <u>96,213</u>  |
| <b>Restricted funds</b>                     |                |                             |                               |                |
| Coalfield Regeneration Trust - Van          | 3,421          | (350)                       | -                             | 3,071          |
| Wheelchair Hire Service                     | 6,539          | 818                         | -                             | 7,357          |
| DMBC - Welfare Benefit and Tribunal Service | -              | (2,316)                     | 2,316                         | -              |
|                                             | <u>9,960</u>   | <u>(1,848)</u>              | <u>2,316</u>                  | <u>10,428</u>  |
| <b>TOTAL FUNDS</b>                          | <u>114,745</u> | <u>(8,104)</u>              | <u>-</u>                      | <u>106,641</u> |

Net movement in funds, included in the above are as follows:

|                                             | Incoming<br>resources | Resources<br>expended | Movement<br>in funds |
|---------------------------------------------|-----------------------|-----------------------|----------------------|
|                                             | £                     | £                     | £                    |
| <b>Unrestricted funds</b>                   |                       |                       |                      |
| General fund                                | 176,543               | (182,799)             | (6,256)              |
| <b>Restricted funds</b>                     |                       |                       |                      |
| Coalfield Regeneration Trust - Van          | -                     | (350)                 | (350)                |
| Wheelchair Hire Service                     | 878                   | (60)                  | 818                  |
| DMBC - Welfare Benefit and Tribunal Service | 96,726                | (99,042)              | (2,316)              |
|                                             | <u>97,604</u>         | <u>(99,452)</u>       | <u>(1,848)</u>       |
| <b>TOTAL FUNDS</b>                          | <u>274,147</u>        | <u>(282,251)</u>      | <u>(8,104)</u>       |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2025**

**15. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

|                                             | At 1.4.23<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.24<br>£ |
|---------------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>                   |                |                                  |                                    |                    |
| General fund                                | 51,995         | (13,394)                         | (15,260)                           | 23,341             |
| Designated fund                             | 70,813         | -                                | 10,631                             | 81,444             |
|                                             | 122,808        | (13,394)                         | (4,629)                            | 104,785            |
| <b>Restricted funds</b>                     |                |                                  |                                    |                    |
| Coalfield Regeneration Trust - Van          | 276            | 3,145                            | -                                  | 3,421              |
| Wheelchair Hire Service                     | 5,496          | 1,043                            | -                                  | 6,539              |
| DMBC - Welfare Benefit and Tribunal Service | -              | (4,629)                          | 4,629                              | -                  |
|                                             | 5,772          | (441)                            | 4,629                              | 9,960              |
| <b>TOTAL FUNDS</b>                          | <u>128,580</u> | <u>(13,835)</u>                  | <u>-</u>                           | <u>114,745</u>     |

Comparative net movement in funds, included in the above are as follows:

|                                             | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                   |                            |                            |                           |
| General fund                                | 166,024                    | (179,418)                  | (13,394)                  |
| <b>Restricted funds</b>                     |                            |                            |                           |
| Coalfield Regeneration Trust - Van          | -                          | 3,145                      | 3,145                     |
| Wheelchair Hire Service                     | 1,473                      | (430)                      | 1,043                     |
| DMBC - Welfare Benefit and Tribunal Service | 92,980                     | (97,609)                   | (4,629)                   |
|                                             | 94,453                     | (94,894)                   | (441)                     |
| <b>TOTAL FUNDS</b>                          | <u>260,477</u>             | <u>(274,312)</u>           | <u>(13,835)</u>           |

**Designated Funds**

A part of the accumulated balance of unrestricted funds is held as provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by our main grant providers. The sum, which is estimated to be required, is based upon operating costs (excluding the charity shops) for a period of three months together with the costs of staff redundancies and contingencies.

**Restricted Funds**

Major funds comprise:

**Welfare Benefits and Tribunal Service**

A contract with DMBC to deliver welfare benefits advice for disabled people with multi faceted complex needs and a tribunal service to support adults under the age of 65 (and their carers) where the recipient of this advice has a disability or long term health condition.

**Coalfields Regeneration Trust**

Capital funding was received for a van to enable DIAL's Charity Shops to make collections and deliveries.

**Wheelchair Hire**

The wheelchair hire generates income by hiring out wheelchairs on a short-term loan basis. This income keeps the wheelchairs in good working order with maintenance and repairs carried out regularly. As and when funds are available, new wheelchairs are purchased.

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2025**

**16. CONTINGENT LIABILITIES**

At 31 March 2025 the charity had the following contingent liability:

|                         | 2025          | 2024          |
|-------------------------|---------------|---------------|
|                         | £             | £             |
| Shop dilapidation costs | 10,000        | 10,000        |
|                         | <u>10,000</u> | <u>10,000</u> |

**17. OTHER FINANCIAL COMMITMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows :

|                            | 2025          | 2024          |
|----------------------------|---------------|---------------|
|                            | £             | £             |
| Within one year            | 17,040        | 12,375        |
| Between one and five years | 13,050        | -             |
|                            | <u>30,090</u> | <u>12,375</u> |

**18. RELATED PARTY DISCLOSURES**

The charity has had no related party transactions in the year (2024: none).



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## Document Signers

### Signer 1

|                   |                         |
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| Email             | susie@ekins.me.uk       |
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**DIAL DONCASTER**

England & Wales - Charity number 1103621

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# Accounts

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DIAL Doncaster

Unaudited Financial Statements For The Year Ended 31 March 2024

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

DIAL Doncaster

Contents of the Financial Statements  
For The Year Ended 31 March 2024

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## DIAL Doncaster

### Report of the Trustees For The Year Ended 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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**

##### **Objectives and aims**

DIAL Doncaster's Mission Statement is:

"We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more enriched and independent life".

DIAL Doncaster aims to continuously improve the quality of its existing services and to introduce new services to meet the needs of its client group. The organisation will endeavour to expand all aspects of its work and, most importantly, the knowledge and skills of its paid and unpaid staff through development and training.

##### **Significant activities**

##### **Welfare Benefits**

DIAL Doncaster provides a full Welfare Benefits Service which assists clients with multi-faceted and complex needs to complete difficult and complicated benefits forms. The service provides clear explanation of benefit decisions, and if required to help challenge those decisions, up to first tier tribunal representation. The Benefits Service can be accessed by service users at DIAL's main office, one of its satellite locations or via a home visit. Telephone advice is also provided to clients and user information can be obtained from DIAL's website.

##### **Information, Advice and Support**

DIAL provides information, advice and support in order to empower disabled people and encourage their participation in influencing DIAL's other services, which are developed in a way that meets their needs.

The service is delivered by telephone contact, letters, e-mail, personal contact (office or home visits), outreach surgeries and via DIAL's website. DIAL publishes fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc that service users can access. DIAL's service users often need help and support in making use of this information. Advice involves staff members explaining the options available and empowering service users to decide on an appropriate course of action.

##### **Other Services**

Other services offered by DIAL Doncaster are:

- Access recommendations and audits
- Wheelchair hire for short term loans
- Photography Service for people needing passport, identity or blue badge photographs
- Selling RADAR keys (national toilet scheme) and car stickers
- Charity shops for recycling goods and selling inexpensive items in deprived areas
- Assistance with Blue Badge forms

##### **Quality Marks**

DIAL Doncaster is committed to continuous improvement and has established a quality management system which provides a framework for measuring and improving performance.

The organisation has the CHAS Quality Mark and Disability Confident Employer Award.

## DIAL Doncaster

### Report of the Trustees For The Year Ended 31 March 2024

#### **OBJECTIVES AND ACTIVITIES**

##### Public benefit

The Trustees have had regard to the guidance issues by the Charity Commission in relation to Public Benefit in determining the actions and objectives of the Charity. The Trustees also confirm that they have complied with the duty in Section 4 of the Charities Act 2011.

DIAL Doncaster's services are available to people with any disability (physical, sight or hearing impairment, learning difficulties or mental health problem). The service is also offered to those with long term health conditions (e.g. cancer, heart disease), carers, statutory and voluntary healthcare professionals, local business and schools that need information to support the people they are caring and providing a service for.

The Trustees feel it is clear from the Charity's objectives and aims, the targets set for the Charity and its performance against those targets, that DIAL Doncaster brings substantial public benefit.

##### Volunteers

Volunteers make a significant contribution to Dial Doncaster's activities assisting in the charity shops and other charitable activities.

#### **ACHIEVEMENT AND PERFORMANCE**

##### Charitable activities

##### Achievements

The Trustees, staff and volunteers have made strenuous efforts to achieve our main target of providing support and guidance, as required, to the people of Doncaster.

We have continued to support service users with the complex welfare benefits system.

We have continued to support service users through the very complex appeals and tribunal service.

The effects of the Coronavirus are still being felt, with staff and service users always working with caution.

The Trustees continue to be impressed by everyone who works or volunteers for DIAL. They work hard and continue to do an amazing job in what are sometimes quite difficult circumstances. Lack of funding has reduced the quantity of the service that we can provide but it hasn't reduced the standard or the effectiveness. The Trustees say a very big "Thank you" to all involved.

#### **FINANCIAL REVIEW**

##### Principal funding sources

##### Doncaster Local Authority

DIAL was successful in winning the DMBC tender for a Welfare Benefits and Tribunal Service from the 1st of April 2022. The contract is due for renewal in early 2025. We are proud of this achievement and delighted that it enables us to provide support for so many people of Doncaster.

Within DIAL's unrestricted funds there is an amount of £81,444 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. The sum based upon average operating costs of the last two years (excluding the charity shops) for a period of three months together with the costs of staff redundancies. Total reserves are £114,745 of which £9,960 are restricted funds.

##### Reserves policy

It is the policy of the organisation to maintain funds to provide reserves at a level which equates to approximately 3 months' run-down costs should the organisation lose its funding. The charity has reserves in excess of this target.

##### Principal risks and uncertainties

The principal risk facing the charity is the obtaining of adequate funding. The Trustees review the cash flow projections at their regular meetings to ensure adequate resources are available.

## DIAL Doncaster

### Report of the Trustees For The Year Ended 31 March 2024

#### **FUTURE PLANS**

DIAL Doncaster has a three-year Business Plan which sets out what the organisation is currently doing and how it intends to improve and develop over the next three years. The Plan is reviewed annually and brought to the Committee annually to discuss progress.

All services provided should continue to be developed to help the growing needs of disabled people and those with ill health in the Doncaster area.

DIAL Doncaster are training one new office volunteer.

Unfortunately, following a great deal of discussion and deliberation over several years, DIAL made the decision to close the Woodlands Charity shop in May 2023. The shop had been losing money and it was considered to be no longer viable.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

DIAL Doncaster is a company limited by guarantee, and governed by its Memorandum of Articles. It is registered as a charity with the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

##### **Recruitment and appointment of new trustees**

DIAL Doncaster is managed by the Management Committee comprising up to 15 elected Trustees. The Trustees form the governing body of the charity and are responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles.

Management Committee Members are elected at the charity's Annual General Meeting.

Our Trustees have a wealth and diversity of professional skills, experience and knowledge to contribute to the development of the organisation, and are committed to the concept and values of DIAL Doncaster.

Management Committee Members are fully aware of their responsibilities regarding the organisation.



## DIAL Doncaster

### Report of the Trustees For The Year Ended 31 March 2024

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

##### Organisational structure

During the latter stages of Covid restrictions, the Board started meeting every two months, with the Chair and the Chief Executive Officer having regular contact with each other, as and when required. This arrangement has proved to work well and it continues currently.

The Board receives detailed reports on all aspects of the Organisation, including Financial information, from the Chief Executive.

The volunteers have a representative on the Committee; this post is currently vacant.

Dr Rosie Hamlin has agreed to join the Board. Rosie has been a trustee of Dial Doncaster many years ago in the charity's pre incorporation days.

Mr John Burke, who used to work for DIAL until the funding for his post ceased, has also also agreed to join the Board.

Both these appointments will be ratified at the forthcoming AGM.

DIAL would welcome more Board Members, especially those with an interest in Fund Raising.

Unfortunately, lack of funding means that the Chief Executive has to undertake all Financial and Administration tasks, meaning that his knowledge, skills and expertise regarding the Welfare Benefits and Tribunals are now used mainly in an advisory capacity to the rest of the Team.

Day to day management of the charity is delegated to the Chief Executive and his senior management team.

Senior Managers of the company are:

The Chief Executive Officer  
The Office Manager

The Senior Managers are responsible to the Trustees via bi-monthly meetings.

There are currently 9 paid staff and 40 volunteers.

DIAL continue to be impressed by everyone who works or volunteers for DIAL. They work hard and continue to do an amazing job in what are sometimes quite difficult circumstances. Lack of funding has reduced the quality of the service that we can give but it hasn't reduced the standard or the effectiveness.

##### Induction and training of new trustees

All new Trustees and Management Committee Members have an induction into the organisation and training courses are offered.

The Trustees are familiar with the work of the charity and they are encouraged to visit the services provided, New Trustees meet with the existing Committee to familiarise themselves with the charity and context within which it operates. Areas covered;

- The obligations of Management Committee Members.
- The main documents which set out the operational framework of the charity including the Memorandum and Articles.
- The current financial position as set out in the latest published accounts.
- The vision and values of the charity and future plans, objectives and targets as laid out in DIAL Doncaster's Business Plan.

Trustees are also provided with information and signposted to the various Charity Commission publications.

##### Key management remuneration

The governing body ensures that the process of determining the remuneration of the individual members of the senior managers is both fair and transparent.

DIAL Doncaster

Report of the Trustees  
For The Year Ended 31 March 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number  
04436063 (England and Wales)

Registered Charity Number:  
1103621

Registered office and operational address :  
Woodbury Court  
Woodfield Park  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN

President  
Rosie Winterton MP

Trustees  
Dr S P Ekins - Chairperson  
Mr M Henderson  
Mrs S Marsh  
Dr R Hamlin  
Mr J Burke

Charitable Trustees  
The trustees above also acted as charitable trustees of the charity.

Senior Management Team  
General Manager - Mr M Bond  
Office Manager - Mr M Talbot

Independent examiner  
Tim Baum-Dixon BA (hons) FCA BFP  
Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

Bankers  
Yorkshire Bank plc  
St Sepulchre Gate  
Doncaster  
South Yorkshire  
DN1 1SJ

Solicitors  
Taylor Bracewell  
17-23 Thorne Road  
Doncaster  
South Yorkshire  
DN1 2RP

DIAL Doncaster

Report of the Trustees  
For The Year Ended 31 March 2024

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....  
Dr S P Ekins - Trustee

Independent Examiner's Report to the Trustees of  
DIAL Doncaster

Independent examiner's report to the trustees of DIAL Doncaster ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the Company 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 your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.

Tim Baum-Dixon BA (hons) FCA BFP

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

Date: .....

DIAL Doncaster

Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
For The Year Ended 31 March 2024

|                                    | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2024<br>Total<br>funds<br>£ | 2023<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                             |                             |
| Donations and legacies             |       | 137                        | -                        | 137                         | 1,049                       |
| Charitable activities              |       |                            |                          |                             |                             |
| Other grants and contracts         |       | -                          | 92,980                   | 92,980                      | 92,980                      |
| Other trading activities           | 2     | 163,662                    | 1,473                    | 165,135                     | 182,225                     |
| Investment income                  | 3     | 2,225                      | -                        | 2,225                       | 1,201                       |
| Total                              |       | <u>166,024</u>             | <u>94,453</u>            | <u>260,477</u>              | <u>277,455</u>              |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| Raising funds                      |       | 154,219                    | -                        | 154,219                     | 181,840                     |
| Charitable activities              | 4     |                            |                          |                             |                             |
| Charitable activities              |       | 25,199                     | 94,894                   | 120,093                     | 117,370                     |
| Total                              |       | <u>179,418</u>             | <u>94,894</u>            | <u>274,312</u>              | <u>299,210</u>              |
| <b>NET INCOME/(EXPENDITURE)</b>    |       | (13,394)                   | (441)                    | (13,835)                    | (21,755)                    |
| Transfers between funds            | 15    | (4,629)                    | 4,629                    | -                           | -                           |
| Net movement in funds              |       | <u>(18,023)</u>            | <u>4,188</u>             | <u>(13,835)</u>             | <u>(21,755)</u>             |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| Total funds brought forward        |       | 122,808                    | 5,772                    | 128,580                     | 150,335                     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <u><u>104,785</u></u>      | <u><u>9,960</u></u>      | <u><u>114,745</u></u>       | <u><u>128,580</u></u>       |

The notes form part of these financial statements

DIAL Doncaster

Balance Sheet  
31 March 2024

|                                       | Notes | 2024<br>£      | 2023<br>£      |
|---------------------------------------|-------|----------------|----------------|
| FIXED ASSETS                          |       |                |                |
| Tangible assets                       | 11    | 5,618          | 276            |
| CURRENT ASSETS                        |       |                |                |
| Debtors                               | 12    | 10,208         | 10,207         |
| Cash at bank and in hand              |       | 106,220        | 131,822        |
|                                       |       | <u>116,428</u> | <u>142,029</u> |
| CREDITORS                             |       |                |                |
| Amounts falling due within one year   | 13    | (7,301)        | (13,725)       |
|                                       |       | <u>109,127</u> | <u>128,304</u> |
| NET CURRENT ASSETS                    |       |                |                |
|                                       |       | <u>114,745</u> | <u>128,580</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES |       |                |                |
|                                       |       | <u>114,745</u> | <u>128,580</u> |
| NET ASSETS                            |       |                |                |
|                                       |       | <u>114,745</u> | <u>128,580</u> |
| FUNDS                                 | 15    |                |                |
| Unrestricted funds:                   |       |                |                |
| General fund                          |       | 23,341         | 51,995         |
| Designated fund                       |       | 81,444         | 70,813         |
|                                       |       | <u>104,785</u> | <u>122,808</u> |
| Restricted funds                      |       | 9,960          | 5,772          |
| TOTAL FUNDS                           |       | <u>114,745</u> | <u>128,580</u> |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on ..... and were signed on its behalf by:

.....  
Dr S P Ekins - Trustee

The notes form part of these financial statements

Notes to the Financial Statements  
For The Year Ended 31 March 2024

1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Dial Doncaster meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

- Income received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable.
- Items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold as further explained below.
- Donated assets, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from funding, where related to performance and specific deliverables are accounted for as the charity earns the right to consideration by its performance. Funding where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the funding.
- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

- Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes including the charity's shops.
- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Redundancy costs are accounted for as soon as there is a legal or constructive obligation committing the charity to that expenditure,

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources e.g. Floor area, per capita or estimated usage.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

|                       |                           |
|-----------------------|---------------------------|
| Fixtures and fittings | - 20% on reducing balance |
| Motor vehicles        | - 25% on reducing balance |
| Computer equipment    | - 25% on cost             |

The charity does not capitalise assets that cost less than £500.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

A designated fund is held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by the main grant providers.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Stocks

Goods sold at the charity shops are donated by the general public. The Trustees have considered the relative costs and benefits of valuing the donated goods at the time of receipt for inclusion in the financial statements. The Trustees consider that items in stock on sale for less than £20 can only be considered to have a fair value to the charity at the point of sale. The Trustees have reviewed stock holding at the shop for items on sale for over £20 and at any point in time the total value of such items is below £5,000 and at such a value inclusion in the financial statements would not have a material effect on the view given by the financial statements.

In these circumstances the Trustees have concluded they will continue to include the value of donated goods only at the point of sale. The Trustees will review this policy annually or when there is a significant change in circumstances.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. OTHER TRADING ACTIVITIES

|              | 2024           | 2023           |
|--------------|----------------|----------------|
|              | £              | £              |
| Shop income  | 163,379        | 180,946        |
| Other income | 1,756          | 1,279          |
|              | <hr/>          | <hr/>          |
|              | <u>165,135</u> | <u>182,225</u> |



DIAL Doncaster

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

|    |                                                       |               |               |               |                |
|----|-------------------------------------------------------|---------------|---------------|---------------|----------------|
| 3. | INVESTMENT INCOME                                     |               |               | 2024          | 2023           |
|    |                                                       |               |               | £             | £              |
|    | Deposit account interest                              |               |               | 2,225         | 1,201          |
|    |                                                       |               |               | <u>2,225</u>  | <u>1,201</u>   |
| 4. | CHARITABLE ACTIVITIES COSTS                           |               |               |               |                |
|    |                                                       | Direct        | Support       |               |                |
|    |                                                       | Costs (see    | costs (see    |               |                |
|    |                                                       | note 5)       | note 6)       |               | Totals         |
|    |                                                       | £             | £             |               | £              |
|    | Charitable activities                                 | 94,626        | 25,467        |               | 120,093        |
|    |                                                       | <u>94,626</u> | <u>25,467</u> |               | <u>120,093</u> |
| 5. | DIRECT COSTS OF CHARITABLE ACTIVITIES                 |               |               | 2024          | 2023           |
|    |                                                       |               |               | £             | £              |
|    | Staff costs                                           |               |               | 97,609        | 88,413         |
|    | Depreciation                                          |               |               | 850           | 93             |
|    | Surplus on disposal of fixed assets                   |               |               | (3,833)       | -              |
|    |                                                       |               |               | <u>94,626</u> | <u>88,506</u>  |
| 6. | SUPPORT COSTS                                         |               |               |               |                |
|    |                                                       | Management    | Human         | Governance    |                |
|    |                                                       | £             | resources     | costs         | Totals         |
|    |                                                       | £             | £             | £             | £              |
|    | Charitable activities                                 | 21,014        | 1,253         | 3,200         | 25,467         |
|    |                                                       | <u>21,014</u> | <u>1,253</u>  | <u>3,200</u>  | <u>25,467</u>  |
|    | Support costs, included in the above, are as follows: |               |               |               |                |
|    | Management                                            |               |               |               |                |
|    |                                                       |               |               | 2024          | 2023           |
|    |                                                       |               |               | Charitable    | Total          |
|    |                                                       |               |               | activities    | activities     |
|    |                                                       |               |               | £             | £              |
|    | Other operating leases                                |               |               | 11,281        | 11,302         |
|    | Insurance                                             |               |               | 4,944         | 4,871          |
|    | Light and heat                                        |               |               | -             | 1,093          |
|    | Telephone                                             |               |               | 1,072         | 2,115          |
|    | Postage and stationery                                |               |               | 60            | 26             |
|    | Subscriptions                                         |               |               | 35            | 1,289          |
|    | Sundries                                              |               |               | 116           | 98             |
|    | Repairs                                               |               |               | 1,859         | 1,009          |
|    | Professional fees                                     |               |               | 1,647         | 2,904          |
|    |                                                       |               |               | <u>21,014</u> | <u>24,707</u>  |

DIAL Doncaster

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

6. SUPPORT COSTS - continued  
Human resources

|                                                | 2024<br>Charitable<br>activities<br>£ | 2023<br>Total<br>activities<br>£ |
|------------------------------------------------|---------------------------------------|----------------------------------|
| Computer maintenance and software costs        | 1,253                                 | 1,157                            |
| Governance costs                               |                                       |                                  |
|                                                | 2024<br>Charitable<br>activities<br>£ | 2023<br>Total<br>activities<br>£ |
| Independent examiner fee                       | 1,400                                 | 1,300                            |
| Independent examiner - preparation of accounts | 1,800                                 | 1,700                            |
|                                                | 3,200                                 | 3,000                            |

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

|                                     | 2024<br>£ | 2023<br>£ |
|-------------------------------------|-----------|-----------|
| Depreciation - owned assets         | 850       | 93        |
| Other operating leases              | 60,181    | 68,009    |
| Surplus on disposal of fixed assets | (3,833)   | -         |

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

9. STAFF COSTS

|                       | 2024<br>£ | 2023<br>£ |
|-----------------------|-----------|-----------|
| Wages and salaries    | 166,031   | 173,502   |
| Social security costs | 6,261     | 5,776     |
| Other pension costs   | 8,756     | 8,851     |
|                       | 181,048   | 188,129   |

The average monthly number of employees during the year was as follows:

|       | 2024 | 2023 |
|-------|------|------|
| Staff | 9    | 10   |

No employees received emoluments in excess of £60,000.

Redundancy costs incurred during the year were £nil (2023 £8,372).

The remuneration and benefits of the key management personnel was £64,458 (2023 £58,742).

DIAL Doncaster

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

9. STAFF COSTS - continued

Volunteer Contribution

Dial Doncaster is extremely fortunate to receive the generous support of our volunteers. The average number of volunteers was 40 (2023: 40).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

|                                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |                            |                          |                     |
| Donations and legacies             | 1,049                      | -                        | 1,049               |
| Charitable activities              |                            |                          |                     |
| Other grants and contracts         | -                          | 92,980                   | 92,980              |
| Other trading activities           | 181,237                    | 988                      | 182,225             |
| Investment income                  | 1,201                      | -                        | 1,201               |
| Total                              | <u>183,487</u>             | <u>93,968</u>            | <u>277,455</u>      |
| <b>EXPENDITURE ON</b>              |                            |                          |                     |
| Raising funds                      | 181,840                    | -                        | 181,840             |
| Charitable activities              |                            |                          |                     |
| Charitable activities              | 23,899                     | 93,471                   | 117,370             |
| Total                              | <u>205,739</u>             | <u>93,471</u>            | <u>299,210</u>      |
| <b>NET INCOME/(EXPENDITURE)</b>    | (22,252)                   | 497                      | (21,755)            |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                     |
| Total funds brought forward        | 145,060                    | 5,275                    | 150,335             |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <u>122,808</u>             | <u>5,772</u>             | <u>128,580</u>      |

DIAL Doncaster

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

11. TANGIBLE FIXED ASSETS

|                        | Fixtures<br>and<br>fittings<br>£ | Motor<br>vehicles<br>£ | Computer<br>equipment<br>£ | Totals<br>£ |
|------------------------|----------------------------------|------------------------|----------------------------|-------------|
| <b>COST</b>            |                                  |                        |                            |             |
| At 1 April 2023        | 48,793                           | 21,143                 | 6,631                      | 76,567      |
| Additions              | -                                | 5,500                  | 971                        | 6,471       |
| Disposals              | (18,604)                         | (21,143)               | -                          | (39,747)    |
| At 31 March 2024       | 30,189                           | 5,500                  | 7,602                      | 43,291      |
| <b>DEPRECIATION</b>    |                                  |                        |                            |             |
| At 1 April 2023        | 48,793                           | 20,867                 | 6,631                      | 76,291      |
| Charge for year        | -                                | 688                    | 162                        | 850         |
| Eliminated on disposal | (18,604)                         | (20,864)               | -                          | (39,468)    |
| At 31 March 2024       | 30,189                           | 691                    | 6,793                      | 37,673      |
| <b>NET BOOK VALUE</b>  |                                  |                        |                            |             |
| At 31 March 2024       | -                                | 4,809                  | 809                        | 5,618       |
| At 31 March 2023       | -                                | 276                    | -                          | 276         |

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

|                                | 2024<br>£ | 2023<br>£ |
|--------------------------------|-----------|-----------|
| Trade debtors                  | 7,748     | 7,748     |
| Prepayments and accrued income | 2,460     | 2,459     |
|                                | 10,208    | 10,207    |

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

|                                 | 2024<br>£ | 2023<br>£ |
|---------------------------------|-----------|-----------|
| Social security and other taxes | 2,423     | 1,993     |
| Accruals and deferred income    | 4,878     | 11,732    |
|                                 | 7,301     | 13,725    |

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

|                     | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2024<br>Total<br>funds<br>£ | 2023<br>Total<br>funds<br>£ |
|---------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| Fixed assets        | 809                        | 4,809                    | 5,618                       | 276                         |
| Current assets      | 111,277                    | 5,151                    | 116,428                     | 142,029                     |
| Current liabilities | (7,301)                    | -                        | (7,301)                     | (13,725)                    |
|                     | 104,785                    | 9,960                    | 114,745                     | 128,580                     |

DIAL Doncaster

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

15. MOVEMENT IN FUNDS

|                                             | At 1.4.23<br>£        | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.24<br>£    |
|---------------------------------------------|-----------------------|----------------------------------|------------------------------------|-----------------------|
| Unrestricted funds                          |                       |                                  |                                    |                       |
| General fund                                | 51,995                | (13,394)                         | (15,260)                           | 23,341                |
| Designated fund                             | 70,813                | -                                | 10,631                             | 81,444                |
|                                             | <u>122,808</u>        | <u>(13,394)</u>                  | <u>(4,629)</u>                     | <u>104,785</u>        |
| Restricted funds                            |                       |                                  |                                    |                       |
| Coalfield Regeneration Trust - Van          | 276                   | 3,145                            | -                                  | 3,421                 |
| Wheelchair Hire Service                     | 5,496                 | 1,043                            | -                                  | 6,539                 |
| DMBC - Welfare Benefit and Tribunal Service | -                     | (4,629)                          | 4,629                              | -                     |
|                                             | <u>5,772</u>          | <u>(441)</u>                     | <u>4,629</u>                       | <u>9,960</u>          |
| <b>TOTAL FUNDS</b>                          | <u><u>128,580</u></u> | <u><u>(13,835)</u></u>           | <u><u>-</u></u>                    | <u><u>114,745</u></u> |

Net movement in funds, included in the above are as follows:

|                                             | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------------------------|----------------------------|----------------------------|---------------------------|
| Unrestricted funds                          |                            |                            |                           |
| General fund                                | 166,024                    | (179,418)                  | (13,394)                  |
| Restricted funds                            |                            |                            |                           |
| Coalfield Regeneration Trust - Van          | -                          | 3,145                      | 3,145                     |
| Wheelchair Hire Service                     | 1,473                      | (430)                      | 1,043                     |
| DMBC - Welfare Benefit and Tribunal Service | 92,980                     | (97,609)                   | (4,629)                   |
|                                             | <u>94,453</u>              | <u>(94,894)</u>            | <u>(441)</u>              |
| <b>TOTAL FUNDS</b>                          | <u><u>260,477</u></u>      | <u><u>(274,312)</u></u>    | <u><u>(13,835)</u></u>    |

Comparatives for movement in funds

|                                    | At 1.4.22<br>£        | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.23<br>£    |
|------------------------------------|-----------------------|----------------------------------|------------------------------------|-----------------------|
| Unrestricted funds                 |                       |                                  |                                    |                       |
| General fund                       | 65,409                | (22,252)                         | 8,838                              | 51,995                |
| Designated fund                    | 79,651                | -                                | (8,838)                            | 70,813                |
|                                    | <u>145,060</u>        | <u>(22,252)</u>                  | <u>-</u>                           | <u>122,808</u>        |
| Restricted funds                   |                       |                                  |                                    |                       |
| Coalfield Regeneration Trust - Van | 369                   | (93)                             | -                                  | 276                   |
| Wheelchair Hire Service            | 4,906                 | 590                              | -                                  | 5,496                 |
|                                    | <u>5,275</u>          | <u>497</u>                       | <u>-</u>                           | <u>5,772</u>          |
| <b>TOTAL FUNDS</b>                 | <u><u>150,335</u></u> | <u><u>(21,755)</u></u>           | <u><u>-</u></u>                    | <u><u>128,580</u></u> |

# DIAL Doncaster

## Notes to the Financial Statements - continued For The Year Ended 31 March 2024

### 15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

|                                             | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|---------------------------------------------|----------------------------|----------------------------|---------------------------|
| Unrestricted funds                          |                            |                            |                           |
| General fund                                | 183,487                    | (205,739)                  | (22,252)                  |
| Restricted funds                            |                            |                            |                           |
| Coalfield Regeneration Trust - Van          | -                          | (93)                       | (93)                      |
| Wheelchair Hire Service                     | 988                        | (398)                      | 590                       |
| DMBC - Welfare Benefit and Tribunal Service | 92,980                     | (92,980)                   | -                         |
|                                             | <u>93,968</u>              | <u>(93,471)</u>            | <u>497</u>                |
| <b>TOTAL FUNDS</b>                          | <u><u>277,455</u></u>      | <u><u>(299,210)</u></u>    | <u><u>(21,755)</u></u>    |

#### Designated Funds

A part of the accumulated balance of unrestricted funds is held as provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by our main grant providers. The sum, which is estimated to be required, is based upon operating costs (excluding the charity shops) for a period of three months together with the costs of staff redundancies and contingencies.

#### Restricted Funds

Major funds comprise:

#### Welfare Benefits and Tribunal Service

A contract with DMBC to deliver welfare benefits advice for disabled people with multi faceted complex needs and a tribunal service to support adults under the age of 65 (and their carers) where the recipient of this advice has a disability or long term health condition.

#### Coalfields Regeneration Trust

Capital funding was received for a van to enable DIAL's Charity Shops to make collections and deliveries.

#### Wheelchair Hire

The wheelchair hire generates income by hiring out wheelchairs on a short-term loan basis. This income keeps the wheelchairs in good working order with maintenance and repairs carried out regularly. As and when funds are available, new wheelchairs are purchased.

### 16. CONTINGENT LIABILITIES

At 31 March 2024 the charity had the following contingent liability:

|                         | 2024<br>£     | 2023<br>£     |
|-------------------------|---------------|---------------|
| Shop dilapidation costs | <u>10,000</u> | <u>10,000</u> |

DIAL Doncaster

Notes to the Financial Statements - continued  
For The Year Ended 31 March 2024

17. OTHER FINANCIAL COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows :

|                            | 2024   | 2023   |
|----------------------------|--------|--------|
|                            | £      | £      |
| Within one year            | 12,375 | 16,751 |
| Between one and five years | -      | 12,375 |
|                            | <hr/>  | <hr/>  |
|                            | 12,375 | 29,126 |
|                            | <hr/>  | <hr/>  |

18. RELATED PARTY DISCLOSURES

The charity has had no related party transactions in the year (2023: none).

DIAL DONCASTER

England & Wales - Charity number 1103621

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# Accounts

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DIAL Doncaster

Unaudited Financial Statements For The Year Ended 31 March 2023

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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**

##### **Objectives and aims**

DIAL Doncaster's Mission Statement is:

"We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more enriched and independent life".

DIAL Doncaster aims to continuously improve the quality of its existing services and to introduce new services to meet the needs of its client group. The organisation will endeavour to expand all aspects of its work and, most importantly, the knowledge and skills of its paid and unpaid staff through development and training.

##### **Significant activities**

##### **Welfare Benefits**

DIAL Doncaster provides a full Welfare Benefits Service which assists clients with multi-faceted and complex needs to complete difficult and complicated benefits forms. The service provides clear explanation of benefit decisions, and if required to help challenge those decisions, up to first tier tribunal representation. The Benefits Service can be accessed by service users at DIAL's main office, one of its satellite locations or via a home visit. Telephone advice is also provided to clients and user information can be obtained from DIAL's website.

##### **Information, Advice and Support**

DIAL provides information, advice and support in order to empower disabled people and encourage their participation in influencing DIAL's other services, which are developed in a way that meets their needs.

The service is delivered by telephone contact, letters, e-mail, personal contact (office or home visits), outreach surgeries and via DIAL's website. DIAL publishes fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc that service users can access. DIAL's service users often need help and support in making use of this information. Advice involves staff members explaining the options available and empowering service users to decide on an appropriate course of action.

##### **Other Services**

Other services offered by DIAL Doncaster are:

- Access recommendations and audits
- Wheelchair hire for short term loans
- Photography Service for people needing passport, identity or blue badge photographs
- Selling RADAR keys (national toilet scheme) and car stickers
- Charity shops for recycling goods and selling inexpensive items in deprived areas
- Assistance with Blue Badge forms

##### **Quality Marks**

DIAL Doncaster is committed to continuous improvement and has established a quality management system which provides a framework for measuring and improving performance.

The organisation has the CHAS Quality Mark and Disability Confident Employer Award.

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2023**

#### **OBJECTIVES AND ACTIVITIES**

##### **Public benefit**

The Trustees have had regard to the guidance issues by the Charity Commission in relation to Public Benefit in determining the actions and objectives of the Charity. The Trustees also confirm that they have complied with the duty in Section 4 of the Charities Act 2011.

DIAL Doncaster's services are available to people with any disability (physical, sight or hearing impairment, learning difficulties or mental health problem). The service is also offered to those with long term health conditions (e.g. cancer, heart disease), carers, statutory and voluntary healthcare professionals, local business and schools that need information to support the people they are caring and providing a service for.

The Trustees feel it is clear from the Charity's objectives and aims, the targets set for the Charity and its performance against those targets, that DIAL Doncaster brings substantial public benefit.

##### **Volunteers**

Volunteers make a significant contribution to Dial Doncaster's activities assisting in the charity shops and other charitable activities.

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

##### **Achievements**

The Trustees, staff and volunteers have made strenuous efforts to achieve our main target of providing support and guidance, as required, to the people of Doncaster

We have continued to support service users with the complex welfare benefits system.

We have continued to support service users through the very complex appeals and tribunal service.

The Manager and his Team have managed to provide a seamless service throughout the very difficult time of the Coronavirus Pandemic.

The Trustees continue to be impressed by everyone who works or volunteers for DIAL. They work hard and continue to do an amazing job in what are sometimes quite difficult circumstances. Lack of funding has reduced the quantity of the service that we can provide but it hasn't reduced the standard or the effectiveness. The Trustees say a very big "Thank you" to all involved.

#### **FINANCIAL REVIEW**

##### **Principal funding sources**

##### **Doncaster Local Authority**

DIAL was successful in winning the DMBC tender for a Welfare Benefits and Tribunal Service from the 1st of April 2022. The contract is due for renewal in early 2025. We are proud of this achievement and delighted that it enables us to provide support for so many people of Doncaster.

Within DIAL's unrestricted funds there is an amount of £70,813 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. The sum based upon average operating costs of the last two years (excluding the charity shops) for a period of three months together with the costs of staff redundancies. Total reserves are £128,580 of which £5,772 are restricted funds.

##### **Covid-19**

Covid continues to have an effect on the work of DIAL. We are fortunate to have the facility to organise Zoom and Teams meetings with many of our clients. Others are assisted over the telephone. Our staff have been very resourceful in their efforts

##### **Reserves policy**

It is the policy of the organisation to maintain funds to provide reserves at a level which equates to approximately 3 months' run-down costs should the organisation lose its funding. The charity has reserves in excess of this target.

##### **Principal risks and uncertainties**

The principal risk facing the charity is the obtaining of adequate funding. The Trustees review the cash flow projections at their regular meetings to ensure adequate resources are available.

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2023**

#### **FUTURE PLANS**

DIAL Doncaster has a three-year Business Plan which sets out what the organisation is currently doing and how it intends to improve and develop over the next three years. The Plan is reviewed annually and brought to the Committee annually to discuss progress.

All services provided should continue to be developed to help the growing needs of disabled people and those with ill health in the Doncaster area.

DIAL Doncaster are training two new office volunteers.

Unfortunately, following a great deal of discussion and deliberation over several years, DIAL made the decision to close the Woodlands Charity shop in May 2023. The shop had been losing money and it was considered to be no longer viable.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

DIAL Doncaster is a company limited by guarantee, and governed by its Memorandum of Articles. It is registered as a charity with the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

##### **Recruitment and appointment of new trustees**

DIAL Doncaster is managed by the Management Committee comprising up to 15 elected Trustees. The Trustees form the governing body of the charity and are responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles.

Management Committee Members are elected at the charity's Annual General Meeting.

Our Trustees have a wealth and diversity of professional skills, experience and knowledge to contribute to the development of the organisation, and are committed to the concept and values of DIAL Doncaster.

Management Committee Members are fully aware of their responsibilities regarding the organisation.

## DIAL Doncaster

### Report of the Trustees For The Year Ended 31 March 2023

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Organisational structure**

During the latter stages of Covid restrictions, the Board started meeting every two months, with the Chair and the Chief Executive Officer having regular contact with each other, as and when required. This arrangement has proved to work well and it continues currently.

The Board receives detailed reports on all aspects of the Organisation, including Financial information, from the Chief Executive.

The volunteers have a representative on the Committee; this post is currently vacant

Dr Rosie Hamlin has agreed to join the Board. Rosie has been a trustee of Dial Doncaster many years ago in the charity's pre incorporation days

Mr John Burke, who used to work for DIAL until the funding for his post ceased, has also also agreed to join the Board.

Both these appointments will be ratified at the forthcoming AGM.

DIAL would welcome more Board Members , especially those with an interest in Fund Raising

Unfortunately, lack of funding means that the Chief Executive has to undertake all Financial and Administration tasks, meaning that his knowledge, skills and expertise regarding the Welfare Benefits and Tribunals are now used mainly in an advisory capacity to the rest of the Team.

Day to day management of the charity is delegated to the Chief Executive and his senior management team.

Senior Managers of the company are:

The Chief Executive Officer  
The Office Manager

The Senior Managers are responsible to the Trustees via bi-monthly meetings.

There are currently 9 paid staff and 40 volunteers.

DIAL continue to be impressed by everyone who works or volunteers for DIAL. They work hard and continue to do an amazing job in what are sometimes quite difficult circumstances. Lack of funding has reduced the quality of the service that we can give but it hasn't reduced the standard or the effectiveness.

##### **Induction and training of new trustees**

All new Trustees and Management Committee Members have an induction into the organisation and training courses are offered.

The Trustees are familiar with the work of the charity and they are encouraged to visit the services provided, New Trustees meet with the existing Committee to familiarise themselves with the charity and context within which it operates. Areas covered;

- The obligations of Management Committee Members.
- The main documents which set out the operational framework of the charity including the Memorandum and Articles.
- The current financial position as set out in the latest published accounts.
- The vision and values of the charity and future plans, objectives and targets as laid out in DIAL Doncaster's Business Plan.

Trustees are also provided with information and signposted to the various Charity Commission publications.

##### **Key management remuneration**

The governing body ensures that the process of determining the remuneration of the individual members of the senior managers is both fair and transparent.

**DIAL Doncaster**

**Report of the Trustees**  
**For The Year Ended 31 March 2023**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company Number**  
04436063 (England and Wales)

**Registered Charity Number:**  
1103621

**Registered office and operational address:**

Woodbury Court  
Woodfield Park  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN

**President**  
Rosie Winterton MP

**Trustees**  
Dr S P Ekins - Chairperson  
Mr M Henderson  
Mrs S Marsh

**Charitable Trustees**  
The trustees above also acted as charitable trustees of the charity.

**Senior Management Team**  
General Manager - Mr M Bond  
Office Manager - Mr M Talbot

**Independent examiner**  
Steven G Pepper FCA  
Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

**Bankers**  
Yorkshire Bank plc  
St Sepulchre Gate  
Doncaster  
South Yorkshire  
DN1 1SJ

**Solicitors**  
Taylor Bracewell  
17-23 Thorne Road  
Doncaster  
South Yorkshire  
DN1 2RP

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 4 December 2023 and signed on its behalf by:

Dr S P Ekins - Trustee

**Independent Examiner's Report to the Trustees of  
DIAL Doncaster**

**Independent examiner's report to the trustees of DIAL Doncaster ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the Company 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 your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.



Steven G Pepper FCA

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

13 December 2023

**DIAL Doncaster**

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**For The Year Ended 31 March 2023**

|                                    | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2023<br>Total<br>funds<br>£ | 2022<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                             |                             |
| Donations and legacies             |       | 1,049                      | -                        | 1,049                       | 926                         |
| <b>Charitable activities</b>       |       |                            |                          |                             |                             |
| Other grants and contracts         |       | -                          | 92,980                   | 92,980                      | 100,668                     |
| Other trading activities           | 2     | 181,237                    | 988                      | 182,225                     | 168,885                     |
| Investment income                  | 3     | 1,201                      | -                        | 1,201                       | 136                         |
| <b>Total</b>                       |       | <b>183,487</b>             | <b>93,968</b>            | <b>277,455</b>              | <b>270,615</b>              |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| Raising funds                      |       | 181,840                    | -                        | 181,840                     | 162,126                     |
| <b>Charitable activities</b>       |       |                            |                          |                             |                             |
| Charitable activities              | 4     | 23,899                     | 93,471                   | 117,370                     | 118,854                     |
| <b>Total</b>                       |       | <b>205,739</b>             | <b>93,471</b>            | <b>299,210</b>              | <b>280,980</b>              |
| <b>NET INCOME/(EXPENDITURE)</b>    |       | <b>(22,252)</b>            | <b>497</b>               | <b>(21,755)</b>             | <b>(10,365)</b>             |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| Total funds brought forward        |       | 145,060                    | 5,275                    | 150,335                     | 160,700                     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <b>122,808</b>             | <b>5,772</b>             | <b>128,580</b>              | <b>150,335</b>              |

The notes form part of these financial statements



**DIAL Doncaster**

**Balance Sheet**  
**31 March 2023**

|                                              | Notes | 2023<br>£ | 2022<br>£ |
|----------------------------------------------|-------|-----------|-----------|
| <b>FIXED ASSETS</b>                          |       |           |           |
| Tangible assets                              | 11    | 276       | 369       |
| <b>CURRENT ASSETS</b>                        |       |           |           |
| Debtors                                      | 12    | 10,207    | 13,747    |
| Cash at bank and in hand                     |       | 131,822   | 144,091   |
|                                              |       | 142,029   | 157,838   |
| <b>CREDITORS</b>                             |       |           |           |
| Amounts falling due within one year          | 13    | (13,725)  | (7,872)   |
| <b>NET CURRENT ASSETS</b>                    |       | 128,304   | 149,966   |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | 128,580   | 150,335   |
| <b>NET ASSETS</b>                            |       | 128,580   | 150,335   |
| <b>FUNDS</b>                                 | 15    |           |           |
| Unrestricted funds:                          |       |           |           |
| General fund                                 |       | 51,995    | 65,409    |
| Designated fund                              |       | 70,813    | 79,651    |
|                                              |       | 122,808   | 145,060   |
| Restricted funds                             |       | 5,772     | 5,275     |
| <b>TOTAL FUNDS</b>                           |       | 128,580   | 150,335   |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 4 December 2023 and were signed on its behalf by:

Dr S P Ekins - Trustee

The notes form part of these financial statements

Notes to the Financial Statements  
For The Year Ended 31 March 2023

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Dial Doncaster meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

- Income received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable.

- Items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold as further explained below.

- Donated assets, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

- Investment income is included when receivable.

- Incoming resources from funding, where related to performance and specific deliverables are accounted for as the charity earns the right to consideration by its performance. Funding where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the funding.

- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

- Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes including the charity's shops..

- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

- Redundancy costs are accounted for as soon as there is a legal or constructive obligation committing the charity to that expenditure,

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources e.g. Floor area, per capita or estimated usage.

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2023**

**1. ACCOUNTING POLICIES – continued**

**Allocation and apportionment of costs**

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                           |
|-----------------------|---------------------------|
| Fixtures and fittings | - 20% on reducing balance |
| Motor vehicles        | - 25% on reducing balance |
| Computer equipment    | - 25% on cost             |

The charity does not capitalise assets that cost less than £500.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

A designated fund is held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by the main grant providers.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Stocks**

Goods sold at the charity shops are donated by the general public. The Trustees have considered the relative costs and benefits of valuing the donated goods at the time of receipt for inclusion in the financial statements. The Trustees consider that items in stock on sale for less than £20 can only be considered to have a fair value to the charity at the point of sale. The Trustees have reviewed stock holding at the shop for items on sale for over £20 and at any point in time the total value of such items is below £5,000 and at such a value inclusion in the financial statements would not have a material effect on the view given by the financial statements.

In these circumstances the Trustees have concluded they will continue to include the value of donated goods only at the point of sale. The Trustees will review this policy annually or when there is a significant change in circumstances.

**Leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2023**

**2. OTHER TRADING ACTIVITIES**

|              | 2023           | 2022           |
|--------------|----------------|----------------|
|              | £              | £              |
| Shop income  | 180,946        | 167,671        |
| Other income | 1,279          | 1,214          |
|              | <u>182,225</u> | <u>168,885</u> |

**3. INVESTMENT INCOME**

|                          | 2023         | 2022       |
|--------------------------|--------------|------------|
|                          | £            | £          |
| Deposit account interest | 1,201        | 136        |
|                          | <u>1,201</u> | <u>136</u> |

**4. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs (see<br>note 5) | Support<br>costs (see<br>note 6) | Totals         |
|-----------------------|---------------------------------|----------------------------------|----------------|
|                       | £                               | £                                | £              |
| Charitable activities | 88,506                          | 28,864                           | 117,370        |
|                       | <u>88,506</u>                   | <u>28,864</u>                    | <u>117,370</u> |

**5. DIRECT COSTS OF CHARITABLE ACTIVITIES**

|              | 2023          | 2022          |
|--------------|---------------|---------------|
|              | £             | £             |
| Staff costs  | 88,413        | 87,628        |
| Depreciation | 93            | 124           |
|              | <u>88,506</u> | <u>87,752</u> |

**6. SUPPORT COSTS**

|                       | Management    | Human<br>resources | Governance<br>costs | Totals        |
|-----------------------|---------------|--------------------|---------------------|---------------|
|                       | £             | £                  | £                   | £             |
| Charitable activities | 24,707        | 1,157              | 3,000               | 28,864        |
|                       | <u>24,707</u> | <u>1,157</u>       | <u>3,000</u>        | <u>28,864</u> |

Support costs, included in the above, are as follows:

**Management**

|                        | 2023<br>Charitable<br>activities | 2022<br>Total<br>activities |
|------------------------|----------------------------------|-----------------------------|
|                        | £                                | £                           |
| Other operating leases | 11,302                           | 11,281                      |
| Insurance              | 4,871                            | 4,999                       |
| Light and heat         | 1,093                            | 972                         |
| Telephone              | 2,115                            | 3,393                       |
| Postage and stationery | 26                               | 451                         |
| Subscriptions          | 1,289                            | 1,872                       |
| Sundries               | 98                               | 30                          |
| Repairs                | 1,009                            | 467                         |
| Professional fees      | 2,904                            | 3,075                       |
|                        | <u>24,707</u>                    | <u>26,540</u>               |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2023**

**6. SUPPORT COSTS - continued**  
**Human resources**

|                                         | 2023<br>Charitable<br>activities<br>£ | 2022<br>Total<br>activities<br>£ |
|-----------------------------------------|---------------------------------------|----------------------------------|
| Computer maintenance and software costs | 1,157                                 | 1,762                            |

**Governance costs**

|                                                   | 2023<br>Charitable<br>activities<br>£ | 2022<br>Total<br>activities<br>£ |
|---------------------------------------------------|---------------------------------------|----------------------------------|
| Independent examiner fee                          | 1,300                                 | 1,200                            |
| Independent examiner - preparation of<br>accounts | 1,700                                 | 1,600                            |
|                                                   | <u>3,000</u>                          | <u>2,800</u>                     |

**7. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                             | 2023<br>£     | 2022<br>£     |
|-----------------------------|---------------|---------------|
| Depreciation - owned assets | 93            | 124           |
| Other operating leases      | <u>68,009</u> | <u>66,548</u> |

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

**9. STAFF COSTS**

|                       | 2023<br>£      | 2022<br>£      |
|-----------------------|----------------|----------------|
| Wages and salaries    | 173,502        | 163,151        |
| Social security costs | 5,776          | 6,632          |
| Other pension costs   | 8,851          | 8,668          |
|                       | <u>188,129</u> | <u>178,451</u> |

The average monthly number of employees during the year was as follows:

|       | 2023      | 2022      |
|-------|-----------|-----------|
| Staff | <u>10</u> | <u>10</u> |

No employees received emoluments in excess of £60,000.

Redundancy costs incurred during the year were £8,372 (2022 £Nil).

The remuneration and benefits of the key management personnel was £58,742 (2022 £60,031)

**Volunteer Contribution**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2023**

**9. STAFF COSTS - continued**

Dial Doncaster is extremely fortunate to receive the generous support of our volunteers. The average number of volunteers was 40 (2022: 40).

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

|                                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |                            |                          |                     |
| Donations and legacies             | 926                        | -                        | 926                 |
| <b>Charitable activities</b>       |                            |                          |                     |
| Other grants and contracts         | 10,668                     | 90,000                   | 100,668             |
| Other trading activities           | 167,671                    | 1,214                    | 168,885             |
| Investment income                  | 136                        | -                        | 136                 |
| <b>Total</b>                       | <b>179,401</b>             | <b>91,214</b>            | <b>270,615</b>      |
| <b>EXPENDITURE ON</b>              |                            |                          |                     |
| Raising funds                      | 162,126                    | -                        | 162,126             |
| <b>Charitable activities</b>       |                            |                          |                     |
| Charitable activities              | 28,729                     | 90,125                   | 118,854             |
| <b>Total</b>                       | <b>190,855</b>             | <b>90,125</b>            | <b>280,980</b>      |
| <b>NET INCOME/(EXPENDITURE)</b>    | <b>(11,454)</b>            | <b>1,089</b>             | <b>(10,365)</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                     |
| Total funds brought forward        | 156,514                    | 4,186                    | 160,700             |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <b>145,060</b>             | <b>5,275</b>             | <b>150,335</b>      |

**11. TANGIBLE FIXED ASSETS**

|                                   | Fixtures<br>and<br>fittings<br>£ | Motor<br>vehicles<br>£ | Computer<br>equipment<br>£ | Totals<br>£ |
|-----------------------------------|----------------------------------|------------------------|----------------------------|-------------|
| <b>COST</b>                       |                                  |                        |                            |             |
| At 1 April 2022 and 31 March 2023 | 48,793                           | 21,143                 | 6,631                      | 76,567      |
| <b>DEPRECIATION</b>               |                                  |                        |                            |             |
| At 1 April 2022                   | 48,793                           | 20,774                 | 6,631                      | 76,198      |
| Charge for year                   | -                                | 93                     | -                          | 93          |
| At 31 March 2023                  | 48,793                           | 20,867                 | 6,631                      | 76,291      |
| <b>NET BOOK VALUE</b>             |                                  |                        |                            |             |
| At 31 March 2023                  | -                                | 276                    | -                          | 276         |
| At 31 March 2022                  | -                                | 369                    | -                          | 369         |

**Notes to the Financial Statements – continued**  
**For The Year Ended 31 March 2023**

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2023          | 2022          |
|--------------------------------|---------------|---------------|
|                                | £             | £             |
| Trade debtors                  | 7,748         | 7,500         |
| Prepayments and accrued income | 2,459         | 6,247         |
|                                | <u>10,207</u> | <u>13,747</u> |

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2023          | 2022         |
|---------------------------------|---------------|--------------|
|                                 | £             | £            |
| Social security and other taxes | 1,993         | 2,345        |
| Accruals and deferred income    | 11,732        | 5,527        |
|                                 | <u>13,725</u> | <u>7,872</u> |

**14. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

|                     | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2023<br>Total<br>funds<br>£ | 2022<br>Total<br>funds<br>£ |
|---------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| Fixed assets        | -                          | 276                      | 276                         | 369                         |
| Current assets      | 136,533                    | 5,496                    | 142,029                     | 157,838                     |
| Current liabilities | (13,725)                   | -                        | (13,725)                    | (7,872)                     |
|                     | <u>122,808</u>             | <u>5,772</u>             | <u>128,580</u>              | <u>150,335</u>              |

**15. MOVEMENT IN FUNDS**

|                                    | At 1.4.22<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.23<br>£ |
|------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>          |                |                                  |                                    |                    |
| General fund                       | 65,409         | (22,252)                         | 8,838                              | 51,995             |
| Designated fund                    | 79,651         | -                                | (8,838)                            | 70,813             |
|                                    | <u>145,060</u> | <u>(22,252)</u>                  | <u>-</u>                           | <u>122,808</u>     |
| <b>Restricted funds</b>            |                |                                  |                                    |                    |
| Coalfield Regeneration Trust - Van | 369            | (93)                             | -                                  | 276                |
| Wheelchair Hire Service            | 4,906          | 590                              | -                                  | 5,496              |
|                                    | <u>5,275</u>   | <u>497</u>                       | <u>-</u>                           | <u>5,772</u>       |
| <b>TOTAL FUNDS</b>                 | <u>150,335</u> | <u>(21,755)</u>                  | <u>-</u>                           | <u>128,580</u>     |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2023**

**15. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

|                                                | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|------------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                      |                            |                            |                           |
| General fund                                   | 183,487                    | (205,739)                  | (22,252)                  |
| <b>Restricted funds</b>                        |                            |                            |                           |
| Coalfield Regeneration Trust - Van             | -                          | (93)                       | (93)                      |
| Wheelchair Hire Service                        | 988                        | (398)                      | 590                       |
| DMBC - Welfare Benefit and Tribunal<br>Service | 92,980                     | (92,980)                   | -                         |
|                                                | <u>93,968</u>              | <u>(93,471)</u>            | <u>497</u>                |
| <b>TOTAL FUNDS</b>                             | <u>277,455</u>             | <u>(299,210)</u>           | <u>(21,755)</u>           |

**Comparatives for movement in funds**

|                                                | At 1.4.21<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.22<br>£ |
|------------------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>                      |                |                                  |                                    |                    |
| General fund                                   | 77,470         | (11,454)                         | (607)                              | 65,409             |
| Designated fund                                | 79,044         | -                                | 607                                | 79,651             |
|                                                | <u>156,514</u> | <u>(11,454)</u>                  | <u>-</u>                           | <u>145,060</u>     |
| <b>Restricted funds</b>                        |                |                                  |                                    |                    |
| Coalfield Regeneration Trust - Van             | 493            | (124)                            | -                                  | 369                |
| Wheelchair Hire Service                        | 3,692          | 1,214                            | -                                  | 4,906              |
| DMBC - Welfare Benefit and Tribunal<br>Service | 1              | (1)                              | -                                  | -                  |
|                                                | <u>4,186</u>   | <u>1,089</u>                     | <u>-</u>                           | <u>5,275</u>       |
| <b>TOTAL FUNDS</b>                             | <u>160,700</u> | <u>(10,365)</u>                  | <u>-</u>                           | <u>150,335</u>     |

Comparative net movement in funds, included in the above are as follows:

|                                                | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|------------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                      |                            |                            |                           |
| General fund                                   | 179,401                    | (190,855)                  | (11,454)                  |
| <b>Restricted funds</b>                        |                            |                            |                           |
| Coalfield Regeneration Trust - Van             | -                          | (124)                      | (124)                     |
| Wheelchair Hire Service                        | 1,214                      | -                          | 1,214                     |
| DMBC - Welfare Benefit and Tribunal<br>Service | 90,000                     | (90,001)                   | (1)                       |
|                                                | <u>91,214</u>              | <u>(90,125)</u>            | <u>1,089</u>              |
| <b>TOTAL FUNDS</b>                             | <u>270,615</u>             | <u>(280,980)</u>           | <u>(10,365)</u>           |



**Notes to the Financial Statements – continued**  
**For The Year Ended 31 March 2023**

**15. MOVEMENT IN FUNDS – continued****Designated Funds**

A part of the accumulated balance of unrestricted funds is held as provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by our main grant providers. The sum, which is estimated to be required, is based upon operating costs (excluding the charity shops) for a period of three months together with the costs of staff redundancies and contingencies.

**Restricted funds**

Major funds comprise:

**Welfare Benefits and Tribunal Service**

A contract with DMBC to deliver welfare benefits advice for disabled people with multi faceted complex needs and a tribunal service to support adults under the age of 65 (and their carers) where the recipient of this advice has a disability or long term health condition

**Coalfields Regeneration Trust**

Capital funding was received for a van to enable DIAL's Charity Shops to make collections and deliveries.

**Wheelchair Hire**

The wheelchair hire generates income by hiring out wheelchairs on a short-term loan basis. This income keeps the wheelchairs in good working order with maintenance and repairs carried out regularly. As and when funds are available, new wheelchairs are purchased.

**16. CONTINGENT LIABILITIES**

At 31 March 2023 the charity had the following contingent liability:

|                         | 2023   | 2022   |
|-------------------------|--------|--------|
|                         | £      | £      |
| Shop dilapidation costs | 10,000 | 10,000 |

**17. OTHER FINANCIAL COMMITMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows :

|                            | 2023   | 2022   |
|----------------------------|--------|--------|
|                            | £      | £      |
| Within one year            | 16,751 | 25,904 |
| Between one and five years | 12,375 | 29,126 |
|                            | 29,126 | 55,030 |

Notes to the Financial Statements – continued  
For The Year Ended 31 March 2023

**18. RELATED PARTY DISCLOSURES**

The charity has had no related party transactions in the year (2022: none).

DIAL DONCASTER

England & Wales - Charity number 1103621

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# Accounts

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DIAL Doncaster

Unaudited Financial Statements For The Year Ended 31 March 2022

Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

**DIAL Doncaster**

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**For The Year Ended 31 March 2022**

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**Report of the Trustees**  
**For The Year Ended 31 March 2022**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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**

**Objectives and aims**

DIAL Doncaster's Mission Statement is:

"We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more enriched and independent life".

DIAL Doncaster aims to continuously improve the quality of its existing services and to introduce new services to meet the needs of its client group. The organisation will endeavour to expand all aspects of its work and, most importantly, the knowledge and skills of its paid and unpaid staff through development and training.

**Significant activities**

**Welfare Benefits**

DIAL Doncaster provides a full Welfare Benefits Service which assists clients with multi-faceted and complex needs to complete difficult and complicated benefits forms. The service provides clear explanation of benefit decisions, and if required to help challenge those decisions, up to first tier tribunal representation. The Benefits Service can be accessed by service users at DIAL's main office, one of its satellite locations or via a home visit. Telephone advice is also provided to clients and user information can be obtained from DIAL's website.

**Information, Advice and Support**

DIAL provides information, advice and support in order to empower disabled people and encourage their participation in influencing DIAL's other services, which are developed in a way that meets their needs.

The service is delivered by telephone contact, letters, e-mail, personal contact (office or home visits), outreach surgeries and via DIAL's website. DIAL publishes fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc that service users can access. DIAL's service users often need help and support in making use of this information. Advice involves staff members explaining the options available and empowering service users to decide on an appropriate course of action.

**Other Services**

Other services offered by DIAL Doncaster are:

- Access recommendations and audits
- Wheelchair hire for short term loans
- Photography Service for people needing passport, identity or blue badge photographs
- Selling RADAR keys (national toilet scheme) and car stickers
- Charity shops for recycling goods and selling inexpensive items in deprived areas
- Assistance with Blue Badge forms

**Quality Marks**

DIAL Doncaster is committed to continuous improvement and has established a quality management system which provides a framework for measuring and improving performance.

The organisation has the CHAS Quality Mark and Disability Confident Employer Award.

**Report of the Trustees**  
**For The Year Ended 31 March 2022**

**OBJECTIVES AND ACTIVITIES**

**Public benefit**

The Trustees have had regard to the guidance issues by the Charity Commission in relation to Public Benefit in determining the actions and objectives of the Charity. The Trustees also confirm that they have complied with the duty in Section 4 of the Charities Act 2011.

DIAL Doncaster's services are available to people with any disability (physical, sight or hearing impairment, learning difficulties or mental health problem). The service is also offered to those with long term health conditions (e.g. cancer, heart disease), carers, statutory and voluntary healthcare professionals, local business and schools that need information to support the people they are caring and providing a service for.

The Trustees feel it is clear from the Charity's objectives and aims, the targets set for the Charity and its performance against those targets, that DIAL Doncaster brings substantial public benefit.

**Volunteers**

Volunteers make a significant contribution to Dial Doncaster's activities assisting in the charity shops and other charitable activities.

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**Achievements**

The Trustees, staff and volunteers have made strenuous efforts to achieve our main target of providing support and guidance, as required, to the people of Doncaster

We have continued to support service users with the complex welfare benefits system.

We have continued to support service users through the very complex appeals and tribunal service.

The Manager and his Team have managed to provide a seamless service throughout this very difficult time of the Coronavirus Pandemic.

**FINANCIAL REVIEW**

**Principal funding sources**

**Doncaster Local Authority**

DIAL was successful in winning the DMBC tender for a Welfare Benefits and Tribunal Service from the 1st of April 2022. The contract is due for renewal in early 2025. We are proud of this achievement and delighted that it enables us to provide support for so many people of Doncaster.

Within DIAL's unrestricted funds there is an amount of £79,651 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. The sum based upon average operating costs of the last two years (excluding the charity shops) for a period of three months together with the costs of staff redundancies. Total reserves are £150,335 of which £5,275 are restricted funds.

**Covid-19**

Covid continues to have an effect on the work of Dial. We have suspended all face to face appointments until infection rates reduce. We are fortunate to have the facility to organise Zoom and Teams meetings with many of our clients. Others are assisted over the telephone. Our staff have been very resourceful in their efforts

**Reserves policy**

It is the policy of the organisation to maintain funds to provide reserves at a level which equates to approximately 3 months' run-down costs should the organisation lose its funding. The charity has reserves in excess of this target.

**Principal risks and uncertainties**

The principal risk facing the charity is the obtaining of adequate funding. The Trustees review the cash flow projections at their regular meetings to ensure adequate resources are available.

**FUTURE PLANS**

DIAL Doncaster has a three-year Business Plan which sets out what the organisation is currently doing and how it intends to improve and develop over the next three years. The Plan is reviewed annually and brought to the Committee annually to discuss progress.

All services provided should continue to be developed to help the growing needs of disabled people and those with ill health in the Doncaster area.

**Report of the Trustees**  
**For The Year Ended 31 March 2022**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

DIAL Doncaster is a company limited by guarantee, and governed by its Memorandum of Articles. It is registered as a charity with the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

**Recruitment and appointment of new trustees**

DIAL Doncaster is managed by the Management Committee comprising up to 15 elected Trustees. The Trustees form the governing body of the charity and are responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles.

Management Committee Members are elected at the charity's Annual General Meeting.

Our Trustees have a wealth and diversity of professional skills, experience and knowledge to contribute to the development of the organisation, and are committed to the concept and values of DIAL Doncaster.

Management Committee Members are fully aware of their responsibilities regarding the organisation.

**Organisational structure**

Prior to Covid, the Board used to meet monthly. In future, the Chair of the Board will meet with the Chief Executive monthly and the Board will meet every two months. This may revert back to monthly meetings once it is felt safe to do so. The Board receives detailed reports on all aspects of the Organisation, including Financial information, from the Chief Executive. The volunteers have a representative on the Committee. Day to day management of the charity is delegated to the Chief Executive and his senior management team.

Senior Managers of the company are:

The Chief Executive  
The Office Manager

The Senior Managers are responsible to the Trustees via bi-monthly meetings..

There are currently 10 paid staff and 40 volunteers.

**Induction and training of new trustees**

All new Trustees and Management Committee Members have an induction into the organisation and training courses are offered.

The Trustees are familiar with the work of the charity and they are encouraged to visit the services provided. New Trustees meet with the existing Committee to familiarise themselves with the charity and context within which it operates. Areas covered;

- The obligations of Management Committee Members.
- The main documents which set out the operational framework of the charity including the Memorandum and Articles.
- The current financial position as set out in the latest published accounts.
- The vision and values of the charity and future plans, objectives and targets as laid out in DIAL Doncaster's Business Plan.

Trustees are also provided with information and signposted to the various Charity Commission publications.

**Key management remuneration**

The governing body ensures that the process of determining the remuneration of the individual members of the senior managers is both fair and transparent.



Report of the Trustees  
For The Year Ended 31 March 2022

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company Number**

04436063 (England and Wales)

**Registered Charity Number:**

1103621

**Registered office and operational address:**

Woodbury Court  
Woodfield Park  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN

**President**

Rosie Winterton MP

**Trustees**

Dr S P Ekins - Chairperson  
Mr M Henderson  
Mrs S Marsh

**Charitable Trustees**

The trustees above also acted as charitable trustees of the charity.

**Senior Management Team**

General Manager - Mr M Bond  
Office Manager - Mr M Talbot

**Independent examiner**

Steven G Pepper FCA  
Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

**Bankers**

Yorkshire Bank plc  
St Sepulchre Gate  
Doncaster  
South Yorkshire  
DN1 1SJ

**Solicitors**

Taylor Bracewell  
17-23 Thorne Road  
Doncaster  
South Yorkshire  
DN1 2RP

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on .....22.....September 2022 and signed on its behalf by:

  
.....  
Dr S P Ekins - Trustee

**Independent Examiner's Report to the Trustees of**  
**DIAL Doncaster**

**Independent examiner's report to the trustees of DIAL Doncaster ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the Company 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 your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England & Wales 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:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.



Steven G Pepper FCA  
Institute of Chartered Accountants in England & Wales  
Kingswood Allotts Limited  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

5 October 2022

**DIAL Doncaster**

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**For The Year Ended 31 March 2022**

|                                    | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2022<br>Total<br>funds<br>£ | 2021<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                             |                             |
| Donations and legacies             |       | 926                        | -                        | 926                         | 1,528                       |
| <b>Charitable activities</b>       |       |                            |                          |                             |                             |
| Other grants and contracts         |       | 10,668                     | 90,000                   | 100,668                     | 211,814                     |
| Other trading activities           | 2     | 167,671                    | 1,214                    | 168,885                     | 68,866                      |
| Investment income                  | 3     | 136                        | -                        | 136                         | 196                         |
| <b>Total</b>                       |       | <b>179,401</b>             | <b>91,214</b>            | <b>270,615</b>              | <b>282,404</b>              |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| Raising funds                      |       | 162,126                    | -                        | 162,126                     | 164,257                     |
| <b>Charitable activities</b>       | 4     |                            |                          |                             |                             |
| Charitable activities              |       | 28,729                     | 90,125                   | 118,854                     | 144,806                     |
| <b>Total</b>                       |       | <b>190,855</b>             | <b>90,125</b>            | <b>280,980</b>              | <b>309,063</b>              |
| <b>NET INCOME/(EXPENDITURE)</b>    |       | <b>(11,454)</b>            | <b>1,089</b>             | <b>(10,365)</b>             | <b>(26,659)</b>             |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| Total funds brought forward        |       | 156,514                    | 4,186                    | 160,700                     | 187,359                     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <b>145,060</b>             | <b>5,275</b>             | <b>150,335</b>              | <b>160,700</b>              |

The notes form part of these financial statements

**Balance Sheet**  
**31 March 2022**

|                                              | Notes | 2022<br>£      | 2021<br>£      |
|----------------------------------------------|-------|----------------|----------------|
| <b>FIXED ASSETS</b>                          |       |                |                |
| Tangible assets                              | 11    | 369            | 493            |
| <b>CURRENT ASSETS</b>                        |       |                |                |
| Debtors                                      | 12    | 13,747         | 18,789         |
| Cash at bank and in hand                     |       | 144,091        | 152,991        |
|                                              |       | <u>157,838</u> | <u>171,780</u> |
| <b>CREDITORS</b>                             |       |                |                |
| Amounts falling due within one year          | 13    | (7,872)        | (11,573)       |
| <b>NET CURRENT ASSETS</b>                    |       | <u>149,966</u> | <u>160,207</u> |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | 150,335        | 160,700        |
| <b>NET ASSETS</b>                            |       | <u>150,335</u> | <u>160,700</u> |
| <b>FUNDS</b>                                 | 15    |                |                |
| Unrestricted funds:                          |       |                |                |
| General fund                                 |       | 65,409         | 77,470         |
| Designated fund                              |       | 79,651         | 79,044         |
|                                              |       | <u>145,060</u> | <u>156,514</u> |
| Restricted funds                             |       | <u>5,275</u>   | <u>4,186</u>   |
| <b>TOTAL FUNDS</b>                           |       | <u>150,335</u> | <u>160,700</u> |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 22 September 2022 and were signed on its behalf by:

  
Dr S P Ekins - Trustee

The notes form part of these financial statements

**Notes to the Financial Statements**  
**For The Year Ended 31 March 2022**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Dial Doncaster meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

- Income received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable.

- Items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold as further explained below.

- Donated assets, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

- Investment income is included when receivable.

- Incoming resources from funding, where related to performance and specific deliverables are accounted for as the charity earns the right to consideration by its performance. Funding where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the funding.

- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

- Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes including the charity's shops..

- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

- Redundancy costs are accounted for as soon as there is a legal or constructive obligation committing the charity to that expenditure,

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources e.g. Floor area, per capita or estimated usage.

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**1. ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                           |
|-----------------------|---------------------------|
| Fixtures and fittings | - 20% on reducing balance |
| Motor vehicles        | - 25% on reducing balance |
| Computer equipment    | - 25% on cost             |

The charity does not capitalise assets that cost less than £500.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

A designated fund is held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by the main grant providers.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Stocks**

Goods sold at the charity shops are donated by the general public. The Trustees have considered the relative costs and benefits of valuing the donated goods at the time of receipt for inclusion in the financial statements. The Trustees consider that items in stock on sale for less than £20 can only be considered to have a fair value to the charity at the point of sale. The Trustees have reviewed stock holding at the shop for items on sale for over £20 and at any point in time the total value of such items is below £5,000 and at such a value inclusion in the financial statements would not have a material effect on the view given by the financial statements.

In these circumstances the Trustees have concluded they will continue to include the value of donated goods only at the point of sale. The Trustees will review this policy annually or when there is a significant change in circumstances.

**Leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**2. OTHER TRADING ACTIVITIES**

|              | 2022<br>£      | 2021<br>£     |
|--------------|----------------|---------------|
| Shop income  | 167,671        | 61,925        |
| Other income | 1,214          | 6,941         |
|              | <u>168,885</u> | <u>68,866</u> |

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**3. INVESTMENT INCOME**

|                          | 2022       | 2021       |
|--------------------------|------------|------------|
|                          | £          | £          |
| Deposit account interest | 136        | 196        |
|                          | <u>136</u> | <u>196</u> |

**4. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs (see<br>note 5) | Support<br>costs (see<br>note 6) | Totals         |
|-----------------------|---------------------------------|----------------------------------|----------------|
|                       | £                               | £                                | £              |
| Charitable activities | 87,752                          | 31,102                           | 118,854        |
|                       | <u>87,752</u>                   | <u>31,102</u>                    | <u>118,854</u> |

**5. DIRECT COSTS OF CHARITABLE ACTIVITIES**

|                               | 2022          | 2021           |
|-------------------------------|---------------|----------------|
|                               | £             | £              |
| Staff costs                   | 87,628        | 94,666         |
| Assets for hire-costs of hire | -             | 3,765          |
| Depreciation                  | 124           | 2,356          |
| Loss on sale of assets        | -             | 1,596          |
|                               | <u>87,752</u> | <u>102,383</u> |

**6. SUPPORT COSTS**

|                       | Management    | Human<br>resources | Governance<br>costs | Totals        |
|-----------------------|---------------|--------------------|---------------------|---------------|
|                       | £             | £                  | £                   | £             |
| Charitable activities | 26,540        | 1,762              | 2,800               | 31,102        |
|                       | <u>26,540</u> | <u>1,762</u>       | <u>2,800</u>        | <u>31,102</u> |

Support costs, included in the above, are as follows:

**Management**

|                        | 2022<br>Charitable<br>activities | 2021<br>Total<br>activities |
|------------------------|----------------------------------|-----------------------------|
|                        | £                                | £                           |
| Other operating leases | 11,281                           | 15,280                      |
| Insurance              | 4,999                            | 3,787                       |
| Light and heat         | 972                              | 2,676                       |
| Telephone              | 3,393                            | 3,707                       |
| Postage and stationery | 451                              | 1,355                       |
| Subscriptions          | 1,872                            | 328                         |
| Sundries               | 30                               | 315                         |
| Repairs                | 467                              | 6,689                       |
| Professional fees      | 3,075                            | 2,348                       |
| Travel costs           | -                                | 122                         |
|                        | <u>26,540</u>                    | <u>36,607</u>               |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**6. SUPPORT COSTS - continued**  
**Human resources**

|                                                | 2022<br>Charitable<br>activities<br>£ | 2021<br>Total<br>activities<br>£ |
|------------------------------------------------|---------------------------------------|----------------------------------|
| Computer maintenance and software costs        | 1,762                                 | 3,016                            |
| <b>Governance costs</b>                        |                                       |                                  |
|                                                | 2022<br>Charitable<br>activities<br>£ | 2021<br>Total<br>activities<br>£ |
| Independent examiner fee                       | 1,200                                 | 1,200                            |
| Independent examiner - preparation of accounts | 1,600                                 | 1,600                            |
|                                                | <u>2,800</u>                          | <u>2,800</u>                     |

**7. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                     | 2022<br>£ | 2021<br>£     |
|-------------------------------------|-----------|---------------|
| Depreciation - owned assets         | 124       | 2,356         |
| Other operating leases              | 66,548    | 70,957        |
| Deficit on disposal of fixed assets | -         | 1,596         |
|                                     | <u>-</u>  | <u>74,909</u> |

Grants include £10,668 (2021 £121,814) in the form of local and national government support and this financial support income has reduced the deficit for the year.

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**9. STAFF COSTS**

|                       | 2022<br>£      | 2021<br>£      |
|-----------------------|----------------|----------------|
| Wages and salaries    | 163,151        | 167,496        |
| Social security costs | 6,632          | 9,981          |
| Other pension costs   | 8,668          | 10,378         |
|                       | <u>178,451</u> | <u>187,855</u> |

The average monthly number of employees during the year was as follows:

|       | 2022 | 2021 |
|-------|------|------|
| Staff | 10   | 10   |

No employees received emoluments in excess of £60,000.

Redundancy costs incurred during the year were £Nil (2021 £5,852).

The remuneration and benefits of the key management personnel was £60,031 (2021 £64,636)



**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**9. STAFF COSTS - continued**

**Volunteer Contribution**

Dial Doncaster is extremely fortunate to receive the generous support of our volunteers. The average number of volunteers was 40 (2021: 40).

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

|                                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |                            |                          |                     |
| Donations and legacies             | 1,528                      | -                        | 1,528               |
| <b>Charitable activities</b>       |                            |                          |                     |
| Other grants and contracts         | 121,814                    | 90,000                   | 211,814             |
| Other trading activities           | 68,851                     | 15                       | 68,866              |
| Investment income                  | 196                        | -                        | 196                 |
| <b>Total</b>                       | <b>192,389</b>             | <b>90,015</b>            | <b>282,404</b>      |
| <b>EXPENDITURE ON</b>              |                            |                          |                     |
| Raising funds                      | 164,257                    | -                        | 164,257             |
| <b>Charitable activities</b>       |                            |                          |                     |
| Charitable activities              | 29,045                     | 115,761                  | 144,806             |
| <b>Total</b>                       | <b>193,302</b>             | <b>115,761</b>           | <b>309,063</b>      |
| <b>NET INCOME/(EXPENDITURE)</b>    | <b>(913)</b>               | <b>(25,746)</b>          | <b>(26,659)</b>     |
| <b>Transfers between funds</b>     | <b>(3,655)</b>             | <b>3,655</b>             | <b>-</b>            |
| <b>Net movement in funds</b>       | <b>(4,568)</b>             | <b>(22,091)</b>          | <b>(26,659)</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                     |
| <b>Total funds brought forward</b> | <b>161,082</b>             | <b>26,277</b>            | <b>187,359</b>      |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <b>156,514</b>             | <b>4,186</b>             | <b>160,700</b>      |

**11. TANGIBLE FIXED ASSETS**

|                                   | Fixtures<br>and<br>fittings<br>£ | Motor<br>vehicles<br>£ | Computer<br>equipment<br>£ | Totals<br>£ |
|-----------------------------------|----------------------------------|------------------------|----------------------------|-------------|
| <b>COST</b>                       |                                  |                        |                            |             |
| At 1 April 2021 and 31 March 2022 | 48,793                           | 21,143                 | 6,631                      | 76,567      |
| <b>DEPRECIATION</b>               |                                  |                        |                            |             |
| At 1 April 2021                   | 48,793                           | 20,650                 | 6,631                      | 76,074      |
| Charge for year                   | -                                | 124                    | -                          | 124         |
| At 31 March 2022                  | 48,793                           | 20,774                 | 6,631                      | 76,198      |
| <b>NET BOOK VALUE</b>             |                                  |                        |                            |             |
| At 31 March 2022                  | -                                | 369                    | -                          | 369         |
| At 31 March 2021                  | -                                | 493                    | -                          | 493         |

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2022          | 2021          |
|--------------------------------|---------------|---------------|
|                                | £             | £             |
| Trade debtors                  | 7,500         | 7,500         |
| Prepayments and accrued income | 6,247         | 11,289        |
|                                | <u>13,747</u> | <u>18,789</u> |

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2022         | 2021          |
|---------------------------------|--------------|---------------|
|                                 | £            | £             |
| Social security and other taxes | 2,345        | 2,234         |
| Accruals and deferred income    | 5,527        | 9,339         |
|                                 | <u>7,872</u> | <u>11,573</u> |

**14. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

|                     | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2022<br>Total<br>funds<br>£ | 2021<br>Total<br>funds<br>£ |
|---------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| Fixed assets        | -                          | 369                      | 369                         | 493                         |
| Current assets      | 152,932                    | 4,906                    | 157,838                     | 171,780                     |
| Current liabilities | (7,872)                    | -                        | (7,872)                     | (11,573)                    |
|                     | <u>145,060</u>             | <u>5,275</u>             | <u>150,335</u>              | <u>160,700</u>              |

**15. MOVEMENT IN FUNDS**

|                                                | At 1.4.21<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.22<br>£ |
|------------------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>                      |                |                                  |                                    |                    |
| General fund                                   | 77,470         | (11,454)                         | (607)                              | 65,409             |
| Designated fund                                | 79,044         | -                                | 607                                | 79,651             |
|                                                | <u>156,514</u> | <u>(11,454)</u>                  | <u>-</u>                           | <u>145,060</u>     |
| <b>Restricted funds</b>                        |                |                                  |                                    |                    |
| Coalfield Regeneration Trust - Van             | 493            | (124)                            | -                                  | 369                |
| Wheelchair Hire Service                        | 3,692          | 1,214                            | -                                  | 4,906              |
| DMBC - Welfare Benefit and Tribunal<br>Service | 1              | (1)                              | -                                  | -                  |
|                                                | <u>4,186</u>   | <u>1,089</u>                     | <u>-</u>                           | <u>5,275</u>       |
| <b>TOTAL FUNDS</b>                             | <u>160,700</u> | <u>(10,365)</u>                  | <u>-</u>                           | <u>150,335</u>     |

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**15. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

|                                                | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|------------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                      |                            |                            |                           |
| General fund                                   | 179,401                    | (190,855)                  | (11,454)                  |
| <b>Restricted funds</b>                        |                            |                            |                           |
| Coalfield Regeneration Trust - Van             | -                          | (124)                      | (124)                     |
| Wheelchair Hire Service                        | 1,214                      | -                          | 1,214                     |
| DMBC - Welfare Benefit and Tribunal<br>Service | 90,000                     | (90,001)                   | (1)                       |
|                                                | 91,214                     | (90,125)                   | 1,089                     |
| <b>TOTAL FUNDS</b>                             | 270,615                    | (280,980)                  | (10,365)                  |

**Comparatives for movement in funds**

|                                                       | At 1.4.20<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.21<br>£ |
|-------------------------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>                             |                |                                  |                                    |                    |
| General fund                                          | 67,570         | (913)                            | 10,813                             | 77,470             |
| Designated fund                                       | 93,512         | -                                | (14,468)                           | 79,044             |
|                                                       | 161,082        | (913)                            | (3,655)                            | 156,514            |
| <b>Restricted funds</b>                               |                |                                  |                                    |                    |
| Big Lottery Fund - Reaching Communities               | 826            | (826)                            | -                                  | -                  |
| Big Lottery Fund - Reaching Communities<br>(2)        | 3,510          | (3,510)                          | -                                  | -                  |
| Big Lottery Fund - Welfare Benefits Appeal<br>Service | 7,342          | (7,342)                          | -                                  | -                  |
| Clothworkers Foundation - Van                         | 459            | (459)                            | -                                  | -                  |
| Coalfield Regeneration Trust - Van                    | 659            | (166)                            | -                                  | 493                |
| DMBC - Innovation Fund -Triage                        | 1,254          | (1,254)                          | -                                  | -                  |
| Wheelchair Hire Service                               | 3,677          | 15                               | -                                  | 3,692              |
| DMBC - Kiosks                                         | 7,591          | (7,591)                          | -                                  | -                  |
| DMBC - Welfare Benefit and Tribunal<br>Service        | -              | (3,654)                          | 3,655                              | 1                  |
| Peoples Postcode Trust                                | 959            | (959)                            | -                                  | -                  |
|                                                       | 26,277         | (25,746)                         | 3,655                              | 4,186              |
| <b>TOTAL FUNDS</b>                                    | 187,359        | (26,659)                         | -                                  | 160,700            |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**15. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

|                                                       | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|-------------------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                             |                            |                            |                           |
| General fund                                          | 192,389                    | (193,302)                  | (913)                     |
| <b>Restricted funds</b>                               |                            |                            |                           |
| Big Lottery Fund - Reaching Communities               | -                          | (826)                      | (826)                     |
| Big Lottery Fund - Reaching Communities<br>(2)        | -                          | (3,510)                    | (3,510)                   |
| Big Lottery Fund - Welfare Benefits Appeal<br>Service | -                          | (7,342)                    | (7,342)                   |
| Clothworkers Foundation - Van                         | -                          | (459)                      | (459)                     |
| Coalfield Regeneration Trust - Van                    | -                          | (166)                      | (166)                     |
| DMBC - Innovation Fund -Triage                        | -                          | (1,254)                    | (1,254)                   |
| Wheelchair Hire Service                               | 15                         | -                          | 15                        |
| DMBC - Kiosks                                         | -                          | (7,591)                    | (7,591)                   |
| DMBC - Welfare Benefit and Tribunal<br>Service        | 90,000                     | (93,654)                   | (3,654)                   |
| Peoples Postcode Trust                                | -                          | (959)                      | (959)                     |
|                                                       | <u>90,015</u>              | <u>(115,761)</u>           | <u>(25,746)</u>           |
| <b>TOTAL FUNDS</b>                                    | <u>282,404</u>             | <u>(309,063)</u>           | <u>(26,659)</u>           |

**Designated Funds**

A part of the accumulated balance of unrestricted funds is held as provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by our main grant providers. The sum, which is estimated to be required, is based upon operating costs (excluding the charity shops) for a period of three months together with the costs of staff redundancies and contingencies.

**Restricted funds**

Major funds comprise:

**Welfare Benefits and Tribunal Service**

A contract with DMBC to deliver welfare benefits advice for disabled people with multi faceted complex needs and a tribunal service to support adults under the age of 65 (and their carers) where the recipient of this advice has a disability or long term health condition

**Coalfields Regeneration Trust**

Capital funding was received for a van to enable DIAL's Charity Shops to make collections and deliveries.

**Wheelchair Hire**

The wheelchair hire generates income by hiring out wheelchairs on a short-term loan basis. This income keeps the wheelchairs in good working order with maintenance and repairs carried out regularly. As and when funds are available, new wheelchairs are purchased.

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2022**

**16. CONTINGENT LIABILITIES**

At 31 March 2022 the charity had the following contingent liability:

|                         | 2022   | 2021   |
|-------------------------|--------|--------|
|                         | £      | £      |
| Shop dilapidation costs | 10,000 | 10,000 |

**17. OTHER FINANCIAL COMMITMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows :

|                            | 2022   | 2021   |
|----------------------------|--------|--------|
|                            | £      | £      |
| Within one year            | 25,904 | 18,108 |
| Between one and five years | 29,126 | 10,247 |
|                            | 55,030 | 28,355 |

**18. RELATED PARTY DISCLOSURES**

The charity has had no related party transactions in the year (2021: none).

**DIAL DONCASTER**

England & Wales - Charity number 1103621

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# Accounts

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**DIAL Doncaster**

**Unaudited Financial Statements For The Year Ended 31 March 2021**

Allotts Business Services Ltd  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

**Contents of the Financial Statements**  
**For The Year Ended 31 March 2021**

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## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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**

##### **Objectives and aims**

DIAL Doncaster's Mission Statement is:

"We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more enriched and independent life".

DIAL Doncaster aims to continuously improve the quality of its existing services and to introduce new services to meet the needs of its client group. The organisation will endeavour to expand all aspects of its work and, most importantly, the knowledge and skills of its paid and unpaid staff through development and training.

##### **Significant activities**

###### **Welfare Benefits**

DIAL Doncaster provides a full Welfare Benefits Service which assists clients with multi-faceted and complex needs to complete difficult and complicated benefits forms. The service provides clear explanation of benefit decisions, and if required to help challenge those decisions, up to first tier tribunal representation. The Benefits Service can be accessed by service users at DIAL's main office, one of its satellite locations or via a home visit. Telephone advice is also provided to clients and user information can be obtained from DIAL's website.

###### **Information, Advice and Support**

DIAL provides information, advice and support in order to empower disabled people and encourage their participation in influencing DIAL's other services, which are developed in a way that meets their needs.

The service is delivered by telephone contact, letters, e-mail, personal contact (office or home visits), outreach surgeries and via DIAL's website. DIAL publishes fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc that service users can access. DIAL's service users often need help and support in making use of this information. Advice involves staff members explaining the options available and empowering service users to decide on an appropriate course of action.

###### **Other Services**

Other services offered by DIAL Doncaster are:

- Access recommendations and audits
- Wheelchair hire for short term loans
- Photography Service for people needing passport, identity or blue badge photographs
- Selling RADAR keys (national toilet scheme) and car stickers
- Charity shops for recycling goods and selling inexpensive items in deprived areas
- Assistance with Blue Badge forms

###### **Quality Marks**

DIAL Doncaster is committed to continuous improvement and has established a quality management system which provides a framework for measuring and improving performance.

The organisation has the CHAS Quality Mark and Disability Confident Employer Award.

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2021**

#### **OBJECTIVES AND ACTIVITIES**

##### **Public benefit**

The Trustees have had regard to the guidance issues by the Charity Commission in relation to Public Benefit in determining the actions and objectives of the Charity. The Trustees also confirm that they have complied with the duty in Section 4 of the Charities Act 2011.

DIAL Doncaster's services are available to people with any disability (physical, sight or hearing impairment, learning difficulties or mental health problem). The service is also offered to those with long term health conditions (e.g. cancer, heart disease), carers, statutory and voluntary healthcare professionals, local business and schools that need information to support the people they are caring and providing a service for.

The Trustees feel it is clear from the Charity's objectives and aims, the targets set for the Charity and its performance against those targets that DIAL Doncaster brings substantial public benefit.

##### **Volunteers**

Volunteers make a significant contribution to Dial Doncaster's activities assisting in the charity shops and other charitable activities.

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

##### **Achievements**

The Trustees, staff and volunteers have made strenuous efforts to achieve our main target of providing support and guidance, as required, to the people of Doncaster

We have continued to support service users with the complex welfare benefits system.

We have continued to support service users through the very complex appeals and tribunal service.

The Manager and his Team have managed to provide a seamless service throughout this very difficult time of the Coronavirus Pandemic, and despite some tragic occurrences.

A decision was made to sell the holiday Lodge at Blackpool. This was due to the fact that costs outweighed income, and with the limited funding the Lodge was no longer viable.

Dial moved to smaller, less expensive office accommodation, instigating cost savings in order to continue our charitable work.

#### **FINANCIAL REVIEW**

##### **Principal funding sources**

##### **Doncaster Local Authority**

DIAL was successful in winning the DMBC tender for a Welfare Benefits and Tribunal Service from the 1st October 2016. The contract is due for renewal in early 2022.

Within DIAL's unrestricted funds there is an amount of £79,044 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. The sum based upon average operating costs of the last two years (excluding the charity shops) for a period of three months together with the costs of staff redundancies. Total reserves are £160,700 of which £4,186 are restricted funds.

##### **Covid-19**

Covid has impacted DIAL as with all other businesses. We have had to close our Charity shops during much of 2020/21 and have received support via both the Government grant and furlough support schemes. We have endeavoured to open whenever restrictions have allowed, whilst maintaining the safety of staff and customers. Sadly, we lost one of our Managers to the virus at the very start of the pandemic.

##### **Reserves policy**

It is the policy of the organisation to maintain funds to provide reserves at a level which equates to approximately 3 months' run-down costs should the organisation lose its funding. The charity has reserves in excess of this target.

##### **Principal risks and uncertainties**

The principal risk facing the charity is the obtaining of adequate funding. The Trustees review the cash flow projections at their regular meetings to ensure adequate resources are available.

## **DIAL Doncaster**

### **Report of the Trustees** **For The Year Ended 31 March 2021**

#### **FUTURE PLANS**

DIAL Doncaster has a three-year Business Plan which sets out what the organisation is currently doing and how it intends to improve and develop over the next three years. The Plan is reviewed annually and brought to the Committee annually to discuss progress. The plan is drawn up following a one day workshop involving trustees and paid and unpaid staff.

All services provided should continue to be developed to help the growing needs of disabled people and those with ill health in the Doncaster area.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

DIAL Doncaster is a company limited by guarantee, and governed by its Memorandum of Articles. It is registered as a charity with the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

##### **Recruitment and appointment of new trustees**

DIAL Doncaster is managed by the Management Committee comprising up to 15 elected Trustees. The Trustees form the governing body of the charity and are responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles.

Management Committee Members are elected at the charity's Annual General Meeting.

Our Trustees have a wealth and diversity of professional skills, experience and knowledge to contribute to the development of the organisation, and are committed to the concept and values of DIAL Doncaster.

Management Committee Members are fully aware of their responsibilities regarding the organisation.

##### **Organisational structure**

The Committee meets monthly and receives detailed reports from the Senior Management team and Finance Manager. The volunteers have a representative on the Committee. Day to day management of the charity is delegated to the senior managers.

Senior Managers of the company are:

General Manager  
Office Manager

The Senior Managers are responsible to the Trustees via monthly meetings. All Team Leaders line manage staff and volunteers.

There are currently 10 paid staff and 40 volunteers.

##### **Induction and training of new trustees**

All new Trustees and Management Committee Members have an induction into the organisation and training courses are offered.

The Trustees are familiar with the work of the charity and they are encouraged to visit the services provided. New Trustees meet with the existing Committee to familiarise themselves with the charity and context within which it operates. Areas covered;

- The obligations of Management Committee Members.
- The main documents which set out the operational framework of the charity including the Memorandum and Articles.
- The current financial position as set out in the latest published accounts.
- The vision and values of the charity and future plans, objectives and targets as laid out in DIAL Doncaster's Business Plan.

Trustees are also provided with information and signposted to the various Charity Commission publications.

##### **Key management remuneration**

The governing body ensures that the process of determining the remuneration of the individual members of the senior managers is both fair and transparent.

**DIAL Doncaster**

**Report of the Trustees**  
**For The Year Ended 31 March 2021**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company Number**

04436063 (England and Wales)

**Registered Charity Number:**

1103621

**Registered office and operational address:**

Woodbury Court  
Woodfield Park  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN

**President**

Rosie Winterton MP

**Trustees**

Dr S P Ekins - Chairperson  
Mrs S Hope - Vice Chairperson (resigned 16.02.21)  
Mr P Crawley (resigned 15.11.20)  
Mr M Henderson  
Mrs S Marsh  
Mr D Norry (resigned 15.06.20)

**Charitable Trustees**

The trustees above also acted as charitable trustees of the charity.

**Senior Management Team**

General Manager - Mr M Bond  
Office Manager - Mr M Talbot

**Independent examiner**

Steven G Pepper FCA  
Allotts Business Services Ltd  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

**Bankers**

Yorkshire Bank plc  
St Sepulchre Gate  
Doncaster  
South Yorkshire  
DN1 1SJ

**Solicitors**

Taylor Bracewell  
17-23 Thorne Road  
Doncaster  
South Yorkshire  
DN1 2RP

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....  
Dr S P Ekins - Trustee

**DIAL Doncaster**

**Statement of Trustees' Responsibilities**  
**For The Year Ended 31 March 2021**

The trustees (who are also the directors of DIAL Doncaster for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Independent Examiner's Report to the Trustees of**  
**DIAL Doncaster**

**Independent examiner's report to the trustees of DIAL Doncaster ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the Company 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 your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England & Wales 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:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.

Steven G Pepper FCA  
Institute of Chartered Accountants in England & Wales  
Allotts Business Services Ltd  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

Date: .....

**DIAL Doncaster**

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**For The Year Ended 31 March 2021**

|                                    | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2021<br>Total<br>funds<br>£ | 2020<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                             |                             |
| Donations and legacies             |       | 1,528                      | -                        | 1,528                       | 12,328                      |
| <b>Charitable activities</b>       |       |                            |                          |                             |                             |
| Other grants and contracts         |       | 121,814                    | 90,000                   | 211,814                     | 104,915                     |
| Other trading activities           | 2     | 68,851                     | 15                       | 68,866                      | 209,648                     |
| Investment income                  | 3     | 196                        | -                        | 196                         | 702                         |
| <b>Total</b>                       |       | 192,389                    | 90,015                   | 282,404                     | 327,593                     |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| Raising funds                      |       | 164,257                    | -                        | 164,257                     | 193,951                     |
| <b>Charitable activities</b>       | 4     |                            |                          |                             |                             |
| Charitable activities              |       | 29,045                     | 115,761                  | 144,806                     | 200,022                     |
| <b>Total</b>                       |       | 193,302                    | 115,761                  | 309,063                     | 393,973                     |
| <b>NET INCOME/(EXPENDITURE)</b>    |       | (913)                      | (25,746)                 | (26,659)                    | (66,380)                    |
| <b>Transfers between funds</b>     | 15    | (3,655)                    | 3,655                    | -                           | -                           |
| <b>Net movement in funds</b>       |       | (4,568)                    | (22,091)                 | (26,659)                    | (66,380)                    |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| <b>Total funds brought forward</b> |       | 161,082                    | 26,277                   | 187,359                     | 253,739                     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | 156,514                    | 4,186                    | 160,700                     | 187,359                     |

The notes form part of these financial statements

**DIAL Doncaster****Balance Sheet**  
**31 March 2021**

|                                              | Notes | 2021<br>£ | 2020<br>£ |
|----------------------------------------------|-------|-----------|-----------|
| <b>FIXED ASSETS</b>                          |       |           |           |
| Tangible assets                              | 11    | 493       | 11,485    |
| <b>CURRENT ASSETS</b>                        |       |           |           |
| Debtors                                      | 12    | 18,789    | 14,922    |
| Cash at bank and in hand                     |       | 152,991   | 168,099   |
|                                              |       | 171,780   | 183,021   |
| <b>CREDITORS</b>                             |       |           |           |
| Amounts falling due within one year          | 13    | (11,573)  | (7,147)   |
| <b>NET CURRENT ASSETS</b>                    |       | 160,207   | 175,874   |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | 160,700   | 187,359   |
| <b>NET ASSETS</b>                            |       | 160,700   | 187,359   |
| <b>FUNDS</b>                                 | 15    |           |           |
| Unrestricted funds:                          |       |           |           |
| General fund                                 |       | 77,470    | 67,570    |
| Designated fund                              |       | 79,044    | 93,512    |
|                                              |       | 156,514   | 161,082   |
| Restricted funds                             |       | 4,186     | 26,277    |
| <b>TOTAL FUNDS</b>                           |       | 160,700   | 187,359   |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on ..... and were signed on its behalf by:

.....  
Dr S P Ekins - Trustee

The notes form part of these financial statements



**Notes to the Financial Statements**  
**For The Year Ended 31 March 2021**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Dial Doncaster meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

- Income received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable.

- Items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold as further explained below.

- Donated assets, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

- Investment income is included when receivable.

- Incoming resources from funding, where related to performance and specific deliverables are accounted for as the charity earns the right to consideration by its performance. Funding where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the funding.

- For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

- Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes including the charity's shops..

- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

- Redundancy costs are accounted for as soon as there is a legal or constructive obligation committing the charity to that expenditure,

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources e.g. Floor area, per capita or estimated usage.

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**1. ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                       |                           |
|-----------------------|---------------------------|
| Assets on hire        | - 10% or 20% on cost      |
| Fixtures and fittings | - 20% on reducing balance |
| Motor vehicles        | - 25% on reducing balance |
| Computer equipment    | - 25% on cost             |

The charity does not capitalise assets that cost less than £500.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

A designated fund is held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by the main grant providers.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Stocks**

Goods sold at the charity shops are donated by the general public. The Trustees have considered the relative costs and benefits of valuing the donated goods at the time of receipt for inclusion in the financial statements. The Trustees consider that items in stock on sale for less than £20 can only be considered to have a fair value to the charity at the point of sale. The Trustees have reviewed stock holding at the shop for items on sale for over £20 and at any point in time the total value of such items is below £5,000 and at such a value inclusion in the financial statements would not have a material effect on the view given by the financial statements.

In these circumstances the Trustees have concluded they will continue to include the value of donated goods only at the point of sale. The Trustees will review this policy annually or when there is a significant change in circumstances.

**Leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**2. OTHER TRADING ACTIVITIES**

|                    | 2021<br>£ | 2020<br>£ |
|--------------------|-----------|-----------|
| Fundraising events | -         | 534       |
| Shop income        | 61,925    | 196,352   |
| Other income       | 6,941     | 12,762    |
|                    | <hr/>     | <hr/>     |
|                    | 68,866    | 209,648   |
|                    | <hr/>     | <hr/>     |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**3. INVESTMENT INCOME**

|                          | 2021<br>£ | 2020<br>£ |
|--------------------------|-----------|-----------|
| Deposit account interest | 196       | 702       |

**4. CHARITABLE ACTIVITIES COSTS**

|                       | Direct<br>Costs (see<br>note 5)<br>£ | Support<br>costs (see<br>note 6)<br>£ | Totals<br>£ |
|-----------------------|--------------------------------------|---------------------------------------|-------------|
| Charitable activities | 102,383                              | 42,423                                | 144,806     |

**5. DIRECT COSTS OF CHARITABLE ACTIVITIES**

|                               | 2021<br>£ | 2020<br>£ |
|-------------------------------|-----------|-----------|
| Staff costs                   | 94,666    | 126,090   |
| Assets for hire-costs of hire | 3,765     | 9,812     |
| Depreciation                  | 2,356     | 3,420     |
| Loss on sale of assets        | 1,596     | -         |
|                               | 102,383   | 139,322   |

**6. SUPPORT COSTS**

|                       | Management<br>£ | Human<br>resources<br>£ | Governance<br>costs<br>£ | Totals<br>£ |
|-----------------------|-----------------|-------------------------|--------------------------|-------------|
| Charitable activities | 36,607          | 3,016                   | 2,800                    | 42,423      |

Support costs, included in the above, are as follows:

**Management**

|                        | 2021<br>Charitable<br>activities<br>£ | 2020<br>Total<br>activities<br>£ |
|------------------------|---------------------------------------|----------------------------------|
| Other operating leases | 15,280                                | 27,224                           |
| Insurance              | 3,787                                 | 2,832                            |
| Light and heat         | 2,676                                 | 3,161                            |
| Telephone              | 3,707                                 | 3,728                            |
| Postage and stationery | 1,683                                 | 2,782                            |
| Advertising            | -                                     | 697                              |
| Sundries               | 315                                   | 3,724                            |
| Repairs                | 6,689                                 | 914                              |
| Professional fees      | 2,348                                 | 2,629                            |
| Travel costs           | 122                                   | 8,038                            |
|                        | 36,607                                | 55,729                           |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**6. SUPPORT COSTS - continued**  
**Human resources**

|                                         | 2021<br>Charitable<br>activities<br>£ | 2020<br>Total<br>activities<br>£ |
|-----------------------------------------|---------------------------------------|----------------------------------|
| Computer maintenance and software costs | 3,016                                 | 1,611                            |

**Governance costs**

|                                                   | 2021<br>Charitable<br>activities<br>£ | 2020<br>Total<br>activities<br>£ |
|---------------------------------------------------|---------------------------------------|----------------------------------|
| Independent examiner fee                          | 1,200                                 | 1,200                            |
| Independent examiner - preparation of<br>accounts | 1,600                                 | 2,160                            |
|                                                   | <u>2,800</u>                          | <u>3,360</u>                     |

**7. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

|                                     | 2021<br>£ | 2020<br>£ |
|-------------------------------------|-----------|-----------|
| Depreciation - owned assets         | 2,356     | 3,421     |
| Other operating leases              | 70,957    | 83,842    |
| Deficit on disposal of fixed assets | 1,596     | -         |

During the year the charity has been adversely affected by the impact of the Covid-19 pandemic. Under government imposed lockdowns, the charity shops have been closed for much of the year. Grants include £121,814 in the form of local and national government support and this financial support income has significantly reduced the deficit for the year.

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**9. STAFF COSTS**

|                       | 2021<br>£      | 2020<br>£      |
|-----------------------|----------------|----------------|
| Wages and salaries    | 167,496        | 215,291        |
| Social security costs | 9,981          | 10,851         |
| Other pension costs   | 10,378         | 10,179         |
|                       | <u>187,855</u> | <u>236,321</u> |

The average monthly number of employees during the year was as follows:

|       | 2021 | 2020 |
|-------|------|------|
| Staff | 10   | 12   |

No employees received emoluments in excess of £60,000.

Redundancy costs incurred during the year were £5,852 (2020 £13,656).

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**9. STAFF COSTS - continued**

The remuneration and benefits of the key management personnel was £64,636 (2020 £80,803)

**Volunteer Contribution**

Dial Doncaster is extremely fortunate to receive the generous support of our volunteers. The average number of volunteers was 40 (2020: 40).

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

|                                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |                            |                          |                     |
| Donations and legacies             | 12,328                     | -                        | 12,328              |
| <b>Charitable activities</b>       |                            |                          |                     |
| Other grants and contracts         | -                          | 104,915                  | 104,915             |
| Other trading activities           | 208,541                    | 1,107                    | 209,648             |
| Investment income                  | 702                        | -                        | 702                 |
| <b>Total</b>                       | <b>221,571</b>             | <b>106,022</b>           | <b>327,593</b>      |
| <b>EXPENDITURE ON</b>              |                            |                          |                     |
| Raising funds                      | 193,891                    | 60                       | 193,951             |
| <b>Charitable activities</b>       |                            |                          |                     |
| Charitable activities              | 81,447                     | 118,575                  | 200,022             |
| <b>Total</b>                       | <b>275,338</b>             | <b>118,635</b>           | <b>393,973</b>      |
| <b>NET INCOME/(EXPENDITURE)</b>    | <b>(53,767)</b>            | <b>(12,613)</b>          | <b>(66,380)</b>     |
| <b>Transfers between funds</b>     | <b>(980)</b>               | <b>980</b>               | <b>-</b>            |
| <b>Net movement in funds</b>       | <b>(54,747)</b>            | <b>(11,633)</b>          | <b>(66,380)</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                     |
| <b>Total funds brought forward</b> | <b>215,828</b>             | <b>37,911</b>            | <b>253,739</b>      |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <b>161,081</b>             | <b>26,278</b>            | <b>187,359</b>      |

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**11. TANGIBLE FIXED ASSETS**

|                        | Assets on<br>hire<br>£ | Fixtures<br>and<br>fittings<br>£ | Motor<br>vehicles<br>£ | Computer<br>equipment<br>£ | Totals<br>£ |
|------------------------|------------------------|----------------------------------|------------------------|----------------------------|-------------|
| <b>COST</b>            |                        |                                  |                        |                            |             |
| At 1 April 2020        | 21,097                 | 78,179                           | 36,004                 | 6,631                      | 141,911     |
| Disposals              | (21,097)               | (29,386)                         | (14,861)               | -                          | (65,344)    |
| At 31 March 2021       | -                      | 48,793                           | 21,143                 | 6,631                      | 76,567      |
| <b>DEPRECIATION</b>    |                        |                                  |                        |                            |             |
| At 1 April 2020        | 21,097                 | 67,812                           | 34,886                 | 6,631                      | 130,426     |
| Charge for year        | -                      | 2,075                            | 281                    | -                          | 2,356       |
| Eliminated on disposal | (21,097)               | (21,094)                         | (14,517)               | -                          | (56,708)    |
| At 31 March 2021       | -                      | 48,793                           | 20,650                 | 6,631                      | 76,074      |
| <b>NET BOOK VALUE</b>  |                        |                                  |                        |                            |             |
| At 31 March 2021       | -                      | -                                | 493                    | -                          | 493         |
| At 31 March 2020       | -                      | 10,367                           | 1,118                  | -                          | 11,485      |

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 2021<br>£     | 2020<br>£     |
|--------------------------------|---------------|---------------|
| Trade debtors                  | 7,500         | 7,500         |
| Prepayments and accrued income | 11,289        | 7,422         |
|                                | <u>18,789</u> | <u>14,922</u> |

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 2021<br>£     | 2020<br>£    |
|---------------------------------|---------------|--------------|
| Trade creditors                 | -             | 772          |
| Social security and other taxes | 2,234         | 2,859        |
| Accruals and deferred income    | 9,339         | 3,516        |
|                                 | <u>11,573</u> | <u>7,147</u> |

**14. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

|                     | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2021<br>Total<br>funds<br>£ | 2020<br>Total<br>funds<br>£ |
|---------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| Fixed assets        | -                          | 493                      | 493                         | 11,485                      |
| Current assets      | 168,087                    | 3,693                    | 171,780                     | 183,021                     |
| Current liabilities | (11,573)                   | -                        | (11,573)                    | (7,147)                     |
|                     | <u>156,514</u>             | <u>4,186</u>             | <u>160,700</u>              | <u>187,359</u>              |

**DIAL Doncaster**

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**15. MOVEMENT IN FUNDS**

|                                                       | At 1.4.20<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.21<br>£ |
|-------------------------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>                             |                |                                  |                                    |                    |
| General fund                                          | 67,570         | (913)                            | 10,813                             | 77,470             |
| Designated fund                                       | 93,512         | -                                | (14,468)                           | 79,044             |
|                                                       | 161,082        | (913)                            | (3,655)                            | 156,514            |
| <b>Restricted funds</b>                               |                |                                  |                                    |                    |
| Big Lottery Fund - Reaching Communities               | 826            | (826)                            | -                                  | -                  |
| Big Lottery Fund - Reaching Communities<br>(2)        | 3,510          | (3,510)                          | -                                  | -                  |
| Big Lottery Fund - Welfare Benefits Appeal<br>Service | 7,342          | (7,342)                          | -                                  | -                  |
| Clothworkers Foundation - Van                         | 459            | (459)                            | -                                  | -                  |
| Coalfield Regeneration Trust - Van                    | 659            | (166)                            | -                                  | 493                |
| DMBC - Innovation Fund -Triage                        | 1,254          | (1,254)                          | -                                  | -                  |
| Wheelchair Hire Service                               | 3,677          | 15                               | -                                  | 3,692              |
| DMBC - Kiosks                                         | 7,591          | (7,591)                          | -                                  | -                  |
| DMBC - Welfare Benefit and Tribunal<br>Service        | -              | (3,654)                          | 3,655                              | 1                  |
| Peoples Postcode Trust                                | 959            | (959)                            | -                                  | -                  |
|                                                       | 26,277         | (25,746)                         | 3,655                              | 4,186              |
| <b>TOTAL FUNDS</b>                                    | 187,359        | (26,659)                         | -                                  | 160,700            |

Net movement in funds, included in the above are as follows:

|                                                       | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|-------------------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                             |                            |                            |                           |
| General fund                                          | 192,389                    | (193,302)                  | (913)                     |
| <b>Restricted funds</b>                               |                            |                            |                           |
| Big Lottery Fund - Reaching Communities               | -                          | (826)                      | (826)                     |
| Big Lottery Fund - Reaching Communities<br>(2)        | -                          | (3,510)                    | (3,510)                   |
| Big Lottery Fund - Welfare Benefits Appeal<br>Service | -                          | (7,342)                    | (7,342)                   |
| Clothworkers Foundation - Van                         | -                          | (459)                      | (459)                     |
| Coalfield Regeneration Trust - Van                    | -                          | (166)                      | (166)                     |
| DMBC - Innovation Fund -Triage                        | -                          | (1,254)                    | (1,254)                   |
| Wheelchair Hire Service                               | 15                         | -                          | 15                        |
| DMBC - Kiosks                                         | -                          | (7,591)                    | (7,591)                   |
| DMBC - Welfare Benefit and Tribunal<br>Service        | 90,000                     | (93,654)                   | (3,654)                   |
| Peoples Postcode Trust                                | -                          | (959)                      | (959)                     |
|                                                       | 90,015                     | (115,761)                  | (25,746)                  |
| <b>TOTAL FUNDS</b>                                    | 282,404                    | (309,063)                  | (26,659)                  |

**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**15. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

|                                                    | At 1.4.19<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.20<br>£ |
|----------------------------------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b>                          |                |                                  |                                    |                    |
| General fund                                       | 112,557        | (53,766)                         | 8,779                              | 67,570             |
| Designated fund                                    | 103,271        | -                                | (9,759)                            | 93,512             |
|                                                    | 215,828        | (53,766)                         | (980)                              | 161,082            |
| <b>Restricted funds</b>                            |                |                                  |                                    |                    |
| Big Lottery Fund - Reaching Communities            | 1,033          | (207)                            | -                                  | 826                |
| Big Lottery Fund - Reaching Communities (2)        | 3,893          | (383)                            | -                                  | 3,510              |
| Big Lottery Fund - Welfare Benefits Appeal Service | 11,815         | (4,473)                          | -                                  | 7,342              |
| Clothworkers Foundation - Van                      | 613            | (154)                            | -                                  | 459                |
| Coalfield Regeneration Trust - Van                 | 880            | (221)                            | -                                  | 659                |
| DMBC - Innovation Fund -Triage                     | 1,567          | (313)                            | -                                  | 1,254              |
| Wheelchair Hire Service                            | 3,697          | (20)                             | -                                  | 3,677              |
| DMBC - Kiosks                                      | 9,340          | (1,749)                          | -                                  | 7,591              |
| DMBC - Welfare Benefit and Tribunal Service        | 216            | (1,196)                          | 980                                | -                  |
| Peoples Postcode Trust                             | 4,857          | (3,898)                          | -                                  | 959                |
|                                                    | 37,911         | (12,614)                         | 980                                | 26,277             |
| <b>TOTAL FUNDS</b>                                 | <b>253,739</b> | <b>(66,380)</b>                  | <b>-</b>                           | <b>187,359</b>     |

Comparative net movement in funds, included in the above are as follows:

|                                                    | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|----------------------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>                          |                            |                            |                           |
| General fund                                       | 221,571                    | (275,337)                  | (53,766)                  |
| <b>Restricted funds</b>                            |                            |                            |                           |
| Big Lottery Fund - Reaching Communities            | -                          | (207)                      | (207)                     |
| Big Lottery Fund - Reaching Communities (2)        | -                          | (383)                      | (383)                     |
| Big Lottery Fund - Welfare Benefits Appeal Service | 14,916                     | (19,389)                   | (4,473)                   |
| Clothworkers Foundation - Van                      | -                          | (154)                      | (154)                     |
| Coalfield Regeneration Trust - Van                 | -                          | (221)                      | (221)                     |
| DMBC - Innovation Fund -Triage                     | -                          | (313)                      | (313)                     |
| Wheelchair Hire Service                            | 1,107                      | (1,127)                    | (20)                      |
| DMBC - Kiosks                                      | -                          | (1,749)                    | (1,749)                   |
| DMBC - Welfare Benefit and Tribunal Service        | 89,999                     | (91,195)                   | (1,196)                   |
| Peoples Postcode Trust                             | -                          | (3,898)                    | (3,898)                   |
|                                                    | 106,022                    | (118,636)                  | (12,614)                  |
| <b>TOTAL FUNDS</b>                                 | <b>327,593</b>             | <b>(393,973)</b>           | <b>(66,380)</b>           |



**Notes to the Financial Statements - continued**  
**For The Year Ended 31 March 2021**

**15. MOVEMENT IN FUNDS - continued**

**Designated Funds**

A part of the accumulated balance of unrestricted funds is held as provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by our main grant providers. The sum, which is estimated to be required, is based upon operating costs (excluding the charity shops) for a period of three months together with the costs of staff redundancies and contingencies.

**Restricted funds**

Major funds comprise:

**Welfare Benefits and Tribunal Service**

A contract with DMBC to deliver welfare benefits advice for disabled people with multi faceted complex needs and a tribunal service to support adults under the age of 65 (and their carers) where the recipient of this advice has a disability or long term health condition

**Coalfields Regeneration Trust**

Capital funding was received for a van to enable DIAL's Charity Shops to make collections and deliveries.

**Wheelchair Hire**

The wheelchair hire generates income by hiring out wheelchairs on a short-term loan basis. This income keeps the wheelchairs in good working order with maintenance and repairs carried out regularly. As and when funds are available, new wheelchairs are purchased.

**16. CONTINGENT LIABILITIES**

At 31 March 2021 the charity had the following contingent liability:

|                         | 2021   | 2020   |
|-------------------------|--------|--------|
|                         | £      | £      |
| Shop dilapidation costs | 10,000 | 10,000 |

**17. OTHER FINANCIAL COMMITMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows :

|                            | 2021          | 2020          |
|----------------------------|---------------|---------------|
|                            | £             | £             |
| Within one year            | 18,108        | 32,827        |
| Between one and five years | 10,247        | 17,561        |
|                            | <u>28,355</u> | <u>50,388</u> |

**18. RELATED PARTY DISCLOSURES**

The charity has had no related party transactions in the year (2020: none).