DIAL SOUTH ESSEX

England & Wales · Charity number 1155514

Details

Other names	DIAL BASILDON AND SOUTH ESSEX
Status	Registered
Legal form	CIO
Registered	2014-01-28
Register	View on the Charity Commission register

Contact

Address	Dial South Essex The Beehive Resource Centre West Street Grays Essex RM17 6XP
Phone	0333 366 1045
Email	enquiries@dialsouthessex.co.uk
Website	www.dialsouthessex.co.uk

Activities

Objects: TO PROMOTE THE HEALTH, EQUALITY AND INDEPENDENCE OF DISABLED PEOPLE IN SOUTH ESSEX AND SURROUNDING AREAS BY THE PROVISION OF INFORMATION AND ADVICE TO ASSIST THEM IN LEADING ACTIVE AND FULFILLING LIVES.

Activities: DIAL provides a free, confidential information and advice service on all issues affecting disabled people to help them to improve their quality of life. We can help with benefit checks for Income Maximisation, benefit application form completion, appeals and information on equipment, holidays, leisure, community care, independent living, mobility, transport and any other problem they may have.

Classification

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

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Geography

- Essex
- Southend-on-sea
- Thurrock

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£139,459	£124,432	-	-
2024-03-31	£123,003	£119,844	-	-
2023-03-31	£156,053	£116,033	-	-
2022-03-31	£137,195	£115,625	-	-
2021-03-31	£145,370	£113,604	-	-

Trustees

Name	Role	Appointed
ANDREW PENSON		2017-07-19
CAROL EDGELL		2014-01-27
Isabella Lennon		2024-09-19
JANET GREENSMITH		2016-09-07
Kim Skinner		2019-09-05
Paul Hayden		2016-09-07

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DIAL SOUTH ESSEX

England & Wales - Charity number 1155514

Accounts

DIAL
SOUTH ESSEX

The Disability Helpline

ANNUAL REPORT
2024-2025

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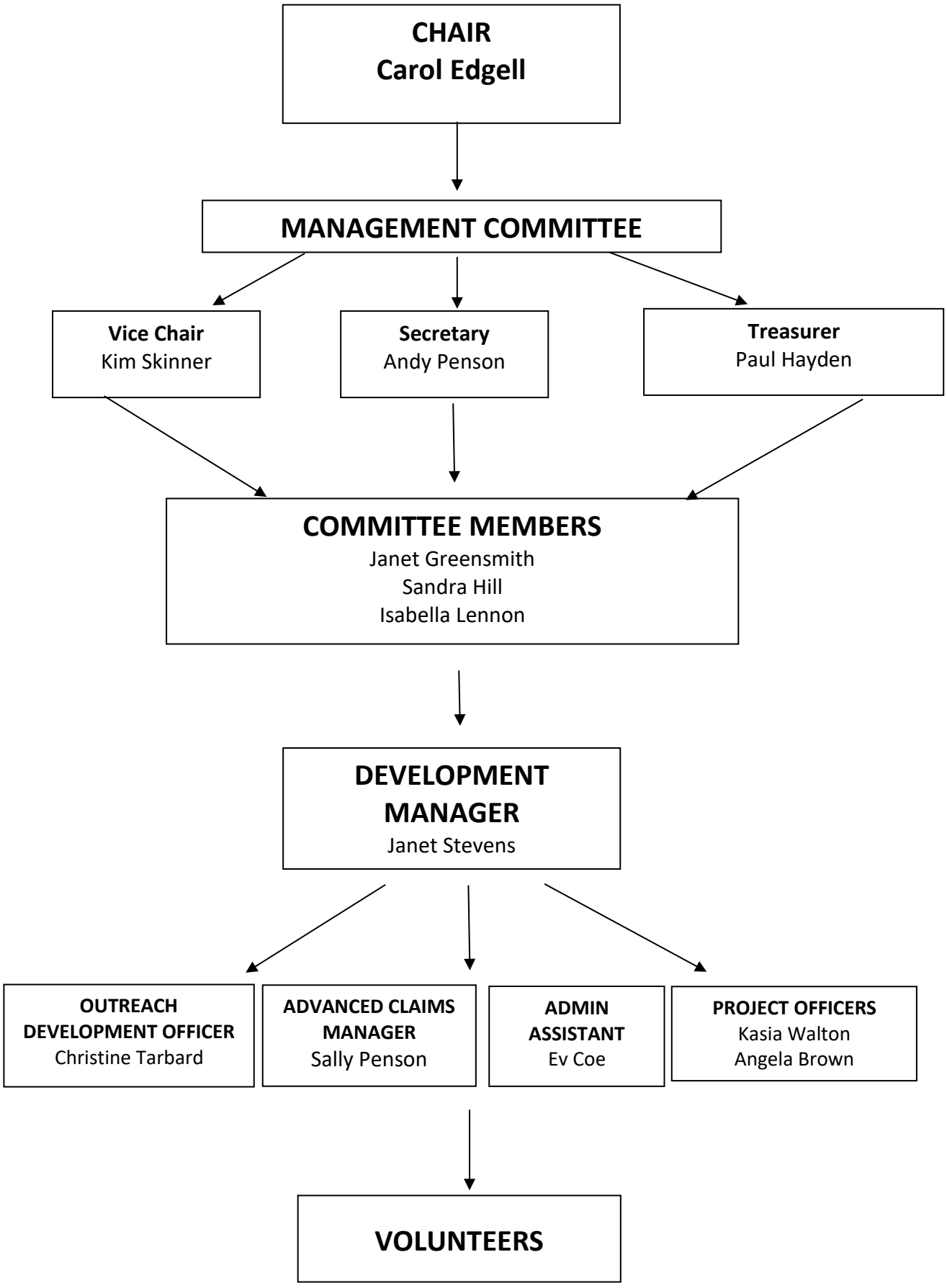
MISSION STATEMENT

DIAL provides a free, confidential, information and advice service on all issues affecting disabled people's lives, to enable and empower them to improve their quality of life and live as independently as possible. Our own unique experience of living with disability allows us to assist others with understanding and expertise.

CORE VALUES

INDIVIDUALITY	We try to respect the uniqueness of each person we work with and develop services that meet their individual needs.
EQUALITY OF OPPORTUNITY	We will actively promote the rights of each individual. We want each person to achieve their hopes and goals and make real choices towards a positive future. We believe everyone should have the opportunity to make their own contribution to the community they live in.
SUPPORT AND INDEPENDENCE	We believe in offering support to service users in ways which should minimise their reliance on input from professional services. We are committed to enabling people to make friendships, relationships and community networks.
BEST VALUE	We are committed to the continuous improvement of services which provide both quality and value for money for the community.
VALUING STAFF	We believe in the strength of teamwork and of the individual. We will work to improve the knowledge and skills of all of our staff and volunteers through training.
ACCOUNTABILITY	We are committed to working openly with service users, staff, volunteers, our management committee, and external voluntary and statutory bodies. We will work to communicate with and involve all these people in the decisions in which they have an interest.
COMMITMENT	We strive to incorporate our values into all our policies, procedures and day-to-day working practices.

ORGANISATIONAL CHART



STAFF

Jan Stevens, Development Manager	Responsible for the daily running, fundraising and the development of all services at DIAL
Sally Penson Advanced Claims & Deputy Manager	Assist clients with appeal submissions, casework and tribunal paperwork and complicated benefit enquiries. Assists with management duties in Managers absence
Christine Tarbard Outreach Development Officer	Outreach and Home Visiting Adviser dealing with a variety of issues in peoples homes and various locations in the south of the county
Kasia Walton Project Officer	To create social and self-help groups throughout the district and promote volunteering through the groups
Angela Brown Project Officer	To assist with running the social groups
Ev Coe Admin Assistant	Deals with the clients database, statistical information and helps all staff with various admin tasks

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

DIAL's Committee is made up of 95% disabled people. They have a wide variety of skills to help enhance the running and decision making of DIAL. All major decisions regarding the charity are taken by the Management Committee.

Carol Edgell	Chair	Retired Police Force Administrator
Kim Skinner	Vice Chair	Retired Service Manager
Paul Hayden	Treasurer	Retired Local Government Officer/Bookkeeper
Andrew Penson		Retired Mechanical Engineer
Janet Greensmith		Retired Confectioner
Sandra Hill		Retired Accounts Clerk/Bookkeeper
Isabella Lennon		Retired Renal Nurse & Careline Employee

VOLUNTEERS and SERVICES

VOLUNTEERS

For 39 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

- Giving information and advice on any disability issues
- Working to influence public opinion and government policy
- Promoting disabled people's active involvement in society
- Promoting lifelong learning

DIAL promotes the role of disabled people in society by:

- Supporting them to influence decisions
- Sharing their experiences and skills within their communities and society as a whole
- Making choices

Volunteers are crucial in making sure DIAL continues to support disabled people and benefit the local community. People volunteer for many reasons, perhaps to give something back to the local community or to gain valuable experience which could help in finding future employment. Volunteers agree that volunteering with DIAL has helped towards gaining more up to date skills, experience and increased confidence.

Volunteers add value to our work with disabled people in the local community and in return can expect:

- The enjoyment of being part of a team
- A chance to meet new people, make new friends, gain confidence and increase self esteem
- To gain new skills
- The chance to use their individual talents and skills to benefit disabled people
- Personal growth and development
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that they have made a real difference

DIAL currently has a bank of 8 committed volunteers, working between 5 and 10 hours per week at the office. We also have another 9 volunteers supporting our "Coming Together" groups. Whether they are disabled themselves or have a family member or friend they care for, they are all dedicated to the work that they do and endeavour to help others cope with their problems and difficulties. DIAL promotes the importance of the role volunteers play in the organisation and encourages all volunteers to participate in training courses to benefit their work at DIAL and to increase their own knowledge, skills and confidence.

SERVICES

DIAL is open Monday to Friday between 10am and 3pm at its main office. Anybody is welcome to come and visit us at the office as all COVID restrictions have now been lifted. All enquiries are promptly dealt with and further information is passed on as soon as we receive it. DIAL is unique in the fact that it deals with problems relating to all disabilities and disability issues mainly by people who are disabled. This enables them to give advice with compassion and empathy and we feel that this puts us in a better position to give a top quality, specialist service to disabled people. We provide quality advice and information on a wide range of issues.

We offer a variety of projects to help as many people as possible access our service in the way best suited to them. We offer

- **General information** and advice by our office in Grays
- **Home Visiting** service for people unable to get to us for help with benefit applications and independent living advice (this is a limited service)
- **Welfare Rights Service** to help people with appeals, casework, submissions and tribunals
- **Our Outreach Service**
- Information provided by **telephone, Email, via our website, text**
- **Social Clubs and Self-Help Groups (call office for details)**

The following services are available. Appointments are needed for some areas of assistance e.g. form filling, appeal casework and home visits.

- **Support, Information and Advice by friendly staff and volunteers**
- **Benefit Checks, Benefit Enquiries, Benefit Appeals and Casework**
- **Help with completion of various forms (hard copy and online)**
- **Advice on a variety of disability related subjects, e.g. equipment, leisure, access, etc**
- **Advocacy, Signposting and Referral, as necessary**

CHAIRMAN'S REPORT

As usual this has been a very busy year which has not been that easy due to a shortage of volunteers as we have had various illnesses and hospital stays impacting on the number of people available to do the forms, advice, etc required. We have managed to recruit some extra volunteers but, unfortunately, some have left as they didn't fully recognise how much was involved, some have seen their health worsen causing them to struggle and have been forced to give up. Those we have managed to secure and keep I am pleased to say are all doing well so the rest of us have managed to keep the waiting list down as much as possible.

We moved into new offices, in the same building, at the beginning of April which has given us more room for training the new volunteers and better privacy for the clients.

As always, I wish to add my personal thank you to everyone for all the additional days they have worked and their total commitment to DIAL.

Carol – Chairperson

TREASURERS REPORT

This year has been quite successful in our funding efforts, securing several new funding streams and we have managed to retain some reserves to give us a buffer for any difficult times ahead. The trustees continue to monitor the level of funding being generated to ensure sufficient funds to continue to operate the service at its current level for as long as possible and to introduce some new services to benefit more disabled people in the area. We have secured some funds to continue the projects we have started once the current funding streams finish. Outgoings have increased again this year with the Cost-of-Living increases but we are managing to absorb these into our everyday work and payments and finish the year with a balance to carry forward to the new financial year..

Paul – Treasurer

DIAL's PROJECTS

Sally Penson Appeals Service

During this financial year, my appeals work continues, and I continue to manage the volunteers. I have attended Headway to provide information and advice to their carers. I also attended an information event with the MS society, this was held at Saxon House (Freemason's building) in Southend, and we were the only advisory service to be invited to attend.
I had completed an 8-month course, run by Anglia Ruskin University, Social Spark project, for Third Sector Executive Development. This was held on the first Wednesday of every month in Basildon and was a very informative and worthwhile course, to assist with learning managerial skills. It also enabled us (attendees) to meet other third sector organisations and share some of our experiences and issues we come across every day. We would have a guest speaker for the first part of the day and following lunch we would participate in peer-to-peer problem solving. I found every session extremely beneficial.
We have recruited several volunteers, some who unfortunately, were unable to stay with us due to health or home life issues. Those who continue to support our clients are still increasing their training, advisory skills and knowledge of the information they provide to our clients to enable them to provide professional support with understanding.
My case load continues to grow, and I am still representing and attending hearings. During the last year I have had 150 cases, 77 cases are now closed and 61 of which had successful outcomes, which generated a yearly income of £416,285.98 and increased my client's weekly income by over £7,844, they were all grateful to receive backpay amounting to nearly £448,839.78
I was left with 68 ongoing cases. Out of the 77 cases closed, 4 clients had not notified of the outcome, and we had no further contact with them since their initial enquiry.

Christine Tarbard Outreach Service/Home Visiting

Home Visiting is very busy as usual with clients having to wait up to 6 weeks for an appointment and I can only manage two visits a day due to time restraints. When I go to Sheltered Housing Schemes I usually see 3 people in the same complex as this saves waiting time.
I will sometimes visit the same person twice as the award of one benefit can open the door to other benefits that they need help to claim. I see people with various different illnesses but dementia is very common among the older people I visit. While there I give their partners advice on Council Tax reduction, clubs for dementia, aids and adaptations and respite care for the partner.
Outreach at the Happy Hub in Basildon is proving popular with the residents in the area as it save's them stress trying to get to our main office in Gray's if they are unable to drive or use public transport.
In all it has been another busy year for DIAL.

‘Coming Together' Community Support Project

Over the past year, the Community Support Project has continued to grow and develop, supporting adults with disabilities, mental health, parents, carers and individuals experiencing loneliness. The project offers a wide range of activities to build social connections, confidence and mutual support within the community. Our activities include creative sessions, emotional support groups, family sessions, gardening projects, advice and guidance, and daily contact through online platforms.

The project is participant-led and shaped by the needs and ideas of those attending. Feedback is gathered through conversations, group discussions and questionnaires allowing us to continuously adapt what we offer.

Our adult groups provide a mixture of creative activities and emotional wellbeing support. Some sessions focus on crafts such as seasonal decorations, pottery painting, coaster making, sock snowmen, Easter and Christmas centrepieces and “Lights in a Bottle” workshops, while other sessions focus on conversation, peer support and mental health discussions. We allow full flexibility in each session so participants can either join in with activities or simply spend time talking and connecting with others.

We also run a Mums, Carers and Families Group, where parents, carers and children attend together. Children take part in activities such as Disney-themed colouring, scavenger hunts, seasonal crafts, puzzles and sensory play, while parents and carers receive emotional support and guidance on topics such as breastfeeding, routines and managing family life. This group has become a strong source of friendship and peer support, particularly for new and expecting mothers. Many families now stay in contact outside sessions and meet independently to support one another.

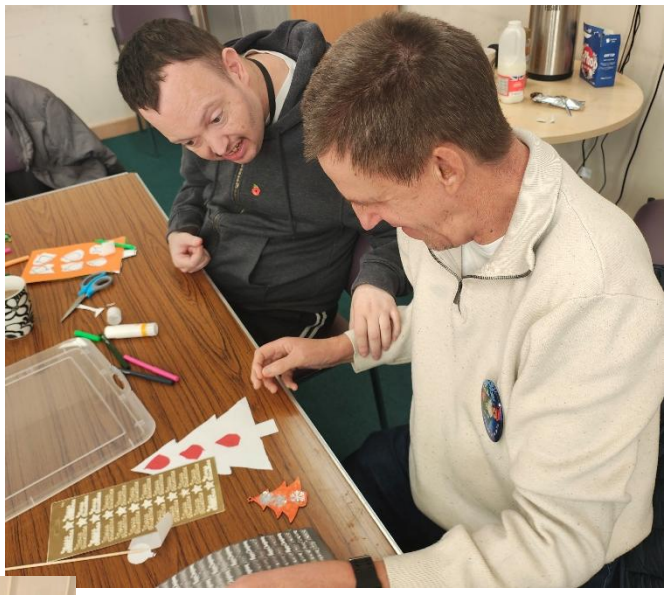
Alongside face-to-face activity, we continue to support people through monthly and seasonal extra materials they can take home. These contained colouring activities, word searches, games, puzzles, craft kits and adapted materials such as large-print resources and pre-cut templates for people with physical disabilities or visual impairments. We also contact individuals requesting support via phone, email or at sessions.

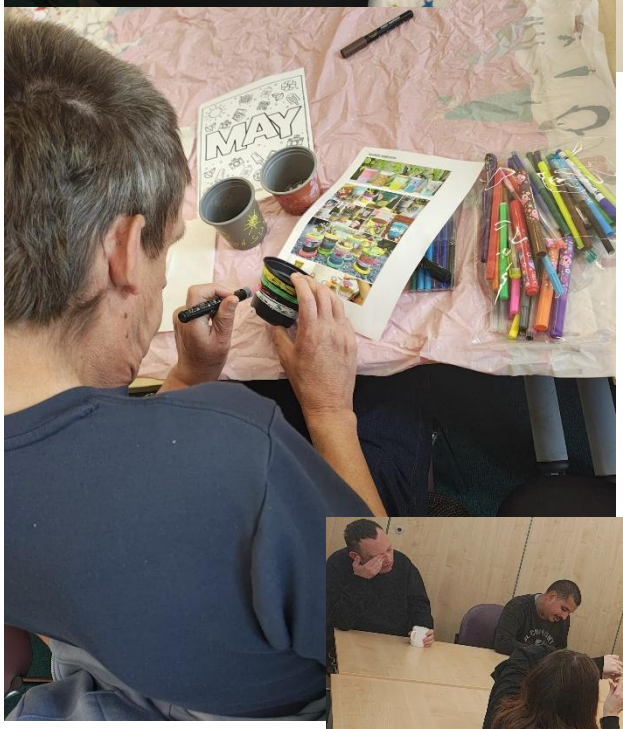
We also continued our gardening and community growing project, supplying starter kits with seeds, pots and other little garden essentials. Group members regularly share progress, plants and produce with one another, especially helping those who are unable to grow independently. Residents at O’Donoghue House joined this project for the first time and engaged very positively with the activity.

As some people still struggle with isolation, anxiety and health conditions, our online support remains a vital part of the project. We run a very active WhatsApp group where members have 24-hour contact with one another for emotional support, advice and companionship. People share photos of crafts and gardening, take part in mental health check-ins and receive guidance from staff and other members on benefits, PIP applications, Blue Badges and council services. This online space has become a lifeline for many participants.

We also regularly provide printed activity packs and accessibility support. These include monthly colouring calendars, weekly word searches, Sudoku, crosswords and planners such as cleaning schedules, food planners and Christmas organisers. Bespoke packs are produced for people with poor eyesight or physical disabilities and are either collected at sessions or delivered directly to their homes.

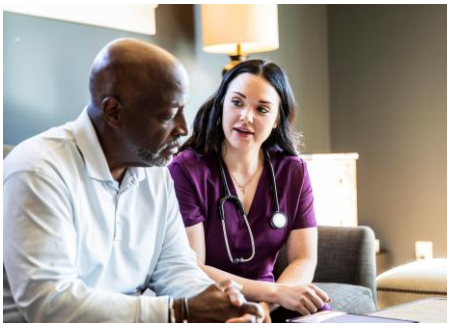
One of the strongest parts of the project is the level of peer support within the community. Members help one another with benefit forms, applications, online shopping, lifts to appointments, errands, shared meals and social outings. The project has continued to develop into a strong, caring and supportive community. Through creative activities, practical help and daily emotional connection, people feel less isolated and more confident in their lives. Our participants are not just receiving support – they are actively supporting one another, forming friendships and helping to shape the future.





CASE STUDY

Mr A is a 49-year-old man who has been suffering from Fibromyalgia for many years. He was diagnosed by one specialist but remained in denial and sought 2 further independent opinions.
Mr A made an application for PIP after 4 years of suffering with pain, discomfort, mood swings, anxiety and chronic fatigue but his claim was refused.
Mr A was initially working as a driver for a voluntary transport service which involved him picking up service users from their homes and dropping them off at their destination and then returning to collect them and take them home. He initially worked 6 days a week, but he soon had to reduce the number of days he was able to do this. His days reduced to 3 instead of 6 days a week.
Mr A was able to continue his job as a driver for a short while; however this soon began to take its toll, he was getting more tired, suffering from forgetfulness and had to break his days up so he could rest in-between workdays, ready for the next day at work. After a few months of this routine, Mr A had to admit he was unable to continue his current role and spoke to his employers to see if there was another role he could take on, which would be less taxing on him.
Mr A appealed the PIP decision and had requested our help with the process and our support.
Mr A's condition was deteriorating, he needed more help from his son daily, he was unable to manage daily living activities without support.
We prepared Mr A's case for him and attended the court hearing with him.
The hearing was very difficult for him, and he had difficulties answering the questions without the need for them to repeat the questions or without him needing to think about what he was trying to say.
Following the Tribunal hearing, Mr A was awarded the Standard Rates of the Daily Living and Mobility components.
This outcome came as great relief to Mr A as he now doesn't need to worry if he has to take time off of work due to his conditions as he would previously have tried as hard as he could to continue working as he couldn't afford the loss of income due to sickness. He was also entitled to a Blue Disability Parking Badge which assists with being able to park in spaces closer to the entrance of shops, hospitals etc.
Mr A was extremely grateful for the assistance he received, and he now makes a small, monthly donation to our organisation. This assists us with being able to help more people who need our help with these kinds of issues.



STATISTICS, EVALUATION & MONITORING

These are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2024-March 2025 we saw a total of 3251 clients seeking information on 7077 enquiries. We also saw another 421 people at the clubs and delivered packages.

Benefit advice was again the main subject that we were contacted about accounting for nearly 80% of all enquiries received. We dealt with 2615 enquiries related to benefits including helping to complete benefit applications, general information on a variety of disability benefits, appeals and casework.

AREAS

Although not everybody that we deal with will give us their full details we try to get the area that they live in. We are being contacted by people from further afield including Outer Boroughs of London, Havering, Dagenham, Chelmsford and Southend. Contacts from each area are shown below;

Basildon, Billericay and Wickford	**677**
Brentwood	**53**
Castle Point	**196**
Rochford	**51**
Thurrock	**1874**
Southend	**116**
Other	**284**
Total	**3251**

WEBSITE

Our website is updated whenever possible allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with. We are currently unable to monitor the amount of people visiting the website.

BENEFITS AND GENERATED INCOME

Of the applications that we completed we have only received about a third of all results. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not consider any additional income generated by the award of one benefit that leads to entitlement to other benefits, e.g. an award of Attendance Allowance that then leads to an entitlement to Pension Credit, Housing Benefit, etc. We can still only record the amount of the initial Attendance Allowance award for our figures as we are not informed of the rest.

Over the past year we generated a total of £1,735,585

This is made up of payments from awards of benefits and back pay from forms we completed and successful appeals

FUNDING AND DONATIONS

We would like to thank everyone who has helped DIAL over the past year. It is becoming increasingly difficult to raise the funds needed to continue to operate, especially core funding, but we have managed to survive another year and generate more income to continue to offer our service to our clients.

We would like to say a very big thank you to our main funders listed below that have funded DIAL's work over the past year, without whose support we would not be able to continue to operate.

We would also like to thank all the individuals who have generously given donations throughout the year and those who have pledged a regular standing order donation. All money given is used for the direct benefit of the service, to help us to help the disabled, carers, older people and vulnerable members of our communities.

MID & SOUTH ESSEX COMMUNITY PARTNERSHIP FUND
THURROCK VOLUNTARY SECTOR DEVELOPMENT FUND
AWARDS FOR ALL
PEOPLE'S HEALTH TRUST
POSTCODE COMMUNITY TRUST
NATIONAL LOTTERY COMMUNITY FUND
NATIONWIDE
LLOYDS FOUNDATION

WITH COMPLIMENTS

DIAL is a CHARITABLE INCORPORATED ORGANISATION

Registered Charity Number: 1155514

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2025

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2025

I report on the accounts of the Charity for the year ended 31st March 2025

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 3rd October 2025

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

		Unrestricted Funds	Restricted Funds						
Description	Note	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Income and endowments from:									
Donations and legacies	2	65,458	17,898	56,318	-	-	-	**139,674**	*123,003*
Charitable activities		-	-	-		-	-	-	-
Other trading activities		-	-	-		-	-	-	-
Investments		-	-	-		-	-	-	-
Total income and endowments		**65,458**	**17,898**	**56,318**	**-**	**-**	**-**	**139,674**	*123,003*
Expenditure on:									
Raising funds	3	-	-	-	-	-	-	-	*431*
Charitable activities	4	17,349	23,755	48,445	11,878	23,004	-	**124,431**	*119,413*
Other		-	-	-	-	-	-	-	-
Total expenditure		**17,349**	**23,755**	**48,445**	**11,878**	**23,004**	**-**	**124,431**	*119,844*
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-
Net income/(expenditure)		**48,109**	**(5,857)**	**7,873**	**(11,878)**	**(23,004)**	**-**	**15,243**	**3,159**
Transfers between funds		(378)	700	-		-	(322)	-	-
Net movement in funds		**47,731**	**(5,157)**	**7,873**	**(11,878)**	**(23,004)**	**(322)**	**15,243**	**3,159**
Balances brought forward at 1st April 2024		53,571	5,157	12,686	19,155	33,325	322	124,216	*121,057*
Balances carried forward at 31st March 2025		**101,302**	**-**	**20,559**	**7,277**	**10,321**	**-**	**139,459**	***124,216***

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

	Notes	£	2025 £	£	*2024* *£*
Fixed assets	7		6,173		*4,181*
Current assets					
Balances with bankers		135,166		*120,385*	
Sundry Debtors		-		*461*	
Cash in hand		79		*79*	
Total current assets		135,245		*120,925*	
Creditors: amounts falling due within one year					
Creditors	9	1,959		*890*	
		1,959		*890*	
Net current assets			133,286		*120,035*
Total assets less current liabilities			139,459		*124,216*
Unrestricted funds					
General fund			101,302		*53,571*
Restricted funds					
Peoples Health Trust			-		*5,157*
NATW			10,321		*33,325*
A4A			7,277		*19,155*
NLCF fund			20,559		*12,686*
NHS Fund			-		*322*
			139,459		*124,216*

These financial statements were approved by the Trustees on 3rd October 2025 and signed on their behalf by:

K. Skinner ..... P. H. Hayden .....

Vice-Chairman (Kim Skinner) Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

1. **Accounting Policies**

a. Accounting Convention
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. Reconciliation with previous Generally Accepted Accounting Practice
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. Income Recognition
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. Fund Accounting
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. Expenditure Recognition
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. Allocation of Support and Governance Costs
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. Income Tax Reclaimed on Gift Aid
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. Tangible Fixed Assets
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. Stocks
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

2. Donations and legacies

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Donations, grants, gifts and legacies	65,458	17,898	56,318	-	-	-	139,674	*123,003*
	65,458	17,898	56,318	-	-	-	139,674	*123,003*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Fund raising cots	-	-	-	-	-	-	-	*431*
	-	-	-	-	-	-	-	*431*

4. Expenditure on:
Charitable activities

In furtherance of the Charity's objectives.	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Salary and national insurance	(2,626)	17,506	41,903	3,223	18,936	-	78,942	77,592
Pensions	-	171	449	-	344	-	964	940
Professional fees	1,004	-	180	1,146	-	-	2,330	3,087
Telephone and postage	2,174	512	608	23	384	-	3,701	3,767
Training	-	-	-	1,001	-	-	1,001	745
Office supplies	1,879	93	-	1,000	-	-	2,972	1,958
Insurance and affiliation fees	2,288	-	-	-	-	-	2,288	1,745
Travel and motor expenses	(112)	1,108	2,330	739	772	-	4,837	5,625
Advertising and promotions	3,917	120	120	1,200	120	-	5,477	2,788
Office equipment and copier hire	507	835	339	213	255	-	2,149	1,971
Computer expenses	378	238	238	1,262	1,138	-	3,254	1,455
Accountancy	660	74	149	74	74	-	1,031	1,521
Sundry expenses	611	415	201	344	138	-	1,709	3,409
Rent, rates and services	4,325	2,683	1,928	1,653	843	-	11,432	9,830
Depreciation of fixtures, fittings and equipment	2,345	-	-	-		-	2,345	2,979
	17,350	23,755	48,445	11,878	23,004	-	124,432	*119,413*

5. Allocation of governance and support costs

	2025			*2024*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,894	7,894		*7,759*	
Pensions	96	96		*94*	
Professional fees	2,330	-	2,330	-	*3,087*
Office supplies	2,972	-	2,972	-	*1,958*
Insurance and affiliation fees	2,288	-	2,288	-	*1,745*
Office equipment and copier hire	2,149	-	2,149	-	*1,971*
Computer expenses	3,254	-	3,254	-	*1,455*
Accountancy	1,031	1,031		*1,521*	
Sundry expenses	1,709	-	1,709	-	*3,409*
Rent, rates and services	11,432	-	11,432	-	*9,830*
	35,155	9,021	26,134	9,374	23,455

6. Net Incoming Resources after charging:

Net incoming resources are stated after charging in the General Fund:	**2025** £	*2024* £
Brooms Professional Services Ltd:		
independent examination	1,031	*1,521*
accountancy, taxation and consultancy	-	-
Depreciation	2,345	*2,979*
Operating lease rentals of equipment	2,149	*1,971*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2024	16,275	16,275
Additions	4,337	4,337
Disposals	-	-
At 31st March 2025	20,612	20,611
Depreciation		
At 1st April 2024	12,094	12,094
Charge for year	2,345	2,345
Disposals	-	-
At 31st March 2025	14,438	14,439
Net Book Value		
At 31st March 2025	6,173	6,173
At 31st March 2024	*4,181*	*4,181*

8. Debtors

	2025 £	*2024 £*
Sundry Debtors	-	*461*
	-	*461*

9. Creditors

	2025 £	*2024 £*
Sundry creditors, accruals and deferred income	1,959	*890*
	1,959	*890*

10. Staff costs

	2025 £	*2024 £*
Salaries	78,942	*77,592*
Pension	964	*940*
Employers' national insurance	-	*-*
	79,907	*78,532*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	6	*5*
	6	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. Peoples Health Trust - Project Title Coming Together- for building social connections, training, general advice and support and to reduce isolation.
c. National Lottery Community Fund (NLCF) is a restricted fund to identify entitlement, and help people apply for benefits and services. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
d. NHS is a restricted fund to help reduce isolation and share skill sets.
e.
A4A - Started in April 2024 and is for Coming Together Thurrock. These are social clubs and coffee mornings looking to reduce isolation.
f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

	£	2025 £	£	*2024* *£*
Income				
Grants received		134,216		*119,115*
Donations received		5,458		*3,888*
Sale of goods		-		-
		139,674		*123,003*
Deduct: Expenditure				
Salaries and National Insurance	78,942		77,592	
Pension	964		940	
Professional Fees	2,330		3,087	
Telephone and Postage	3,701		3,767	
Training	1,001		745	
Office Supplies	2,972		1,958	
Insurance and Affiliation Fees	2,288		1,745	
Motor and Travel	4,837		5,625	
Advertising and Promotion	5,477		2,788	
Office Equipment and Copier Lease	2,149		1,971	
Computer Costs	3,254		1,455	
Accountancy	1,031		1,521	
Sundry Expenses	1,709		3,409	
Rent, Rates and Services	11,432		9,830	
Fund Raising Costs	-		431	
Fixtures, Fittings and Equipment Depreciation	2,345		2,979	
Total Expenditure		124,432		*119,844*
(Deficit)/Surplus for the Year		15,242		*3,159*

Note: This page does not form part of the formal accounts.

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2025

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2025

I report on the accounts of the Charity for the year ended 31st March 2025

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 3rd October 2025

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

		Unrestricted Funds	Restricted Funds						
Description	Note	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Income and endowments from:									
Donations and legacies	2	65,458	17,898	56,318	-	-	-	**139,674**	*123,003*
Charitable activities		-	-	-		-	-	-	-
Other trading activities		-	-	-		-	-	-	-
Investments		-	-	-		-	-	-	-
Total income and endowments		**65,458**	**17,898**	**56,318**	**-**	**-**	**-**	**139,674**	*123,003*
Expenditure on:									
Raising funds	3	-	-	-	-	-	-	-	*431*
Charitable activities	4	17,349	23,755	48,445	11,878	23,004	-	**124,431**	*119,413*
Other		-	-	-	-	-	-	-	-
Total expenditure		**17,349**	**23,755**	**48,445**	**11,878**	**23,004**	**-**	**124,431**	*119,844*
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-
Net income/(expenditure)		**48,109**	**(5,857)**	**7,873**	**(11,878)**	**(23,004)**	**-**	**15,243**	**3,159**
Transfers between funds		(378)	700	-		-	(322)	-	-
Net movement in funds		**47,731**	**(5,157)**	**7,873**	**(11,878)**	**(23,004)**	**(322)**	**15,243**	**3,159**
Balances brought forward at 1st April 2024		53,571	5,157	12,686	19,155	33,325	322	124,216	*121,057*
Balances carried forward at 31st March 2025		**101,302**	**-**	**20,559**	**7,277**	**10,321**	**-**	**139,459**	***124,216***

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

	Notes	£	2025 £	£	*2024* *£*
Fixed assets	7		6,173		*4,181*
Current assets					
Balances with bankers		135,166		*120,385*	
Sundry Debtors		-		*461*	
Cash in hand		79		*79*	
Total current assets		135,245		*120,925*	
Creditors: amounts falling due within one year					
Creditors	9	1,959		*890*	
		1,959		*890*	
Net current assets			133,286		*120,035*
Total assets less current liabilities			139,459		*124,216*
Unrestricted funds					
General fund			101,302		*53,571*
Restricted funds					
Peoples Health Trust			-		*5,157*
NATW			10,321		*33,325*
A4A			7,277		*19,155*
NLCF fund			20,559		*12,686*
NHS Fund			-		*322*
			139,459		*124,216*

These financial statements were approved by the Trustees on 3rd October 2025 and signed on their behalf by:

K. Skinner ..... P. H. Hayden .....

Vice-Chairman (Kim Skinner) Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

1. **Accounting Policies**

a. Accounting Convention
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. Reconciliation with previous Generally Accepted Accounting Practice
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. Income Recognition
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. Fund Accounting
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. Expenditure Recognition
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. Allocation of Support and Governance Costs
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. Income Tax Reclaimed on Gift Aid
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. Tangible Fixed Assets
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. Stocks
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

2. Donations and legacies

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Donations, grants, gifts and legacies	65,458	17,898	56,318	-	-	-	139,674	*123,003*
	65,458	17,898	56,318	-	-	-	139,674	*123,003*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Fund raising cots	-	-	-	-	-	-	-	*431*
	-	-	-	-	-	-	-	*431*

4. Expenditure on:
Charitable activities

In furtherance of the Charity's objectives.	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	**2025 Total £**	*2024 Total £*
Salary and national insurance	(2,626)	17,506	41,903	3,223	18,936	-	78,942	77,592
Pensions	-	171	449	-	344	-	964	940
Professional fees	1,004	-	180	1,146	-	-	2,330	3,087
Telephone and postage	2,174	512	608	23	384	-	3,701	3,767
Training	-	-	-	1,001	-	-	1,001	745
Office supplies	1,879	93	-	1,000	-	-	2,972	1,958
Insurance and affiliation fees	2,288	-	-	-	-	-	2,288	1,745
Travel and motor expenses	(112)	1,108	2,330	739	772	-	4,837	5,625
Advertising and promotions	3,917	120	120	1,200	120	-	5,477	2,788
Office equipment and copier hire	507	835	339	213	255	-	2,149	1,971
Computer expenses	378	238	238	1,262	1,138	-	3,254	1,455
Accountancy	660	74	149	74	74	-	1,031	1,521
Sundry expenses	611	415	201	344	138	-	1,709	3,409
Rent, rates and services	4,325	2,683	1,928	1,653	843	-	11,432	9,830
Depreciation of fixtures, fittings and equipment	2,345	-	-	-		-	2,345	2,979
	17,350	23,755	48,445	11,878	23,004	-	124,432	*119,413*

5. Allocation of governance and support costs

	2025			*2024*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,894	7,894		*7,759*	
Pensions	96	96		*94*	
Professional fees	2,330	-	2,330	-	*3,087*
Office supplies	2,972	-	2,972	-	*1,958*
Insurance and affiliation fees	2,288	-	2,288	-	*1,745*
Office equipment and copier hire	2,149	-	2,149	-	*1,971*
Computer expenses	3,254	-	3,254	-	*1,455*
Accountancy	1,031	1,031		*1,521*	
Sundry expenses	1,709	-	1,709	-	*3,409*
Rent, rates and services	11,432	-	11,432	-	*9,830*
	35,155	9,021	26,134	9,374	23,455

6. Net Incoming Resources after charging:

Net incoming resources are stated after charging in the General Fund:	**2025** £	*2024* £
Brooms Professional Services Ltd:		
independent examination	1,031	*1,521*
accountancy, taxation and consultancy	-	-
Depreciation	2,345	*2,979*
Operating lease rentals of equipment	2,149	*1,971*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2024	16,275	16,275
Additions	4,337	4,337
Disposals	-	-
At 31st March 2025	20,612	20,611
Depreciation		
At 1st April 2024	12,094	12,094
Charge for year	2,345	2,345
Disposals	-	-
At 31st March 2025	14,438	14,439
Net Book Value		
At 31st March 2025	6,173	6,173
At 31st March 2024	*4,181*	*4,181*

8. Debtors

	2025 £	*2024 £*
Sundry Debtors	-	*461*
	-	*461*

9. Creditors

	2025 £	*2024 £*
Sundry creditors, accruals and deferred income	1,959	*890*
	1,959	*890*

10. Staff costs

	2025 £	*2024 £*
Salaries	78,942	*77,592*
Pension	964	*940*
Employers' national insurance	-	*-*
	79,907	*78,532*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	6	*5*
	6	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. Peoples Health Trust - Project Title Coming Together- for building social connections, training, general advice and support and to reduce isolation.
c. National Lottery Community Fund (NLCF) is a restricted fund to identify entitlement, and help people apply for benefits and services. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
d. NHS is a restricted fund to help reduce isolation and share skill sets.
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A4A - Started in April 2024 and is for Coming Together Thurrock. These are social clubs and coffee mornings looking to reduce isolation.
f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2025

	£	2025 £	£	*2024* *£*
Income				
Grants received		134,216		*119,115*
Donations received		5,458		*3,888*
Sale of goods		-		-
		139,674		*123,003*
Deduct: Expenditure				
Salaries and National Insurance	78,942		77,592	
Pension	964		940	
Professional Fees	2,330		3,087	
Telephone and Postage	3,701		3,767	
Training	1,001		745	
Office Supplies	2,972		1,958	
Insurance and Affiliation Fees	2,288		1,745	
Motor and Travel	4,837		5,625	
Advertising and Promotion	5,477		2,788	
Office Equipment and Copier Lease	2,149		1,971	
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Accountancy	1,031		1,521	
Sundry Expenses	1,709		3,409	
Rent, Rates and Services	11,432		9,830	
Fund Raising Costs	-		431	
Fixtures, Fittings and Equipment Depreciation	2,345		2,979	
Total Expenditure		124,432		*119,844*
(Deficit)/Surplus for the Year		15,242		*3,159*

Note: This page does not form part of the formal accounts.

DIAL SOUTH ESSEX

England & Wales - Charity number 1155514

Accounts

DIAL
SOUTH ESSEX

The Disability Helpline

ANNUAL REPORT
2023-2024

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Organisational Chart

Staff & Management Committee

Volunteers & Services

Chairman's Report & Treasurers Report

DIAL Projects

Case Study

Statistics, Evaluation & Monitoring

Generated Income

Funding & Donations

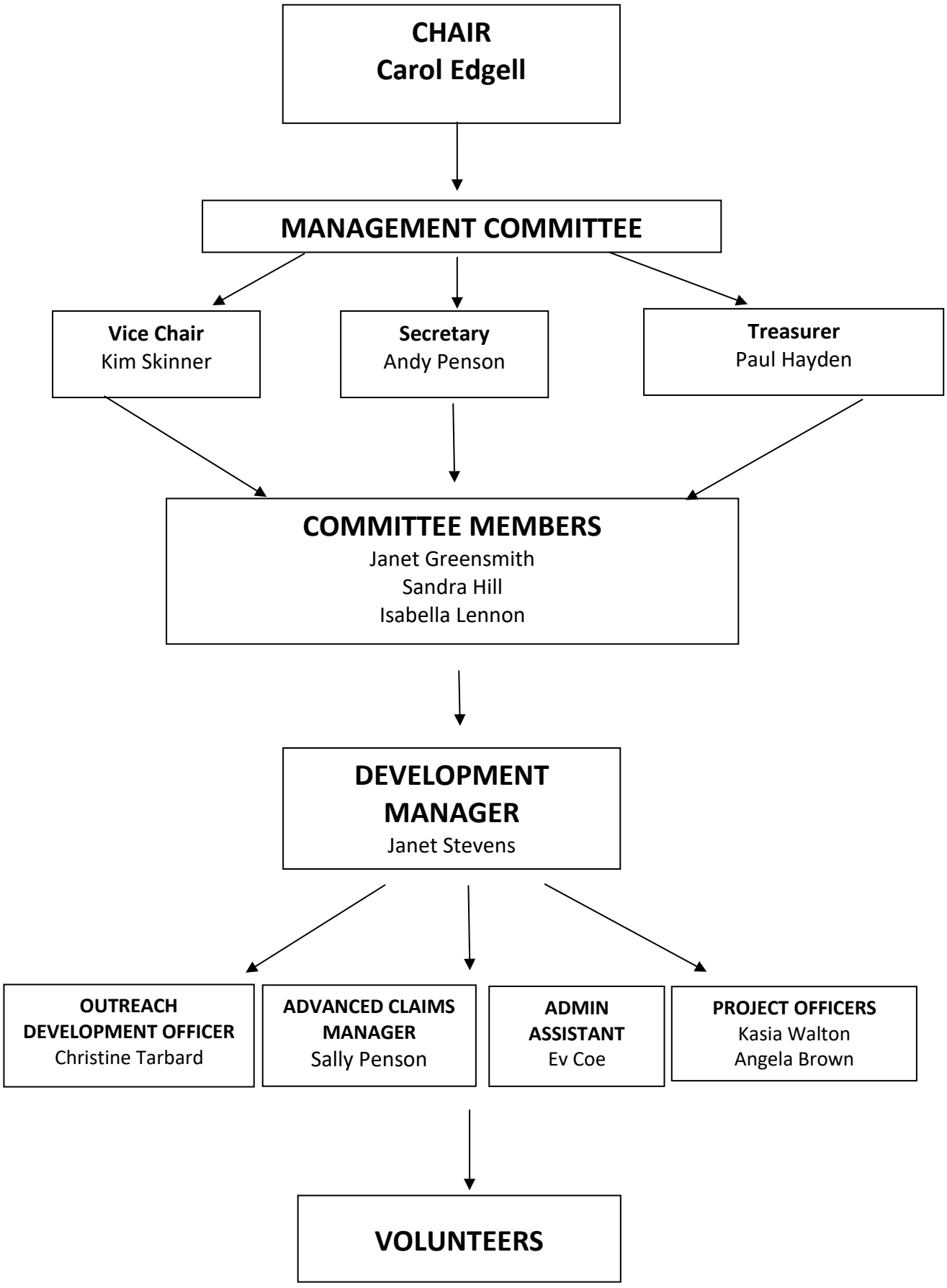
MISSION STATEMENT

DIAL provides a free, confidential, information and advice service on all issues affecting disabled people's lives, to enable and empower them to improve their quality of life and live as independently as possible. Our own unique experience of living with disability allows us to assist others with understanding and expertise.

CORE VALUES

INDIVIDUALITY	We try to respect the uniqueness of each person we work with and develop services that meet their individual needs.
EQUALITY OF OPPORTUNITY	We will actively promote the rights of each individual. We want each person to achieve their hopes and goals and make real choices towards a positive future. We believe everyone should have the opportunity to make their own contribution to the community they live in.
SUPPORT AND INDEPENDENCE	We believe in offering support to service users in ways which should minimise their reliance on input from professional services. We are committed to enabling people to make friendships, relationships and community networks.
BEST VALUE	We are committed to the continuous improvement of services which provide both quality and value for money for the community.
VALUING STAFF	We believe in the strength of teamwork and of the individual. We will work to improve the knowledge and skills of all of our staff and volunteers through training.
ACCOUNTABILITY	We are committed to working openly with service users, staff, volunteers, our management committee, and external voluntary and statutory bodies. We will work to communicate with and involve all these people in the decisions in which they have an interest.
COMMITMENT	We strive to incorporate our values into all our policies, procedures and day-to-day working practices.

ORGANISATIONAL CHART



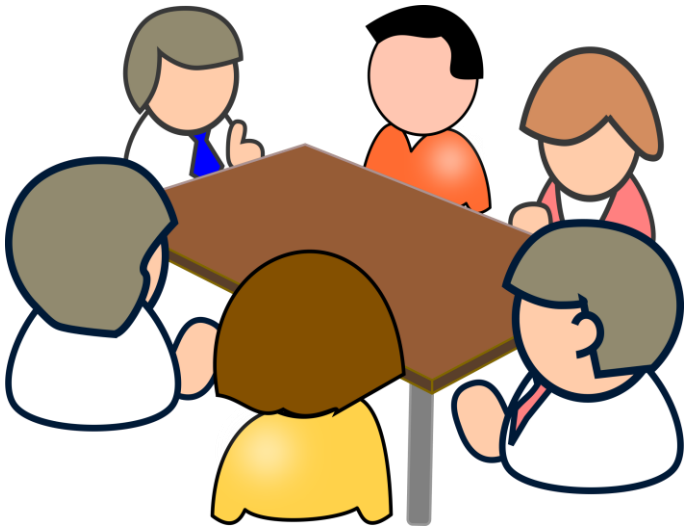
STAFF

Jan Stevens, Development Manager	Responsible for the daily running, fundraising and the development of all services at DIAL
Sally Penson Advanced Claims & Deputy Manager	Assist clients with appeal submissions, casework and tribunal paperwork and complicated benefit enquiries. Assists with management duties in Managers absence
Christine Tarbard Outreach Development Officer	Outreach and Home Visiting Adviser dealing with a variety of issues in peoples homes and various locations in the south of the county
Kasia Walton Project Officer	To create social and self-help groups throughout the district and promote volunteering through the groups
Angela Brown Project Officer	To assist with running the social groups
Ev Coe Admin Assistant	Deals with the clients database, statistical information and helps all staff with various admin tasks

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

DIAL's Committee is made up of 95% disabled people. They have a wide variety of skills to help enhance the running and decision making of DIAL. All major decisions regarding the charity are taken by the Management Committee.

Carol Edgell	Chair	Retired Police Force Administrator
Kim Skinner	Vice Chair	Retired Service Manager
Paul Hayden	Treasurer	Retired Local Government Officer/Bookkeeper
Andrew Penson		Retired Mechanical Engineer
Janet Greensmith		Retired Confectioner
Sandra Hill		Retired Accounts Clerk/Bookkeeper
Isabella Lennon		Retired Renal Nurse & Careline Employee



VOLUNTEERS and SERVICES

VOLUNTEERS

For 38 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

- Giving information and advice on any disability issues
- Working to influence public opinion and government policy
- Promoting disabled people's active involvement in society
- Promoting lifelong learning

DIAL promotes the role of disabled people in society by:

- Supporting them to influence decisions
- Sharing their experiences and skills within their communities and society as a whole
- Making choices

Volunteers are crucial in making sure DIAL continues to support disabled people and benefit the local community. People volunteer for many reasons, perhaps to give something back to the local community or to gain valuable experience which could help in finding future employment. Volunteers agree that volunteering with DIAL has helped towards gaining more up to date skills, experience and increased confidence.

Volunteers add value to our work with disabled people in the local community and in return can expect:

- The enjoyment of being part of a team
- A chance to meet new people, make new friends, gain confidence and increase self esteem
- To gain new skills
- The chance to use their individual talents and skills to benefit disabled people
- Personal growth and development
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that they have made a real difference

DIAL currently has a bank of 8 committed volunteers, working between 5 and 10 hours per week at the office. We also have another 9 volunteers supporting our "Coming Together" groups. Whether they are disabled themselves or have a family member or friend they care for, they are all dedicated to the work that they do and endeavour to help others cope with their problems and difficulties. DIAL promotes the importance of the role volunteers play in the organisation and encourages all volunteers to participate in training courses to benefit their work at DIAL and to increase their own knowledge, skills and confidence.

SERVICES

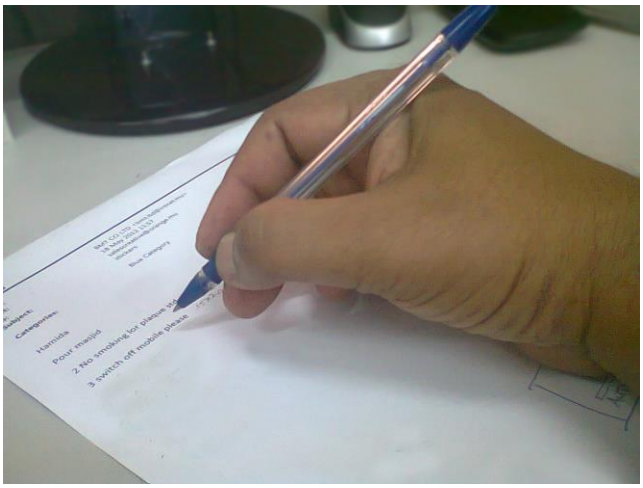
DIAL is open Monday to Friday between 10am and 3pm at its main office. Anybody is welcome to come and visit us at the office as all COVID restrictions have now been lifted. All enquiries are promptly dealt with and further information is passed on as soon as we receive it. DIAL is unique in the fact that it deals with problems relating to all disabilities and disability issues mainly by people who are disabled. This enables them to give advice with compassion and empathy and we feel that this puts us in a better position to give a top quality, specialist service to disabled people. We provide quality advice and information on a wide range of issues.

We offer a variety of projects to help as many people as possible access our service in the way best suited to them. We offer

- **General information** and advice by our office in Grays
- **Home Visiting** service for people unable to get to us for help with benefit applications and independent living advice (this is a limited service)
- **Welfare Rights Service** to help people with appeals, casework, submissions and tribunals
- **Our Outreach Service**
- Information provided by **telephone, Email, via our website, text**
- **Social Clubs and Self-Help Groups (call office for details)**

The following services are available. Appointments are needed for some areas of assistance e.g. form filling, appeal casework and home visits.

- **Support, Information and Advice by friendly staff and volunteers**
- **Benefit Checks, Benefit Enquiries, Benefit Appeals and Casework**
- **Help with completion of various forms (hard copy and online)**
- **Advice on a variety of disability related subjects, e.g. equipment, leisure, access, etc**
- **Advocacy, Signposting and Referral, as necessary**



CHAIRMAN'S REPORT

As usual this has been a very busy year which has not been that easy due to a shortage of volunteers as we have had various illnesses and hospital stays impacting on the number of people available to do the forms, advice, etc required. We have managed to recruit some extra volunteers but, unfortunately, these have either not stayed or have become sick themselves. Those we have managed to secure and keep I am pleased to say are all doing well so the rest of us have managed to keep the waiting list down as much as possible.

We have managed to secure a larger office with two interview rooms in the same building which we will be moving into at the beginning of April. This will give us more room for training the new volunteers and better privacy for the clients. We are looking forward to this move.

As always, I wish to add my personal thank you to everyone for all the additional days they have worked and their total commitment to DIAL.

Carol – Chairperson

TREASURERS REPORT

This year has been quite successful in our funding efforts, securing several new funding streams and we have managed to retain some reserves to give us a buffer for any difficult times ahead. The trustees continue to monitor the level of funding being generated to ensure sufficient funds to continue to operate the service at its current level for as long as possible and to introduce some new services to benefit more disabled people in the area. We are now looking for funds to continue the projects we have started once the current funding streams finish. Outgoings have increased this year with the Cost of Living increases but we are managing to absorb these into our everyday work and payments and finish the year with a balance to carry forward to the new financial year..

Paul – Treasurer

DIAL's PROJECTS

Sally Penson Appeals Service

During this financial year, my appeals work continues, and I continue to manage the volunteers. I have attended information and volunteer recruitment events.
We continue to increase training, advisory skills and knowledge for the volunteers to enable them to provide professional support to our clients.
My case load continues to grow, and I am still representing and attending hearings. During the last year I have had 133 cases, 77 cases are now closed and 60 of which had successful outcomes, which generated a yearly income of £257,239 and increased my client's weekly income by over £4,946. They were all grateful to receive backpay amounting to nearly £324,179
I was left with 74 ongoing cases. Out of the 77 cases closed, 11 clients had not notified of the outcome and we had no further contact with them since their initial enquiry.

Christine Tarbard Outreach Service/Home Visiting

The Outreach Service and Home Visiting Service are progressing well. I have done various outreach events across different areas of South Essex and now have a regular desk twice a month at The Happy Hub in Basildon which is picking up well. Home Visiting is busy as I'm now seeing more people in Sheltered Housing Schemes. This has come about mainly from word of mouth, friends and family members and by referrals from Social Prescribers at GP surgeries. I still work closely with Thurrock Community Support (Local Area Co-ordinators) whose clients suffer a lot of mental health issues and who are unable to navigate the systems themselves. This causes them more anxiety and stress. I also work closely with voluntary organisations who operate referrals and signposting for their clients.

Kasia Walton “Coming Together” Project

I was on maternity leave for the last 5 months of this financial year, which is when Angela was employed to help to run the groups. The project is continuing and starting to expand in Thurrock. The groups provide a range of activities to build social connections between disabled people, as well as their families and carers. Activities include coffee mornings, advice and support and areas of interest of those attending, and a Young People’s Programme, to encourage social interaction. We started a group for families with children so they can play whilst the parents chat and support each other There are also training sessions to develop digital skills. Participants shape the project via user forums, evaluation workshops, and by giving individual feedback.
Although all the groups are up and running some people still feel unsafe about attending and mixing with other people so we continued using alternative methods as well to please everybody. We use instant messaging and video chats to provide a reliable network of advice and friendship. We now distribute packages every month to both adults and children to keep them occupied and a little competition as they enjoy sharing their work with other members. The craft packs are now a part of the overall project due to their large popularity. We are trying to encourage those who are lonely, isolated, or interested in learning more about living with a disability or with a disabled child to join our online chats, join in with video calls and take advantage of the various activities we have on offer. We have a mix of lonely, retired people, people with physical disabilities and people with mental health conditions. We have created the WhatsApp group where people have 24hr contact with each other and this is working very well.

CASE STUDY

Whilst attending one of our Outreach venues, The Happy Hub in the Eastgate Centre, Basildon, I see a lot of people for general advice, some of them homeless people. I saw one particular client several times over a 3-month period and he eventually started to ask questions about Personal Independence Payment (PIP) as the Motivated Minds team had advised him to speak to me about it.

He suffers from severe mental health issues, including Schizophrenia, and Learning Difficulties. His name is John, and I found out that he hates staying in his flat as he has no electric so he couldn't have any cooked food or hot water to wash in. He has a support worker at Motivated Minds, Fiona, and I phoned the DWP for a PIP form for him and had it sent to her at Motivated Minds as he doesn't open any post and Fiona deals with all his bills and paperwork, ordering his medication and taking him to collect it as he is very forgetful and comes across as quite agitated and abrupt with people.

John brought his PIP form in to me to help him to complete the form and I gave Fionas details as a contact as he doesn't have a phone or email address. Fiona was contacted by DWP answering questions relating to the answers on his form. A few weeks later John came in to see me and tell me that he had been awarded enhanced Daily Living component of PIP and that it was backdated.

John asked me to phone his electricity company and pay the arrears and put money on his meter so he could have power in his flat. He also asked me to phone Basildon Council and pay his Council Tax arrears. He said that this has taken a lot of the stress away. Fiona took him to Primark to buy some new clothes and shoes because he wore his clothes for a week and then threw them away as he couldn't wash them. He then used to go to a charity shop to buy clothes for the next week but now he would be able to use his washing machine. John was very happy with the help we had given him and gave us a donation to show his gratitude. He says that he feels as though he has a new life to lead.

STATISTICS, EVALUATION & MONITORING

These are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2023-March 2024 we saw a total of 3176 clients seeking information on 5252 enquiries. We also saw another 542 people at the clubs and delivered packages.

Benefit advice was again the main subject that we were contacted about accounting for nearly 70% of all enquiries received. We dealt with 2204 enquiries related to benefits, 2401 for other disability related issues and 647 enquiries for help with challenging decisions.

AREAS

Although not everybody that we deal with will give us their full details we try to get the area that they live in. We are being contacted by people from further afield including Outer Boroughs of London, Havering, Dagenham, Chelmsford and Southend. Contacts from each area are shown below;

Basildon, Billericay and Wickford	**494**
Brentwood	**44**
Castle Point	**81**
Rochford	**109**
Thurrock	**1939**
Southend	**147**
Other	**362**
Total	**3176**

WEBSITE

Our website is updated whenever possible allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with. We are currently unable to monitor the amount of people visiting the website but are having a new website built. Once this is live we will be able to produce the figures using the website.

BENEFITS AND GENERATED INCOME

Of the applications that we completed we have only received about a third of all results. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not consider any additional income generated by the award of one benefit that leads to entitlement to other benefits, e.g. an award of Attendance Allowance that then leads to an entitlement to Pension Credit, Housing Benefit, etc. We can still only record the amount of the initial Attendance Allowance award for our figures as we are not informed of the rest.

Over the past year we generated a total of £1,312,793

This is made up of £731,373 from awards of benefits and back pay from forms we completed and £581,420 from successful appeals

FUNDING AND DONATIONS

We would like to thank everyone who has helped DIAL over the past year. It is becoming increasingly difficult to raise the funds needed to continue to operate, especially core funding, but we have managed to survive another year and generate more income to continue to offer our service to our clients.

We would like to say a very big thank you to our main funders listed below that have funded DIAL's work over the past year, without whose support we would not be able to continue to operate.

We would also like to thank all the individuals who have generously given donations throughout the year and those who have pledged a regular standing order donation. All money given is used for the direct benefit of the service, to help us to help the disabled, carers, older people and vulnerable members of our communities.

MID & SOUTH ESSEX COMMUNITY PARTNERSHIP FUND
THURROCK VOLUNTARY SECTOR DEVELOPMENT FUND
AWARDS FOR ALL
PEOPLE'S HEALTH TRUST
POSTCODE COMMUNITY TRUST
GARFIELD WESTERN
NATIONAL LOTTERY COMMUNITY FUND
NATIONWIDE

LLOYDS FOUNDATION

WITH COMPLIMENTS

DIAL is a CHARITABLE INCORPORATED ORGANISATION

Registered Charity Number: 1155514

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2024

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2024

I report on the accounts of the Charity for the year ended 31st March 2024

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 29th October 2024

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Income and endowments from:										
Donations and legacies	2	31,631	16,793	55,424	19,155	-	-	-	**123,003**	*156,054*
Charitable activities		-	-	-		-	-	-	-	-
Other trading activities		-	-	-		-	-	-	-	-
Investments		-	-	-		-	-	-	-	-
Total income and endowments		**31,631**	**16,793**	**55,424**	**19,155**	**-**	**-**	**-**	**123,003**	*156,054*
Expenditure on:										
Raising funds	3	431	-	-	-	-	-	-	**431**	*3,707*
Charitable activities	4	12,503	15,881	48,776	-	9,044	14,409	18,800	**119,413**	*116,033*
Other		-	-	-	-	-	-	-	-	-
Total expenditure		**12,934**	**15,881**	**48,776**	**-**	**9,044**	**14,409**	**18,800**	**119,844**	*119,740*
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-	-
Net income/(expenditure)		**18,697**	**912**	**6,648**	**19,155**	**(9,044)**	**(14,409)**	**(18,800)**	**3,159**	**36,314**
Transfers between funds		(602)	-	-		602	-	-	-	-
Net movement in funds		**18,095**	**912**	**6,648**	**19,155**	**(8,442)**	**(14,409)**	**(18,800)**	**3,159**	**36,314**
Balances brought forward at 1st April 2023		35,476	4,245	6,038		8,442	47,734	19,122	121,057	*84,743*
Balances carried forward at 31st March 2024		**53,571**	**5,157**	**12,686**	**19,155**	**(0)**	**33,325**	**322**	**124,216**	*121,057*

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

	Notes	£	2024 £	£	2023 £
Fixed assets	7		4,181		2,544
Current assets					
Balances with bankers		120,385		120,092	
Sundry Debtors		461		-	
Cash in hand		79		79	
Total current assets		120,925		120,171	
Creditors: amounts falling due within one year					
Creditors	9	890		1,658	
		890		1,658	
Net current assets			120,035		118,513
Total assets less current liabilities			124,216		121,057
Unrestricted funds					
General fund			53,571		35,476
Restricted funds					
Peoples Health Trust			5,157		4,245
NATW			33,325		47,734
A4A			19,155		-
PPT			-		8,442
NLCF fund			12,686		6,038
NHS Fund			322		19,122
			124,216		121,057

These financial statements were approved by the Trustees on 29th October 2024 and signed on their behalf by:

.....
Chairman (Carol Edgell)

.....
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

2. Donations and legacies

	Unrestricted Fund	Restricted Funds							
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Donations, grants, gifts and legacies	31,631	16,793	55,424	19,155	-	-	-	123,003	*156,054*
	31,631	16,793	55,424	19,155	-	-	-	123,003	*156,054*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds							
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Fund raising costs	431	-	-	-	-	-	-	431	*3,707*
	431	-	-	-	-	-	-	431	*3,707*

4. Expenditure on:
Charitable activities

In furtherance of the Charity's objectives.	Unrestricted Fund	Restricted Funds							
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Salary and national insurance	(2,073)	10,740	41,288		5,440	8,152	14,046	77,592	79,602
Pensions	182	371	252		234	(159)	60	940	993
Professional fees	1,562	-	500		24	1,000	-	3,087	117
Telephone and postage	1,053	713	813		365	436	387	3,767	2,623
Training	-	-	373			373	-	745	2,381
Office supplies	1,209	100	-		275	274	100	1,958	2,935
Insurance and affiliation fees	1,190	139	139			139	139	1,745	1,732
Travel and motor expenses	(644)	269	2,827		341	1,088	1,744	5,625	4,705
Advertising and promotions	436	501	971		287	533	60	2,788	2,009
Office equipment and copier hire	231	553	247		253	316	372	1,971	1,914
Computer expenses	724	154	202		62	202	110	1,455	1,081
Accountancy	832	44	256		24	176	188	1,521	1,120
Sundry expenses	1,071	163	13		1,189	696	277	3,409	1,900
Rent, rates and services	3,750	2,134	894		551	1,184	1,317	9,830	10,734
Depreciation of fixtures, fittings and equipment	2,979	-						2,979	2,187
	12,503	15,881	48,776	-	9,044	14,409	18,800	119,413	*116,033*

5. Allocation of governance and support costs

	2024			*2023*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,759	7,759		*7,960*	
Pensions	94	94		*99*	
Professional fees	3,087	-	3,087	-	*117*
Office supplies	1,958	-	1,958	-	*2,935*
Insurance and affiliation fees	1,745	-	1,745	-	*1,732*
Office equipment and copier hire	1,971	-	1,971	-	*1,914*
Computer expenses	1,455	-	1,455	-	*1,081*
Accountancy	1,521	1,521		*1,120*	
Sundry expenses	3,409	-	3,409	-	*1,900*
Rent, rates and services	9,830	-	9,830	-	*10,735*
	32,828	9,374	23,455	9,179	20,414

6. Net Incoming Resources after charging:

	2024 £	*2023* £
Net incoming resources are stated after charging in the General Fund:		
Brooms Professional Services Ltd:		
independent examination	1,521	*1,120*
accountancy, taxation and consultancy	-	-
Depreciation	2,979	*2,187*
Operating lease rentals of equipment	1,971	*1,914*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2023	11,658	11,658
Additions	4,617	4,617
Disposals	-	-
At 31st March 2024	16,275	16,275
Depreciation		
At 1st April 2023	9,114	9,114
Charge for year	2,979	2,979
Disposals	-	-
At 31st March 2024	12,093	12,093
Net Book Value		
At 31st March 2024	4,181	4,181
At 31st March 2023	*2,544*	*2,544*

8. Debtors

	2024 £	*2023 £*
Sundry Debtors	461	-
	461	-

9. Creditors

	2024 £	*2023 £*
Sundry creditors, accruals and deferred income	890	*1,658*
	890	*1,658*

10. Staff costs

	2024	*2023*
	£	*£*
Salaries	77,592	*79,602*
Pension	940	*993*
Employers' national insurance	-	-
	78,532	*80,595*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. Peoples Health Trust - Project Title Coming Together- for building social connections, training, general advice and support and to reduce isolation.
c. National Lottery Community Fund (NLCF) is a restricted fund to identify entitlement, and help people apply for benefits and services. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
d. NHS is a restricted fund to help reduce isolation and share skill sets.
e. Postcode Places Trust (PPT) - Project Back Together - This consist of advice and advocacy, reconnecting people by befriending, centre based activities and published know how articles to develop skills.
f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

	£	2024 £	£	*2023* *£*
Income				
Grants received		119,115		*152,166*
Donations received		3,888		*3,888*
Sale of goods		-		-
		123,003		*156,054*
Deduct: Expenditure				
Salaries and National Insurance	77,592		79,602	
Pension	940		993	
Professional Fees	3,087		117	
Telephone and Postage	3,767		2,623	
Training	745		2,381	
Office Supplies	1,958		2,935	
Insurance and Affiliation Fees	1,745		1,732	
Motor and Travel	5,625		4,705	
Advertising and Promotion	2,788		2,009	
Office Equipment and Copier Lease	1,971		1,914	
Computer Costs	1,455		1,081	
Accountancy	1,521		1,120	
Sundry Expenses	3,409		1,900	
Rent, Rates and Services	9,830		10,735	
Fund Raising Costs	431		3,707	
Fixtures, Fittings and Equipment Depreciation	2,979		2,187	
Total Expenditure		119,844		*119,741*
(Deficit)/Surplus for the Year		3,159		*36,313*

Note: This page does not form part of the formal accounts.

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2024

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2024

I report on the accounts of the Charity for the year ended 31st March 2024

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 29th October 2024

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Income and endowments from:										
Donations and legacies	2	31,631	16,793	55,424	19,155	-	-	-	**123,003**	*156,054*
Charitable activities		-	-	-		-	-	-	-	-
Other trading activities		-	-	-		-	-	-	-	-
Investments		-	-	-		-	-	-	-	-
Total income and endowments		**31,631**	**16,793**	**55,424**	**19,155**	**-**	**-**	**-**	**123,003**	*156,054*
Expenditure on:										
Raising funds	3	431	-	-	-	-	-	-	**431**	*3,707*
Charitable activities	4	12,503	15,881	48,776	-	9,044	14,409	18,800	**119,413**	*116,033*
Other		-	-	-	-	-	-	-	-	-
Total expenditure		**12,934**	**15,881**	**48,776**	**-**	**9,044**	**14,409**	**18,800**	**119,844**	*119,740*
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-	-
Net income/(expenditure)		**18,697**	**912**	**6,648**	**19,155**	**(9,044)**	**(14,409)**	**(18,800)**	**3,159**	**36,314**
Transfers between funds		(602)	-	-		602	-	-	-	-
Net movement in funds		**18,095**	**912**	**6,648**	**19,155**	**(8,442)**	**(14,409)**	**(18,800)**	**3,159**	**36,314**
Balances brought forward at 1st April 2023		35,476	4,245	6,038		8,442	47,734	19,122	121,057	*84,743*
Balances carried forward at 31st March 2024		**53,571**	**5,157**	**12,686**	**19,155**	**(0)**	**33,325**	**322**	**124,216**	*121,057*

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

	Notes	£	2024 £	£	2023 £
Fixed assets	7		4,181		2,544
Current assets					
Balances with bankers		120,385		120,092	
Sundry Debtors		461		-	
Cash in hand		79		79	
Total current assets		120,925		120,171	
Creditors: amounts falling due within one year					
Creditors	9	890		1,658	
		890		1,658	
Net current assets			120,035		118,513
Total assets less current liabilities			124,216		121,057
Unrestricted funds					
General fund			53,571		35,476
Restricted funds					
Peoples Health Trust			5,157		4,245
NATW			33,325		47,734
A4A			19,155		-
PPT			-		8,442
NLCF fund			12,686		6,038
NHS Fund			322		19,122
			124,216		121,057

These financial statements were approved by the Trustees on 29th October 2024 and signed on their behalf by:

.....
Chairman (Carol Edgell)

.....
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2024

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

2. Donations and legacies

	Unrestricted Fund	Restricted Funds							
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Donations, grants, gifts and legacies	31,631	16,793	55,424	19,155	-	-	-	123,003	*156,054*
	31,631	16,793	55,424	19,155	-	-	-	123,003	*156,054*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds							
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Fund raising costs	431	-	-	-	-	-	-	431	*3,707*
	431	-	-	-	-	-	-	431	*3,707*

4. Expenditure on:
Charitable activities

In furtherance of the Charity's objectives.	Unrestricted Fund	Restricted Funds							
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	PPT £	NATW £	NHS Fund £	**2024 Total £**	*2023 Total £*
Salary and national insurance	(2,073)	10,740	41,288		5,440	8,152	14,046	77,592	79,602
Pensions	182	371	252		234	(159)	60	940	993
Professional fees	1,562	-	500		24	1,000	-	3,087	117
Telephone and postage	1,053	713	813		365	436	387	3,767	2,623
Training	-	-	373			373	-	745	2,381
Office supplies	1,209	100	-		275	274	100	1,958	2,935
Insurance and affiliation fees	1,190	139	139			139	139	1,745	1,732
Travel and motor expenses	(644)	269	2,827		341	1,088	1,744	5,625	4,705
Advertising and promotions	436	501	971		287	533	60	2,788	2,009
Office equipment and copier hire	231	553	247		253	316	372	1,971	1,914
Computer expenses	724	154	202		62	202	110	1,455	1,081
Accountancy	832	44	256		24	176	188	1,521	1,120
Sundry expenses	1,071	163	13		1,189	696	277	3,409	1,900
Rent, rates and services	3,750	2,134	894		551	1,184	1,317	9,830	10,734
Depreciation of fixtures, fittings and equipment	2,979	-						2,979	2,187
	12,503	15,881	48,776	-	9,044	14,409	18,800	119,413	*116,033*

5. Allocation of governance and support costs

	2024			*2023*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,759	7,759		*7,960*	
Pensions	94	94		*99*	
Professional fees	3,087	-	3,087	-	*117*
Office supplies	1,958	-	1,958	-	*2,935*
Insurance and affiliation fees	1,745	-	1,745	-	*1,732*
Office equipment and copier hire	1,971	-	1,971	-	*1,914*
Computer expenses	1,455	-	1,455	-	*1,081*
Accountancy	1,521	1,521		*1,120*	
Sundry expenses	3,409	-	3,409	-	*1,900*
Rent, rates and services	9,830	-	9,830	-	*10,735*
	32,828	9,374	23,455	9,179	20,414

6. Net Incoming Resources after charging:

	2024 £	*2023* £
Net incoming resources are stated after charging in the General Fund:		
Brooms Professional Services Ltd:		
independent examination	1,521	*1,120*
accountancy, taxation and consultancy	-	-
Depreciation	2,979	*2,187*
Operating lease rentals of equipment	1,971	*1,914*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2023	11,658	11,658
Additions	4,617	4,617
Disposals	-	-
At 31st March 2024	16,275	16,275
Depreciation		
At 1st April 2023	9,114	9,114
Charge for year	2,979	2,979
Disposals	-	-
At 31st March 2024	12,093	12,093
Net Book Value		
At 31st March 2024	4,181	4,181
At 31st March 2023	*2,544*	*2,544*

8. Debtors

	2024 £	*2023 £*
Sundry Debtors	461	-
	461	-

9. Creditors

	2024 £	*2023 £*
Sundry creditors, accruals and deferred income	890	*1,658*
	890	*1,658*

10. Staff costs

	2024	*2023*
	£	*£*
Salaries	77,592	*79,602*
Pension	940	*993*
Employers' national insurance	-	-
	78,532	*80,595*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

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Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

	£	2024 £	£	*2023* *£*
Income				
Grants received		119,115		*152,166*
Donations received		3,888		*3,888*
Sale of goods		-		-
		123,003		*156,054*
Deduct: Expenditure				
Salaries and National Insurance	77,592		79,602	
Pension	940		993	
Professional Fees	3,087		117	
Telephone and Postage	3,767		2,623	
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Rent, Rates and Services	9,830		10,735	
Fund Raising Costs	431		3,707	
Fixtures, Fittings and Equipment Depreciation	2,979		2,187	
Total Expenditure		119,844		*119,741*
(Deficit)/Surplus for the Year		3,159		*36,313*

Note: This page does not form part of the formal accounts.

DIAL SOUTH ESSEX

England & Wales - Charity number 1155514

Accounts

DIAL
SOUTH ESSEX

The Disability Helpline

ANNUAL REPORT
2022-2023

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Funding & Donations

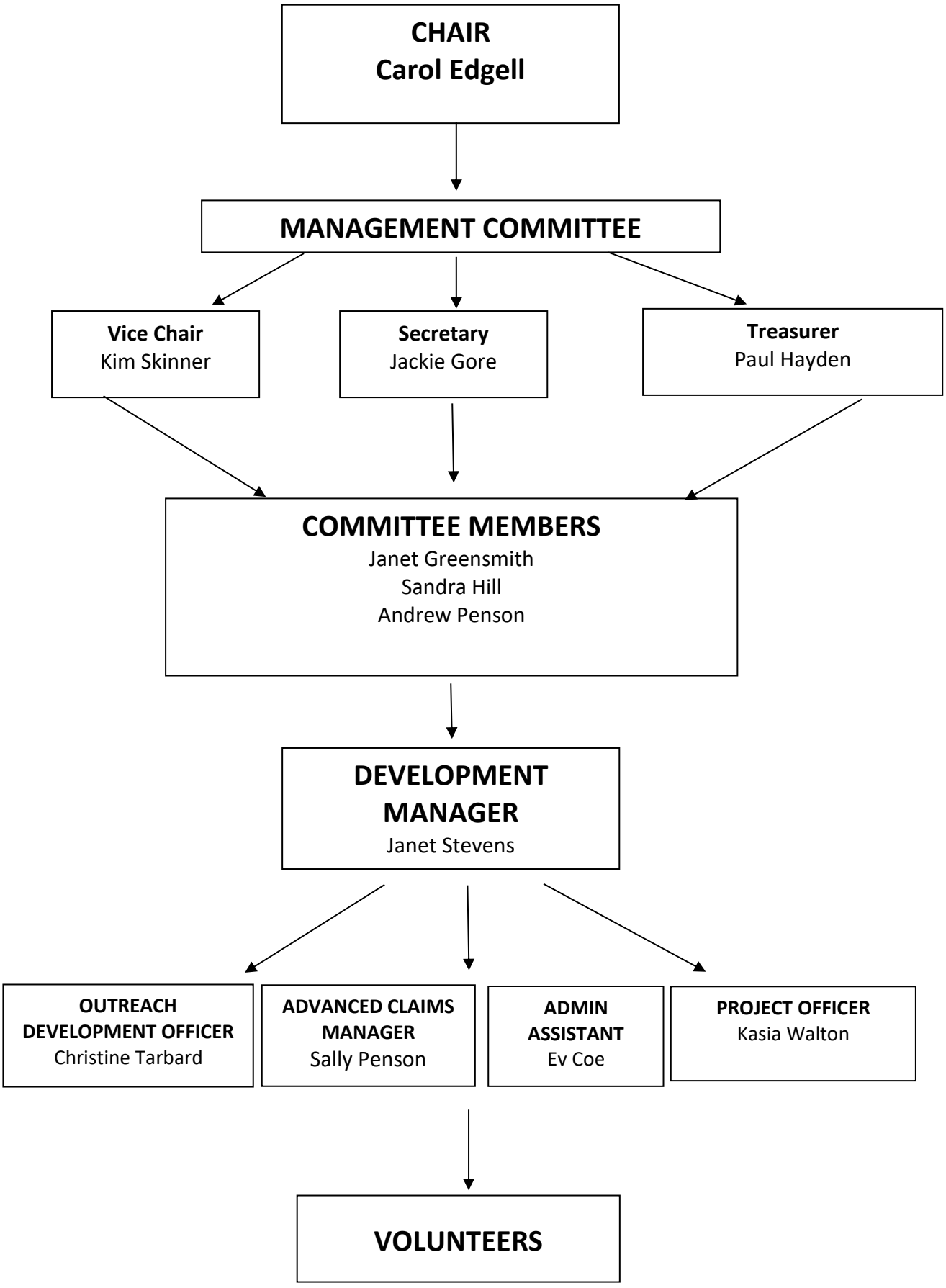
MISSION STATEMENT

DIAL provides a free, confidential, information and advice service on all issues affecting disabled people's lives, to enable and empower them to improve their quality of life and live as independently as possible. Our own unique experience of living with disability allows us to assist others with understanding and expertise.

CORE VALUES

INDIVIDUALITY	We try to respect the uniqueness of each person we work with and develop services that meet their individual needs.
EQUALITY OF OPPORTUNITY	We will actively promote the rights of each individual. We want each person to achieve their hopes and goals and make real choices towards a positive future. We believe everyone should have the opportunity to make their own contribution to the community they live in.
SUPPORT AND INDEPENDENCE	We believe in offering support to service users in ways which should minimise their reliance on input from professional services. We are committed to enabling people to make friendships, relationships and community networks.
BEST VALUE	We are committed to the continuous improvement of services which provide both quality and value for money for the community.
VALUING STAFF	We believe in the strength of teamwork and of the individual. We will work to improve the knowledge and skills of all of our staff and volunteers through training.
ACCOUNTABILITY	We are committed to working openly with service users, staff, volunteers, our management committee, and external voluntary and statutory bodies. We will work to communicate with and involve all of these people in the decisions in which they have an interest.
COMMITMENT	We strive to incorporate our values into all our policies, procedures and day-to-day working practices.

ORGANISATIONAL CHART



STAFF

Jan Stevens, **Development Manager**	Responsible for the daily running, fundraising and the development of all services at DIAL
Sally Penson **Advanced Claims Manager**	Assist clients with appeal submissions, casework and tribunal paperwork and complicated benefit enquiries
Christine Tarbard **Outreach Development Officer**	Outreach and Home Visiting Adviser dealing with a variety of issues in peoples homes and various locations in the south of the county
Kasia Walton **Project Officer**	To create social and self-help groups throughout the district and promote volunteering through the groups
Ev Coe **Admin Assistant**	Deals with the clients database, statistical information and helps all staff with various admin tasks

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

DIAL's Committee is made up of 95% disabled people. They have a wide variety of skills to help enhance the running and decision making of DIAL. All major decisions regarding the charity are taken by the Management Committee.

Carol Edgell	Chair	Retired Police Force Administrator
Jackie Gore	Secretary	Retired Pharmacy Manager & Technician
Kim Skinner	Vice Chair	Retired Service Manager
Paul Hayden	Treasurer	Retired Local Government Officer/Bookkeeper
Janet Greensmith		Retired Confectioner
Sandra Hill		Retired Accounts Clerk/Bookkeeper
Andrew Penson		Retired Mechanical Engineer

VOLUNTEERS and SERVICES

VOLUNTEERS

For 37 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

- Giving information and advice on any disability issues
- Working to influence public opinion and government policy
- Promoting disabled people's active involvement in society
- Promoting lifelong learning

DIAL promotes the role of disabled people in society by:

- Supporting them to influence decisions
- Sharing their experiences and skills within their communities and society as a whole
- Making choices

Volunteers are crucial in making sure DIAL continues to support disabled people and benefit the local community. People volunteer for many reasons, perhaps to give something back to the local community or to gain valuable experience which could help in finding future employment. Volunteers agree that volunteering with DIAL has helped towards gaining more up to date skills, experience and increased confidence.

Volunteers add value to our work with disabled people in the local community and in return can expect:

- The enjoyment of being part of a team
- A chance to meet new people, make new friends, gain confidence and increase self esteem
- To gain new skills
- The chance to use their individual talents and skills to benefit disabled people
- Personal growth and development
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that they have made a real difference

DIAL currently has a bank of 8 committed volunteers, working between 5 and 10 hours per week at the office. We also have another 9 volunteers supporting our "Coming Together" groups. Whether they are disabled themselves or have a family member or friend they care for, they are all dedicated to the work that they do and endeavour to help others cope with their problems and difficulties. DIAL promotes the importance of the role volunteers play in the organisation and encourages all volunteers to participate in training courses to benefit their work at DIAL and to increase their own knowledge, skills and confidence.

DIAL is open Monday to Friday between 10am and 3pm at its main office. Anybody is welcome to come and visit us at the office as all COVID restrictions have now been lifted. All enquiries are promptly dealt with and further information is passed on as soon as we receive it. DIAL is unique in the fact that it deals with problems relating to all disabilities and disability issues mainly by people who are disabled. This enables them to give advice with compassion and empathy and we feel that this puts us in a better position to give a top quality, specialist service to disabled people. We provide quality advice and information on a wide range of issues.

We offer a variety of projects to help as many people as possible access our service in the way best suited to them. We offer

- **General information** and advice by our office in Grays
- **Home Visiting** service for people unable to get to us for help with benefit applications and independent living advice (this is a limited service)
- **Welfare Rights Service** to help people with appeals, casework, submissions and tribunals
- **Our Outreach Service is being built up again following COVID**
- Information provided by **telephone, Email, via our website, text**
- **Social Clubs and Self-Help Groups (call office for details)** These have restarted.

The following services are available. Appointments are needed for some areas of assistance e.g. form filling, appeal casework and home visits.

- **Support, Information and Advice by friendly staff and volunteers**
- **Benefit Checks, Benefit Enquiries, Benefit Appeals and Casework**
- **Help with completion of various forms (hard copy and online)**
- **Advice on a variety of disability related subjects, e.g. equipment, leisure, access, etc**
- **Advocacy, Signposting and Referral, as necessary**

This year we have returned to all working at the main office and started opening up for face-to-face help by appointment since October 2021. We now have drop ins every day between 10am and 2pm.

CHAIRMAN'S REPORT

Everybody has now returned to the office and the trustees have become more involved and are looking at the services and ways to make improvements. This has been ongoing throughout the year.

By the end of the financial year we were still behind pre COVID figures but after opening up to drop ins and appointments the number of contacts was starting to pick up. We are continuing to use methods adopted during COVID in the office as these have proved desirable by some of our clients, e.g. telephone form completion and WhatsApp messaging and calls.

As every year I would like to say a personal thank you to everyone for all the help they have given over the last year and their commitment to DIAL.

Carol – Chairperson

TREASURERS REPORT

The accounts have improved again this year, and we finished the year with some reserves which we need to build on to give us a buffer for any difficult times ahead. DIAL aims to generate as much core funding as possible from income generation and donations/fundraising activities and we aim to enable ongoing development through project funding from other funders. The trustees will continue to monitor the level of funding being generated to ensure sufficient funds to continue to operate the service at its current level for as long as possible hoping to avoid the need to reduce levels of service to the public and to identify sources of funding to allow DIAL to expand its services.

Paul - Treasurer

Sally Penson Appeals Service

During this financial year, my appeals work continues, and I have taken over management of the Volunteers as part of my deputy managerial position.
We were pleased to welcome back one of our previous volunteers and welcomed 2 new volunteers. We are trying to increase their training and improve their advisory skills and information knowledge.
My case load continues to grow, and I am still representing and attending hearings. During the last year I have had 133 cases, 92 cases are now closed and 60 of which had successful outcomes, which generated a yearly income of £275,537 and increased my client's weekly income by over £5,299, they were all grateful to receive backpay amounting to nearly £297,230
I was left with 41 ongoing cases. Out of the 92 cases closed, 16 clients had not notified of the outcome and we had no further contact with them since their initial enquiry.

Christine Tarbard Outreach Service/Home Visiting

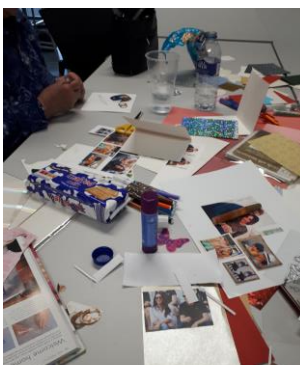
The Outreach Service and Home Visiting Service are progressing well. I continue to help people over the telephone to complete their benefit application forms and then completing additional sheets for them to attach to their forms and return. This worked very well over the COVID period and we are now giving our clients the choice of telephone or face-to-face appointments when people need help completing their benefit application forms. We are now offering home visits and are trying to build up Outreach locations again. I still work closely with Thurrock Community Support (Local Area Co-Ordinators) whose clients suffer a lot of mental health issues and who are unable to navigate the systems themselves. This causes them more anxiety and stress. I also work closely with the Social Prescribers and other voluntary organisations who operate referrals and signposting for their clients.

Kasia Walton “Coming Together” Project

The project is continuing for people living in Basildon as in the previous year and we have also opened a few groups in Thurrock. The groups provide a range of activities to build social connections between disabled people, as well as their families and carers. Activities include coffee mornings, advice and support and areas of interest of those attending, and a Young People’s Programme, to encourage social interaction. We have started a group for families with children so they can play whilst the parents share happy and sad stories, supporting each other through difficult times. There are also training sessions to develop digital skills. Participants shape the project via a user forum, evaluation workshops, and by giving individual feedback.

The groups have all reopened but many people still feel unsafe about attending so we continued using alternative methods as well to please everybody. We use instant messaging and video chats to provide a reliable network of advice and friendship. During COVID-19, whilst in person meetings were suspended, the group adapted to deliver craft packages to their usual project participants. This has grown and we now distribute packages every month to both adults and children to keep them occupied and a little competition as they enjoy sharing their work with other members. The craft packs are going to continue due to their large popularity.

We are trying to encourage those who are lonely, isolated, or interested in learning more about living with a disability or with a disabled child to join our online chats, join in with video calls and take advantage of the various activities we have on offer. We have a mixture of lonely people, retired people, people with physical disabilities and people with mental health conditions. We have created the WhatsApp group where people have 24hr contact with each other and this is working very well.



CASE STUDY

Mrs W is a 66-year-old lady who came to us with regards her claim for PIP. She had applied for PIP because she had recently been diagnosed with breast cancer and had multiple other debilitating conditions including Fibromyalgia, cervical and lumbar spondylosis, and mental health issues.

Mrs W had recently reached pension age and now receives her pension but had been refused PIP (which she had applied for prior to reaching pension age).

Mrs W's new husband was also pension age, but his Pension Credit had stopped and Mrs W's award of Carers Allowance for her husband had stopped, but she was still entitled to Carers Premium. This had affected their weekly income. We initially completed a benefit calculation which showed they were still entitled to a small amount of Pension Credit and an application was made. We also lodged an appeal against the PIP decision. Over the coming months I had correlated Mrs W's medical evidence and was in the process of preparing her appeal for hearing.

Clients then contacted me as they had been notified of a problem with the rent account and needed advice and assistance on what to do. They had accrued an exorbitant amount of rent arrears and it appeared they were not being paid the correct amount of Housing Benefit. I completed a Form of Authority and emailed the local authority asking for a breakdown of how these arrears had occurred. Shortly afterwards, I received an email stating that the reason the arrears had accrued is because they must pay the rent on their property, 4 garages and water rates, and they hadn't been covering the basic amounts.

I explained this to the client, and they couldn't understand as they feel they should be getting extra help. I said that the amount they were paying wouldn't even have covered the rent for the 4 garages, let alone cover any of the shortfall from the rent allowance. I arranged for clients to come in to discuss their case and work out how much they need to pay each month to cover the house and garage rents and water rates and try to pay some of the arrears off. The local authority and written to them telling them they had to pay £360 a month, we worked out they couldn't afford this amount, so I corresponded with the local authority, and we managed to get it down to £300 a month.

Unfortunately, their difficulties continued, and they had been issued court proceedings for the rent arrears, at this point I referred them to the Financial Inclusion Officers at the council as I was not equipped to advise any further on this specific issue. They continued to be clients with regards to the appeal for PIP.

After providing all the evidence the court needed for the PIP appeal, we had been put onto the waiting list for the hearing to be scheduled. Very shortly after we received a hearing date and Mrs W attended the hearing. Unfortunately, it was a face-to-face hearing, and it was decided that it was not economically feasible for me to attend face to face hearings due to the amount of time I would be out of the office. The Tribunal Panel decided Mrs W met the criteria for the Enhanced rates of both the Daily Living and Mobility components of PIP, backdated for 18 months and awarded for an ongoing timeframe as it was not appropriate to apply and end date. The weekly amount she was awarded was £156.90 and free car tax, she was awarded £12,653 backpay.

Following this decision, it passported her to further financial assistance. Their Pension Credit was increased, which in turn, increased their rent allowance (wiping off a considerable amount of their rent arrears) and allowing Mrs W's husband to claim the Carers Premium for his wife, increasing the amount of money the government says they need to live off.

This has changed Mrs W's life significantly, it has also reduced her mental health issues as well as clearing a great deal of debt, leaving her and her husband free to deal with their debilitating conditions and pay for any aids, adaptations or assistance they will need in the future.

STATISTICS, EVALUATION & MONITORING

These are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2022-March 2023 we saw a total of 2667 clients in the office seeking information on 4526 enquiries. We also saw another 603 people at the clubs and delivered 267 packages.

Benefit advice was again the main subject that we were contacted about accounting for nearly 50% of all enquiries received. We dealt with 2069 enquiries related to benefits, 1635 for other disability related issues and 822 enquiries for help with challenging decisions.

AREAS

Although not everybody that we deal with will give us their full details we try to get the area that they live in. We are being contacted by people from further afield including Outer Boroughs of London, Havering, Dagenham, Chelmsford and Southend. Contacts from each area are shown below;

Basildon, Billericay and Wickford	**474**
Brentwood	**78**
Castle Point	**111**
Rochford	**64**
Thurrock	**1509**
Southend	**100**
Other	**331**
Total	**2667**

WEBSITE

Our website is updated whenever possible allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with. We are currently unable to monitor the amount of people visiting the website.

BENEFITS AND GENERATED INCOME

Of the applications that we completed we have only received about a third of all results. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not take into account any additional income generated by the award of one benefit that leads to entitlement to other benefits, e.g. an award of Attendance Allowance that then leads to an entitlement to Pension Credit, Housing Benefit, etc. We can still only record the amount of the initial Attendance Allowance award for our figures as we are not informed of the rest.

Over the past year we generated a total of £1,296,165

This is made up of £723,398 from awards of benefits and back pay from forms we completed and £572,767 from successful appeals

FUNDING AND DONATIONS

We would like to thank everyone who has helped DIAL over the past year. It is becoming increasingly difficult to raise the funds needed to continue to operate, especially core funding, but we have managed to survive another year and generate more income to continue to offer our service to our clients.

We would like to say a very big thank you to our main funders listed below that have funded DIAL's work over the past year, without whose support we would not be able to continue to operate.

We would also like to thank all the individuals who have generously given donations throughout the year and those who have pledged a regular standing order donation. All money given is used for the direct benefit of the service, to help us to help the disabled, carers, older people and vulnerable members of our communities.

ESSEX COMMUNITY FOUNDATION
MID & SOUTH ESSEX COMMUNITY PARTNERSHIP FUND
THURROCK VOLUNTARY SECTOR DEVELOPMENT FUND
PEOPLE'S HEALTH TRUST
POSTCODE PLACES TRUST
GARFIELD WESTERN

WITH COMPLIMENTS

DIAL is a CHARITABLE INCORPORATED ORGANISATION

Registered Charity Number: 1155514

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2023

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2023

I report on the accounts of the Charity for the year ended 31st March 2023

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 17th October 2023

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund £	Restricted Funds: NLCF Fund £	Restricted Funds: PPT £	Restricted Funds: NATW £	Restricted Funds: NHS Fund £	2023 Total £	*2022 Total £*
Income and endowments from:									
Donations and legacies	2	37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*
Charitable activities		-	-	-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-	-	-
Investments		-	-	-	-	-	-	-	-
Total income and endowments		37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*
Expenditure on:									
Raising funds	3	3,707	-	-	-	-	-	3,707	*958*
Charitable activities	4	38,033	18,452	18,022	12,715	-	28,811	116,033	*114,667*
Other		-	-	-	-	-	-	-	-
Total expenditure		41,740	18,452	18,022	12,715	-	28,811	119,740	*115,625*
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-
Net income/(expenditure)		(3,851)	1,162	(18,022)	8,442	47,734	849	36,314	21,570
Transfers between funds		-	-	-	-	-	-	-	-
Net movement in funds		(3,851)	1,162	(18,022)	8,442	47,734	849	36,314	21,570
Balances brought forward at 1st April 2022		39,327	3,083	24,060	-	-	18,273	84,743	*63,173*
Balances carried forward at 31st March 2023		35,476	4,245	6,038	8,442	47,734	19,122	121,057	*84,743*

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

	Notes	£	2023 £	£	*2022* £
Fixed assets	7		2,544		*3,885*
Current assets					
Balances with bankers		120,092		*83,035*	
Cash in hand		79		*79*	
Total current assets		120,171		*83,114*	
Creditors: amounts falling due within one year					
Creditors	9	1,658		*2,256*	
		1,658		*2,256*	
Net current assets			118,512		*80,858*
Total assets less current liabilities			121,057		*84,743*
Unrestricted funds					
General fund			35,476		*39,327*
Restricted funds					
Peoples Health Trust			4,245		*3,083*
NATW			47,734		-
PPT			8,442		-
NLCF fund			6,038		*24,060*
NHS Fund			19,122		*18,273*
			121,057		*84,743*

These financial statements were approved by the Trustees on 17th October 2023 and signed on their behalf by:

C Edgell
Chairman (Carol Edgell)

P.L. Hayden
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

2. Donations and legacies

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	**2023 Total £**	*2022 Total £*
Donations, grants, gifts and legacies	37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*
	37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	**2023 Total £**	*2022 Total £*
Fund raising cots	3,707	-	-	-	-	-	3,707	*959*
	3,707	-	-	-	-	-	3,707	*959*

4. Expenditure on:
Charitable activities

	Unrestricted Fund	Restricted Funds						
In furtherance of the Charity's objectives.	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	**2023 Total £**	*2022 Total £*
Salary and national insurance	27,320	10,857	16,230	7,999	-	17,197	79,602	82,346
Pensions	430	191	-	200	-	172	993	864
Professional fees	33	-	-	-	-	84	117	-
Telephone and postage	1,110	430	216	280	-	588	2,623	4,290
Training	750	217	164	923	-	328	2,381	2,498
Office supplies	887	420	-	455	-	1,173	2,935	3,164
Insurance and affiliation fees	1,279	129	-	129	-	194	1,732	2,513
Travel and motor expenses	155	768	296	759	-	2,726	4,705	2,224
Advertising and promotions	120	534	30	366	-	959	2,009	1,284
Office equipment and copier hire	403	367	241	126	-	777	1,914	1,441
Computer expenses	416	221	74	148	-	221	1,081	1,332
Accountancy	383	198	149	174	-	216	1,120	1,185
Sundry expenses	151	807	-	-	-	942	1,900	1,022
Rent, rates and services	2,410	3,312	623	1,156	-	3,235	10,736	8,016
Depreciation of fixtures, fittings and equipment	2,187	-	-	-	-	-	2,187	2,487
	38,033	18,452	18,022	12,715	-	28,811	116,033	*114,666*

5. Allocation of governance and support costs

	2023			*2022*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,960	7,960		*8,235*	
Pensions	99	99		*86*	
Professional fees	117	-	117	-	-
Office supplies	2,935	-	2,935	-	*3,164*
Insurance and affiliation fees	1,732	-	1,732	-	*2,513*
Office equipment and copier hire	1,914	-	1,914	-	*1,441*
Computer expenses	1,081	-	1,081	-	*1,332*
Accountancy	1,120	1,120		*1,185*	
Sundry expenses	1,900	-	1,900	-	*1,022*
Rent, rates and services	10,736	-	10,736	-	*8,016*
	29,593	9,179	20,414	9,506	17,488

6. Net Incoming Resources after charging:

Net incoming resources are stated after charging in the General Fund:	**2023** £	*2022* £
Brooms Professional Services Ltd:		
independent examination	1,120	*1,185*
accountancy, taxation and consultancy	-	-
Depreciation	2,187	*2,487*
Operating lease rentals of equipment	1,914	*1,441*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2022	10,812	10,812
Additions	846	846
Disposals	-	-
At 31st March 2023	11,658	11,658
Depreciation		
At 1st April 2022	6,927	6,927
Charge for year	2,187	2,187
Disposals	-	-
At 31st March 2023	9,114	9,114
Net Book Value		
At 31st March 2023	2,544	2,544
At 31st March 2022	*3,885*	*3,885*

9. Creditors

	2023 £	*2022 £*
Sundry creditors, accruals and deferred income	1,658	*2,256*
	1,658	*2,256*

10. Staff costs

	2023 £	*2022* *£*
Salaries	79,602	*81,213*
Pension	993	*864*
Employers' national insurance	-	*1,135*
	80,595	*83,212*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. Peoples Health Trust - Project Title Coming Together- for building social connections, training, general advice and support and to reduce isolation.
c. National Lottery Community Fund (NLCF) is a restricted fund to identify entitlement, and help people apply for benefits and services. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
d. NHS is a restricted fund to help reduce isolation and share skill sets.
e. Postcode Places Trust (PPT) - Project Back Together - This consist of advice and advocacy, reconnecting people by befriending, centre based activities and published know how articles to develop skills.
f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

	£	2023 £	£	*2022* *£*
Income				
Grants received		152,165		*133,400*
Donations received		3,888		*3,795*
Sale of goods		-		-
		156,053		*137,195*
Deduct: Expenditure				
Salaries and National Insurance	79,602		82,346	
Pension	993		864	
Professional Fees	117		-	
Telephone and Postage	2,623		4,290	
Training	2,381		2,498	
Office Supplies	2,935		3,164	
Insurance and Affiliation Fees	1,732		2,513	
Motor and Travel	4,705		2,224	
Advertising and Promotion	2,009		1,284	
Office Equipment and Copier Lease	1,914		1,441	
Computer Costs	1,081		1,332	
Accountancy	1,120		1,185	
Sundry Expenses	1,900		1,022	
Rent, Rates and Services	10,736		8,016	
Fund Raising Costs	3,707		959	
Fixtures, Fittings and Equipment Depreciation	2,187		2,487	
Total Expenditure		119,740		*115,625*
(Deficit)/Surplus for the Year		36,314		*21,570*

Note: This page does not form part of the formal accounts.

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2023

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2023

I report on the accounts of the Charity for the year ended 31st March 2023

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 17th October 2023

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund £	Restricted Funds: NLCF Fund £	Restricted Funds: PPT £	Restricted Funds: NATW £	Restricted Funds: NHS Fund £	2023 Total £	*2022 Total £*
Income and endowments from:									
Donations and legacies	2	37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*
Charitable activities		-	-	-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-	-	-
Investments		-	-	-	-	-	-	-	-
Total income and endowments		37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*
Expenditure on:									
Raising funds	3	3,707	-	-	-	-	-	3,707	*958*
Charitable activities	4	38,033	18,452	18,022	12,715	-	28,811	116,033	*114,667*
Other		-	-	-	-	-	-	-	-
Total expenditure		41,740	18,452	18,022	12,715	-	28,811	119,740	*115,625*
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-
Net income/(expenditure)		(3,851)	1,162	(18,022)	8,442	47,734	849	36,314	21,570
Transfers between funds		-	-	-	-	-	-	-	-
Net movement in funds		(3,851)	1,162	(18,022)	8,442	47,734	849	36,314	21,570
Balances brought forward at 1st April 2022		39,327	3,083	24,060	-	-	18,273	84,743	*63,173*
Balances carried forward at 31st March 2023		35,476	4,245	6,038	8,442	47,734	19,122	121,057	*84,743*

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

	Notes	£	2023 £	£	*2022* £
Fixed assets	7		2,544		*3,885*
Current assets					
Balances with bankers		120,092		*83,035*	
Cash in hand		79		*79*	
Total current assets		120,171		*83,114*	
Creditors: amounts falling due within one year					
Creditors	9	1,658		*2,256*	
		1,658		*2,256*	
Net current assets			118,512		*80,858*
Total assets less current liabilities			121,057		*84,743*
Unrestricted funds					
General fund			35,476		*39,327*
Restricted funds					
Peoples Health Trust			4,245		*3,083*
NATW			47,734		-
PPT			8,442		-
NLCF fund			6,038		*24,060*
NHS Fund			19,122		*18,273*
			121,057		*84,743*

These financial statements were approved by the Trustees on 17th October 2023 and signed on their behalf by:

C Edgell
Chairman (Carol Edgell)

P.L. Hayden
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

2. Donations and legacies

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	**2023 Total £**	*2022 Total £*
Donations, grants, gifts and legacies	37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*
	37,888	19,614	-	21,157	47,734	29,660	156,053	*137,195*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds						
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	**2023 Total £**	*2022 Total £*
Fund raising cots	3,707	-	-	-	-	-	3,707	*959*
	3,707	-	-	-	-	-	3,707	*959*

4. Expenditure on:
Charitable activities

	Unrestricted Fund	Restricted Funds						
In furtherance of the Charity's objectives.	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	**2023 Total £**	*2022 Total £*
Salary and national insurance	27,320	10,857	16,230	7,999	-	17,197	79,602	82,346
Pensions	430	191	-	200	-	172	993	864
Professional fees	33	-	-	-	-	84	117	-
Telephone and postage	1,110	430	216	280	-	588	2,623	4,290
Training	750	217	164	923	-	328	2,381	2,498
Office supplies	887	420	-	455	-	1,173	2,935	3,164
Insurance and affiliation fees	1,279	129	-	129	-	194	1,732	2,513
Travel and motor expenses	155	768	296	759	-	2,726	4,705	2,224
Advertising and promotions	120	534	30	366	-	959	2,009	1,284
Office equipment and copier hire	403	367	241	126	-	777	1,914	1,441
Computer expenses	416	221	74	148	-	221	1,081	1,332
Accountancy	383	198	149	174	-	216	1,120	1,185
Sundry expenses	151	807	-	-	-	942	1,900	1,022
Rent, rates and services	2,410	3,312	623	1,156	-	3,235	10,736	8,016
Depreciation of fixtures, fittings and equipment	2,187	-	-	-	-	-	2,187	2,487
	38,033	18,452	18,022	12,715	-	28,811	116,033	*114,666*

5. Allocation of governance and support costs

	2023			*2022*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,960	7,960		*8,235*	
Pensions	99	99		*86*	
Professional fees	117	-	117	-	-
Office supplies	2,935	-	2,935	-	*3,164*
Insurance and affiliation fees	1,732	-	1,732	-	*2,513*
Office equipment and copier hire	1,914	-	1,914	-	*1,441*
Computer expenses	1,081	-	1,081	-	*1,332*
Accountancy	1,120	1,120		*1,185*	
Sundry expenses	1,900	-	1,900	-	*1,022*
Rent, rates and services	10,736	-	10,736	-	*8,016*
	29,593	9,179	20,414	9,506	17,488

6. Net Incoming Resources after charging:

Net incoming resources are stated after charging in the General Fund:	**2023** £	*2022* £
Brooms Professional Services Ltd:		
independent examination	1,120	*1,185*
accountancy, taxation and consultancy	-	-
Depreciation	2,187	*2,487*
Operating lease rentals of equipment	1,914	*1,441*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2022	10,812	10,812
Additions	846	846
Disposals	-	-
At 31st March 2023	11,658	11,658
Depreciation		
At 1st April 2022	6,927	6,927
Charge for year	2,187	2,187
Disposals	-	-
At 31st March 2023	9,114	9,114
Net Book Value		
At 31st March 2023	2,544	2,544
At 31st March 2022	*3,885*	*3,885*

9. Creditors

	2023 £	*2022 £*
Sundry creditors, accruals and deferred income	1,658	*2,256*
	1,658	*2,256*

10. Staff costs

	2023 £	*2022* *£*
Salaries	79,602	*81,213*
Pension	993	*864*
Employers' national insurance	-	*1,135*
	80,595	*83,212*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. Peoples Health Trust - Project Title Coming Together- for building social connections, training, general advice and support and to reduce isolation.
c. National Lottery Community Fund (NLCF) is a restricted fund to identify entitlement, and help people apply for benefits and services. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
d. NHS is a restricted fund to help reduce isolation and share skill sets.
e. Postcode Places Trust (PPT) - Project Back Together - This consist of advice and advocacy, reconnecting people by befriending, centre based activities and published know how articles to develop skills.
f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

	£	2023 £	£	*2022* *£*
Income				
Grants received		152,165		*133,400*
Donations received		3,888		*3,795*
Sale of goods		-		-
		156,053		*137,195*
Deduct: Expenditure				
Salaries and National Insurance	79,602		82,346	
Pension	993		864	
Professional Fees	117		-	
Telephone and Postage	2,623		4,290	
Training	2,381		2,498	
Office Supplies	2,935		3,164	
Insurance and Affiliation Fees	1,732		2,513	
Motor and Travel	4,705		2,224	
Advertising and Promotion	2,009		1,284	
Office Equipment and Copier Lease	1,914		1,441	
Computer Costs	1,081		1,332	
Accountancy	1,120		1,185	
Sundry Expenses	1,900		1,022	
Rent, Rates and Services	10,736		8,016	
Fund Raising Costs	3,707		959	
Fixtures, Fittings and Equipment Depreciation	2,187		2,487	
Total Expenditure		119,740		*115,625*
(Deficit)/Surplus for the Year		36,314		*21,570*

Note: This page does not form part of the formal accounts.

DIAL SOUTH ESSEX

England & Wales - Charity number 1155514

Accounts

DIAL
SOUTH ESSEX

THE DISABILITY HELPLINE

ANNUAL REPORT
2021-2022

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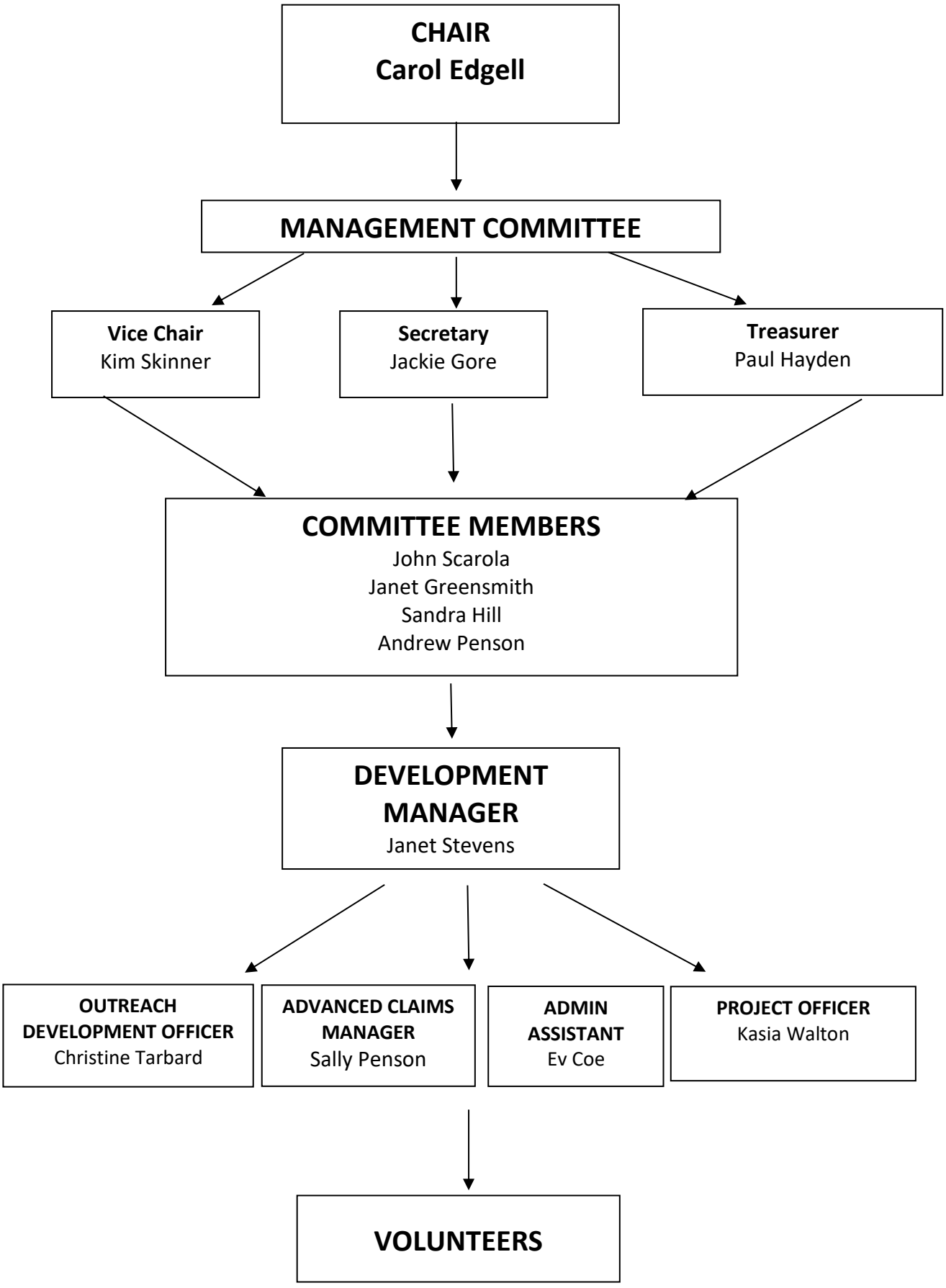
MISSION STATEMENT

DIAL provides a free, confidential, information and advice service on all issues affecting disabled people's lives, to enable and empower them to improve their quality of life and live as independently as possible. Our own unique experience of living with disability allows us to assist others with understanding and expertise.

CORE VALUES

INDIVIDUALITY	We try to respect the uniqueness of each person we work with and develop services that meet their individual needs.
EQUALITY OF OPPORTUNITY	We will actively promote the rights of each individual. We want each person to achieve their hopes and goals and make real choices towards a positive future. We believe everyone should have the opportunity to make their own contribution to the community they live in.
SUPPORT AND INDEPENDENCE	We believe in offering support to service users in ways which should minimise their reliance on input from professional services. We are committed to enabling people to make friendships, relationships and community networks.
BEST VALUE	We are committed to the continuous improvement of services which provide both quality and value for money for the community.
VALUING STAFF	We believe in the strength of teamwork and of the individual. We will work to improve the knowledge and skills of all of our staff and volunteers through training.
ACCOUNTABILITY	We are committed to working openly with service users, staff, volunteers, our management committee, and external voluntary and statutory bodies. We will work to communicate with and involve all of these people in the decisions in which they have an interest.
COMMITMENT	We strive to incorporate our values into all our policies, procedures and day-to-day working practices.

ORGANISATIONAL CHART



STAFF

Jan Stevens, **Development Manager**	Responsible for the daily running, fundraising and the development of all services at DIAL
Sally Penson **Advanced Claims Manager**	Assist clients with appeal submissions, casework and tribunal paperwork and complicated benefit enquiries
Christine Tarbard **Outreach Development Officer**	Outreach Adviser dealing with a variety of disability issues in various locations in the south of the county
Kasia Walton **Project Officer**	To create social and self-help groups throughout the district and promote volunteering through the groups
Ev Coe **Admin Assistant**	Deals with the clients database, statistical information and helps all staff with various admin tasks

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

DIAL's Committee is made up of 95% disabled people. They have a wide variety of skills to help enhance the running and decision making of DIAL. All major decisions regarding the charity are taken by the Management Committee.

Carol Edgell	Chair	Retired Police Force Administrator
Jackie Gore	Secretary	Retired Pharmacy Manager & Technician
Kim Skinner	Vice Chair	Retired Service Manager
Paul Hayden	Treasurer	Retired Local Government Officer/Bookkeeper
John Scarola		Councillor/Retired Ford Union Representative
Janet Greensmith		Retired Confectioner
Sandra Hill		Retired Accounts Clerk/Bookkeeper
Andrew Penson		Retired Mechanical Engineer

VOLUNTEERS and SERVICES

VOLUNTEERS

For 36 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

- Giving information and advice on any disability issues
- Working to influence public opinion and government policy
- Promoting disabled people's active involvement in society
- Promoting lifelong learning

DIAL promotes the role of disabled people in society by:

- Supporting them to influence decisions
- Sharing their experiences and skills within their communities and society as a whole
- Making choices

Volunteers are crucial in making sure DIAL continues to support disabled people and benefit the local community. People volunteer for many reasons, perhaps to give something back to the local community or to gain valuable experience which could help in finding future employment. Volunteers agree that volunteering with DIAL has helped towards gaining more up to date skills, experience and increased confidence.

Volunteers add value to our work with disabled people in the local community and in return can expect:

- The enjoyment of being part of a team
- A chance to meet new people, make new friends, gain confidence and increase self esteem
- To gain new skills
- The chance to use their individual talents and skills to benefit disabled people
- Personal growth and development
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that they have made a real difference

DIAL currently has a bank of 8 committed volunteers, working between 5 and 10 hours per week. Whether they are disabled themselves or have a family member or friend they care for, they are all dedicated to the work that they do and endeavour to help others cope with their problems and difficulties. DIAL promotes the importance of the role volunteers play in the organisation and encourages all volunteers to participate in training courses to benefit their work at DIAL and to increase their own knowledge, skills and confidence.

SERVICES

DIAL is normally open Monday to Friday between 10am and 3pm at its main office. Normally anybody is welcome to come and visit us at the office but due to COVID restrictions people can now only contact us by telephone, text, email or letter as all face-to-face services have been restricted. All enquiries are promptly dealt with and further information is passed on as soon as we receive it. DIAL is unique in the fact that it deals with problems relating to all disabilities and disability issues mainly by people who are disabled. This enables them to give advice with compassion and empathy and we feel that this puts us in a better position to give a top quality, specialist service to disabled people. We provide quality advice and information on a wide range of issues.

We offer a variety of projects to help as many people as possible access our service in the way best suited to them. We offer

- **General information** and advice by our office in Grays
- **Home Visiting** service for people unable to get to us for help with benefit applications and independent living advice (this is currently a very limited service)
- **Welfare Rights Service** to help people with appeals, casework, submissions and tribunals
- **All our Outreach Service is currently suspended due to COVID**
- Information provided by **telephone, Email, via our website, text**
- **Social Clubs and Self-Help Groups (call office for details)** These have restarted from August 2022

The following services are available. Appointments are needed for some areas of assistance e.g. form filling, appeal casework and home visits.

- **Support, Information and Advice by friendly staff and volunteers**
- **Benefit Checks, Benefit Enquiries, Benefit Appeals and Casework**
- **Help with completion of various forms (hard copy and online)**
- **Advice on a variety of disability related subjects, e.g. equipment, leisure, access, etc**
- **Advocacy, Signposting and Referral, as necessary**

Unfortunately, most of these services haven't operated over the past year due to the pandemic and the lockdown. We have continued to operate the main service whilst working from home by telephone, email and face to face calls. We have returned to working at the main office since August 2021 and started opening up for face-to-face help by appointment only since October 2021.

CHAIRMAN'S REPORT

Due to the Covid Pandemic this is again obviously not a very long report. We were able to continue due to the staff being able to work from home but unfortunately only a few of the volunteers were able to help via certain apps being installed on their phones to allow them to speak with the clients. The trustees continued to be involved and updated by various means that included telephone, email and Zoom with a couple of socially distanced, in person meetings taking place later in the year.

We did return to the offices in August and volunteers returned as well as the staff. Some volunteers didn't feel ready to return as they were still worried by the risk of COVID. We have lost 4 volunteers who have said they will not be coming back as they feel they can no longer cope in the office atmosphere.

By the end of the financial year we were back seeing people by appointment only and the number of contacts was starting to pick up. Only time will tell as to what will be possible in the future, and hopefully we can be flexible enough to cope with whatever is thrown at us and continue to operate for many years to come.

As every year I would like to say a personal thank you to everyone for all the help they have given over the last year.

Carol – Chairperson

TREASURERS REPORT

The accounts have improved again this year and we have gained additional funding for our work throughout the pandemic. We finished the year with some reserves which we need to build on to give us a buffer for any difficult times ahead. DIAL aims to generate as much core funding as possible from income generation and donations/fundraising activities and we aim to enable ongoing development through project funding from other funders. The trustees will continue to monitor the level of funding being generated to ensure sufficient funds to continue to operate the service at its current level for as long as possible hoping to avoid the need to reduce levels of service to the public and to identify sources of funding to allow DIAL to expand its services.

Paul - Treasurer

Sally Penson Appeals Service

During the final year of our NLCF project, I was required to continue with Appeals and Representation of clients, and representing clients in court. Most of these were carried out over the phone or via TEAMS.
In August 2021, we had returned to the office after 17 months of working from home as a result of the COVID19 pandemic.
In October we were able to meet with clients face to face for the first time in 19 months. We had COVID restrictions in place, but this still enabled us to help our clients to the fullest. It was great to get back into the office and to have our DIAL family back together. Unfortunately, some of our volunteers had decided they did not wish to return.
During our final year I have had 122 cases, 83 of these cases are now closed, 50 of which cases had successful outcomes, which generated a yearly income of £136,120 and increased my client's weekly income by over £3,460 and they were grateful to receive back pay amounting to nearly £180,000. I was left with 39 cases to carry over to the next financial year.

Christine Tarbard Outreach Service

The Outreach Service and Home Visiting Service was progressing well until we were forced to close them due to COVID. I have continued to help people as best as possible over the telephone and still completed their benefit application forms by asking questions over the phone and then completing additional sheets for them to attach to their forms and return. This has worked very well over the past year and we are now giving our clients the choice of telephone or face to face appointments when people need help completing their benefit application forms. We returned to the office in August and as we are still unable to offer home visits or attend any previous outreach locations I have continued to work in the main office helping clients. I still work closely with Thurrock Community Support (Local Area Co-Ordinator's) whose clients suffer a lot of mental health issues and who are unable to navigate the systems themselves. This causes them more anxiety and stress. I also work closely with the Social Prescribers and other voluntary organisations who operate referrals and signposting for their clients.

Kasia Walton “Coming Together” Project

The project is continuing for people living in Basildon and we have secured funding to open more groups in Thurrock. The groups provide a range of activities to build social connections between disabled people, as well as their families and carers. Activities include coffee mornings, advice and support and areas of interest of those attending, and a Young People’s Programme, to encourage social interaction. We have started a group for families with children so they can play whilst the parents share happy and sad stories, supporting each other through difficult times. There are also training sessions to develop digital skills. Participants shape the project via a user forum, evaluation workshops, and by giving individual feedback.

Once COVID hit I had to stop holding the meetings and designed a way for people to keep in touch and participate in activities together to ease the stresses imposed by lockdown. The groups reopened in August but many people still felt unsafe about attending so we continued using the alternative methods as well to please everybody. We use instant messaging and video chats to provide a reliable network of advice and friendship. During COVID-19, whilst in person meetings were suspended, the group adapted to deliver craft packages to their usual project participants. This has grown and we now distribute packages every month to both adults and children to keep them occupied and a little competition as they enjoy sharing their work with other members. The craft packs are going to continue due to their large popularity.

We are trying to encourage those who are lonely, isolated or interested in learning more about living with a disability or with a disabled child to join our online chats, join in with video calls and take advantage of the various activities we have on offer. We have a mixture of lonely people, retired people, people with physical disabilities and people with bad mental health conditions. We have created the WhatsApp group where people have 24hr contact with each other and this is working very well.

CASE STUDY

Mr G is a 51-year-old man who suffers from PTSD, chronic anxiety and OCD, brain fog and stomach problems. He is in receipt of Employment & Support Allowance, with the Support Group component.

Mr G had made an application for Personal Independence Payment (PIP) in December 2019, unfortunately his application was unsuccessful.

In 2021, he made another application for Personal Independence Payment and was sent another 'How your disability affects you' questionnaire. After several months of trying to complete the form himself and calling DWP explaining he has been unable to complete the form in the allotted timeframe due to the severity of his mental health issues, he contacted our organisation for assistance.

We had multiple extensive telephone calls with Mr G, prior to his appointment, this involved us spending much of the time reassuring him we were going to help him as much as we could, however he still created problems that were unlikely to arise.

A few days before his appointment he called and stated he didn't think he would be able to come to the appointment, due the heightened anxiety he was experiencing but he was also in a state of panic as PIP had been very understanding with regards to his issues and he was aware the form needed to go back. It was becoming increasingly evident that a telephone appointment would not be suitable as he flitted from one thing to another and would often call again later that same day as he had forgotten to tell us something, therefore I made an arrangement with him.

Mr G was to go through the PIP form and answer each question and email it to me so I could read it through, change it if necessary and print it off.

Following the telephone conversation, we had where we made the arrangement to help via email, Mr G received a text message from the assessment centre stating he had an appointment 2 weeks later. This sent Mr G into a further panic as he had not completed the form and it was unlikely he was going to have it done by the assessment date.

I reassured Mr G and said I would contact the assessment centre to ask them if he could have another date as his anxiety was preventing him from being able to participate in assessment on the original date. A new appointment was scheduled. This allowed Mr G the time to get all the information to me.

Once I had received, proofread, printed and collated the pages, I wrote a letter to PIP and the Medical Assessment Services explaining the difficulties Mr G has and sent all the provided information and evidence via special delivery to ensure they were received in time for the assessment.

Mr G participated in the assessment and a few weeks later I received an email stating he had been awarded the Standard Rate Daily Living and Standard Rate Mobility of PIP. He was so happy with the help he had received but felt a couple of the descriptors were awarded wrongly, but he didn't want to appeal the decision, he was just over the moon he had been awarded something.

Mr G emailed a few weeks later as he was now concerned that the award for PIP was going to adversely affect his ESA award. I explained PIP is non means tested and that it will not affect his ESA, this reassured him and he said he was so happy he asked for the help when he did but wished he had sooner as it could've prevented a lot of unnecessary anxiety and stress.

STATISTICS, EVALUATION & MONITORING

Below are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2021-March 2022 we saw a total of 1879 clients seeking information on 4378 enquiries. We also saw another 73 people at the clubs and delivered 188 packages.

The total of enquiries is broken down as follows;

SUBJECT AREA	2021-2022
ACCESS	0
AIDS & ADAPTATIONS	35
APPEALS	421
MANDATORY RECONSIDERATIONS	142
SSCS1 FORMS	105
COMMUNITY CARE	118
ENERGY	17
EDUCATION	13
EMPLOYMENT	12
FINANCIAL	105
HOLIDAYS	6
HOUSING	92
LEGAL	22
MEDICAL	48
MOBILITY	44
BLUE BADGE	229
PERSONAL	7
RADAR KEYS	19
TRANSPORT	47
VOLUNTARY SERVICES/ORGANISATIONS	170
BENEFITS (VARIOUS)	2634
OTHER	92
TOTAL	4378

Benefit advice was again the main subject that we were contacted about accounting for 60% of all enquiries received. We were contacted by more people under retirement age. This year we dealt with 443 people over the age of 65 and 1436 people under 65.

AREAS

Although not everybody that we deal with will give us their full details we try to get the area that they live in. We are being contacted by people from further afield including Outer Boroughs of London, Havering, Dagenham, Chelmsford and Southend. Contacts from each area are shown below;

Basildon, Billericay and Wickford	**376**
Brentwood	**56**
Castle Point	**84**
Rochford	**50**
Thurrock	**1061**
Southend	**85**
Other	**167**
Total	**1879**

WEBSITE

Our website is regularly updated allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with.

BENEFITS AND GENERATED INCOME

Of the applications that we completed we have only received about a third of all results. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not take into account any additional income generated by the award of one benefit that leads to entitlement to other benefits, e.g. an award of Attendance Allowance that then leads to an entitlement to Pension Credit, Housing Benefit, etc. We can still only record the amount of the initial Attendance Allowance award for our figures as we are not informed of the rest.

Over the past year we generated a total of £1,299,367

This is made up of £1,119,441 from awards of benefits and back pay from forms we completed and £179,926 from successful appeals

FUNDING AND DONATIONS

We would like to thank everyone who has helped DIAL over the past year. It is becoming increasingly difficult to raise the funds needed to continue to operate, especially core funding, but we have managed to survive another year and generate more income to continue to offer our service to our clients.

We would like to say a very big thank you to our main funders listed below that have funded DIAL's work over the past year, without whose support we would not be able to continue to operate.

We would also like to thank all the individuals who have generously given donations throughout the year and those who have pledged a regular standing order donation. All money given is used for the direct benefit of the service, to help us to help the disabled, carers, older people and vulnerable members of our communities.

ESSEX COMMUNITY FOUNDATION
MID & SOUTH ESSEX COMMUNITY PARTNERSHIP FUND
VOLUNTARY SECTOR DEVELOPMENT FUND
PEOPLE'S HEALTH TRUST
NATIONAL LOTTERY COMMUNITY FUND
GARFIELD WESTERN
UNITED WAY

WITH COMPLIMENTS

DIAL IS A CHARITABLE INCORPORATED ORGANISATION

REGISTERED CHARITY NUMBER: 1155514

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2022

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2022

I report on the accounts of the Charity for the year ended 31st March 2022

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 12th July 2022

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund £	Restricted Funds: NLCF Fund £	Restricted Funds: NHS Fund £	2022 Total £	*2021 Total £*
Income and endowments from:							
Donations and legacies	2	23,555	11,769	72,211	29,660	**137,195**	*145,370*
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
Investments		-	-	-	-	-	-
Total income and endowments		**23,555**	**11,769**	**72,211**	**29,660**	**137,195**	*145,370*
Expenditure on:							
Raising funds	3	959	-	-	-	**959**	*1,141*
Charitable activities	4	24,378	8,686	70,216	11,387	**114,667**	*112,463*
Other		-	-	-	-	-	-
Total expenditure		**25,336**	**8,686**	**70,216**	**11,387**	**115,625**	*113,604*
Net gains/(Losses) on investments		-	-	-		-	-
Net income/(expenditure)		**(1,781)**	**3,083**	**1,995**	**18,273**	**21,570**	**31,766**
Transfers between funds		-	-	-		-	-
Net movement in funds		**(1,781)**	**3,083**	**1,995**	**18,273**	**21,570**	**31,766**
Balances brought forward at 1st April 2021		41,108		22,065		63,173	*31,407*
Balances carried forward at 31st March 2022		**39,327**	**3,083**	**24,060**	**18,273**	**84,743**	*63,173*

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

	Notes	£	2022 £	£	*2021* £
Fixed assets	7		3,885		*5,188*
Current assets					
Balances with bankers		83,035		*60,672*	
Cash in hand		79		*79*	
Total current assets		83,114		*60,751*	
Creditors: amounts falling due within one year					
Creditors	9	2,256		*2,766*	
		2,256		*2,766*	
Net current assets			80,858		*57,985*
Total assets less current liabilities			84,743		*63,173*
Unrestricted funds					
General fund			39,327		*39,787*
Restricted funds					
Peoples Health Trust			3,083		-
NLCF fund			24,060		*23,295*
NHS Fund			18,273		
			84,743		*63,082*

These financial statements were approved by the Trustees on 12th July 2022 and signed on their behalf by:

C E Edgell
.....
Chairman (Carol Edgell)

P. L Hayden
.....
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

2. Donations and legacies

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £	**2022 Total £**	*2021 Total £*
Donations, grants, gifts and legacies	23,555	11,769	72,211	29,660	137,195	*145,370*
	23,555	11,769	72,211	29,660	137,195	*145,370*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £	**2022 Total £**	*2021 Total £*
Fund raising cots	959	-	-	-	959	*1,141*
	959	-	-	-	959	*1,141*

4. Expenditure on:
Charitable activities

In furtherance of the Charity's objectives.	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £	**2022 Total £**	*2021 Total £*
Salary and national insurance	10,962	6,097	56,742	8,544	82,346	77,760
Pensions	343	109	314	98	864	1,318
Professional fees	-	-	-	-	-	4,272
Telephone and postage	2,140	385	1,338	428	4,290	3,032
Training	20	-	2,478	-	2,498	3,175
Office supplies	1,785	60	1,214	105	3,164	2,549
Insurance and affiliation fees	1,729	125	475	185	2,513	1,244
Travel and motor expenses	409	249	1,212	353	2,224	1,497
Advertising and promotions	281	70	563	370	1,284	1,361
Office equipment and copier hire	173	144	854	270	1,441	1,692
Computer expenses	318	129	757	129	1,332	1,396
Accountancy	873	18	252	42	1,185	1,120
Sundry expenses	177	415	30	400	1,022	3,102
Rent, rates and services	2,681	884	3,989	462	8,016	6,756
Depreciation of fixtures, fittings and equipment	2,487				2,487	2,189
	24,378	8,686	70,216	11,387	114,667	*112,463*

5. Allocation of governance and support costs

	2022			*2021*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	8,235	8,235		*7,776*	-
Pensions	86	86		*132*	-
Professional fees	-	-	-	-	*4,272*
Office supplies	3,164	-	3,164	-	*2,549*
Insurance and affiliation fees	2,513	-	2,513	-	*1,244*
Office equipment and copier hire	1,441	-	1,441	-	*1,692*
Computer expenses	1,332	-	1,332	-	*1,396*
Accountancy	1,185	1,185		*1,120*	-
Sundry expenses	1,022	-	1,022	-	*3,102*
Rent, rates and services	8,016	-	8,016	-	*6,757*
	26,994	9,506	17,488	9,028	21,012

6. Net Incoming Resources after charging:

	2022	*2021*
Net incoming resources are stated after charging in the General Fund:	£	£
Brooms Professional Services Ltd:		
independent examination	1,185	*1,120*
accountancy, taxation and consultancy	-	-
Depreciation	2,487	*2,189*
Operating lease rentals of equipment	1,441	*1,692*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2021	9,628	9,628
Additions	1,184	1,184
Disposals	-	-
At 31st March 2022	10,812	10,812
Depreciation		
At 1st April 2021	4,440	4,440
Charge for year	2,487	2,487
Disposals	-	-
At 31st March 2022	6,927	6,927
Net Book Value		
At 31st March 2022	3,885	3,885
At 31st March 2021	*5,188*	*5,188*

9. Creditors

	2022 £	*2021* £
Sundry creditors, accruals and deferred income	2,256	*2,766*
	2,256	*2,766*

10. Staff costs

	2022 £	*2021* *£*
Salaries	81,213	*77,063*
Pension	864	*1,318*
Employers' national insurance	1,135	*697*
	83,212	*79,078*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. The Peoples Health Trust is a restricted fund to supporting specialised work such as home visiting, appeals and case work and outreach locations.
c. A4A is a resticted fund to help people control their finances, claim their rightful entilements to lead to a better quaility of life.
d. NLCF is a restricted fund to identify entitlement and help people apply for benefits and services.
e NHS is a restricted fund to help reduce isolation and share skill sets.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

	£	2022 £	£	*2021* *£*
Income				
Grants received		133,400		*141,108*
Donations received		3,795		*4,263*
Sale of goods		-		-
		137,195		*145,370*
Deduct: Expenditure				
Salaries and National Insurance	82,346		77,760	
Pension	864		1,318	
Professional Fees	-		4,272	
Telephone and Postage	4,290		3,032	
Training	2,498		3,175	
Office Supplies	3,164		2,549	
Insurance and Affiliation Fees	2,513		1,244	
Motor and Travel	2,224		1,497	
Advertising and Promotion	1,284		1,361	
Office Equipment and Copier Lease	1,441		1,692	
Computer Costs	1,332		1,396	
Accountancy	1,185		1,120	
Sundry Expenses	1,022		3,102	
Rent, Rates and Services	8,016		6,757	
Fund Raising Costs	959		1,141	
Fixtures, Fittings and Equipment Depreciation	2,487		2,189	
Total Expenditure		115,625		*113,604*
(Deficit)/Surplus for the Year		21,570		*31,766*

Note: This page does not form part of the formal accounts.

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2022

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2022

I report on the accounts of the Charity for the year ended 31st March 2022

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated: 12th July 2022

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund £	Restricted Funds: NLCF Fund £	Restricted Funds: NHS Fund £	2022 Total £	*2021 Total £*
Income and endowments from:							
Donations and legacies	2	23,555	11,769	72,211	29,660	**137,195**	*145,370*
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
Investments		-	-	-	-	-	-
Total income and endowments		**23,555**	**11,769**	**72,211**	**29,660**	**137,195**	*145,370*
Expenditure on:							
Raising funds	3	959	-	-	-	**959**	*1,141*
Charitable activities	4	24,378	8,686	70,216	11,387	**114,667**	*112,463*
Other		-	-	-	-	-	-
Total expenditure		**25,336**	**8,686**	**70,216**	**11,387**	**115,625**	*113,604*
Net gains/(Losses) on investments		-	-	-		-	-
Net income/(expenditure)		**(1,781)**	**3,083**	**1,995**	**18,273**	**21,570**	**31,766**
Transfers between funds		-	-	-		-	-
Net movement in funds		**(1,781)**	**3,083**	**1,995**	**18,273**	**21,570**	**31,766**
Balances brought forward at 1st April 2021		41,108		22,065		63,173	*31,407*
Balances carried forward at 31st March 2022		**39,327**	**3,083**	**24,060**	**18,273**	**84,743**	*63,173*

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

	Notes	£	2022 £	£	*2021* £
Fixed assets	7		3,885		*5,188*
Current assets					
Balances with bankers		83,035		*60,672*	
Cash in hand		79		*79*	
Total current assets		83,114		*60,751*	
Creditors: amounts falling due within one year					
Creditors	9	2,256		*2,766*	
		2,256		*2,766*	
Net current assets			80,858		*57,985*
Total assets less current liabilities			84,743		*63,173*
Unrestricted funds					
General fund			39,327		*39,787*
Restricted funds					
Peoples Health Trust			3,083		-
NLCF fund			24,060		*23,295*
NHS Fund			18,273		
			84,743		*63,082*

These financial statements were approved by the Trustees on 12th July 2022 and signed on their behalf by:

C E Edgell
.....
Chairman (Carol Edgell)

P. L Hayden
.....
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

2. Donations and legacies

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £	**2022 Total £**	*2021 Total £*
Donations, grants, gifts and legacies	23,555	11,769	72,211	29,660	137,195	*145,370*
	23,555	11,769	72,211	29,660	137,195	*145,370*

3. Expenditure on:
Raising funds

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £	**2022 Total £**	*2021 Total £*
Fund raising cots	959	-	-	-	959	*1,141*
	959	-	-	-	959	*1,141*

4. Expenditure on:
Charitable activities

In furtherance of the Charity's objectives.	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £	**2022 Total £**	*2021 Total £*
Salary and national insurance	10,962	6,097	56,742	8,544	82,346	77,760
Pensions	343	109	314	98	864	1,318
Professional fees	-	-	-	-	-	4,272
Telephone and postage	2,140	385	1,338	428	4,290	3,032
Training	20	-	2,478	-	2,498	3,175
Office supplies	1,785	60	1,214	105	3,164	2,549
Insurance and affiliation fees	1,729	125	475	185	2,513	1,244
Travel and motor expenses	409	249	1,212	353	2,224	1,497
Advertising and promotions	281	70	563	370	1,284	1,361
Office equipment and copier hire	173	144	854	270	1,441	1,692
Computer expenses	318	129	757	129	1,332	1,396
Accountancy	873	18	252	42	1,185	1,120
Sundry expenses	177	415	30	400	1,022	3,102
Rent, rates and services	2,681	884	3,989	462	8,016	6,756
Depreciation of fixtures, fittings and equipment	2,487				2,487	2,189
	24,378	8,686	70,216	11,387	114,667	*112,463*

5. Allocation of governance and support costs

	2022			*2021*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	8,235	8,235		*7,776*	-
Pensions	86	86		*132*	-
Professional fees	-	-	-	-	*4,272*
Office supplies	3,164	-	3,164	-	*2,549*
Insurance and affiliation fees	2,513	-	2,513	-	*1,244*
Office equipment and copier hire	1,441	-	1,441	-	*1,692*
Computer expenses	1,332	-	1,332	-	*1,396*
Accountancy	1,185	1,185		*1,120*	-
Sundry expenses	1,022	-	1,022	-	*3,102*
Rent, rates and services	8,016	-	8,016	-	*6,757*
	26,994	9,506	17,488	9,028	21,012

6. Net Incoming Resources after charging:

	2022	*2021*
Net incoming resources are stated after charging in the General Fund:	£	£
Brooms Professional Services Ltd:		
independent examination	1,185	*1,120*
accountancy, taxation and consultancy	-	-
Depreciation	2,487	*2,189*
Operating lease rentals of equipment	1,441	*1,692*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2021	9,628	9,628
Additions	1,184	1,184
Disposals	-	-
At 31st March 2022	10,812	10,812
Depreciation		
At 1st April 2021	4,440	4,440
Charge for year	2,487	2,487
Disposals	-	-
At 31st March 2022	6,927	6,927
Net Book Value		
At 31st March 2022	3,885	3,885
At 31st March 2021	*5,188*	*5,188*

9. Creditors

	2022 £	*2021* £
Sundry creditors, accruals and deferred income	2,256	*2,766*
	2,256	*2,766*

10. Staff costs

	2022 £	*2021* *£*
Salaries	81,213	*77,063*
Pension	864	*1,318*
Employers' national insurance	1,135	*697*
	83,212	*79,078*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. The Peoples Health Trust is a restricted fund to supporting specialised work such as home visiting, appeals and case work and outreach locations.
c. A4A is a resticted fund to help people control their finances, claim their rightful entilements to lead to a better quaility of life.
d. NLCF is a restricted fund to identify entitlement and help people apply for benefits and services.
e NHS is a restricted fund to help reduce isolation and share skill sets.

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

	£	2022 £	£	*2021* *£*
Income				
Grants received		133,400		*141,108*
Donations received		3,795		*4,263*
Sale of goods		-		-
		137,195		*145,370*
Deduct: Expenditure				
Salaries and National Insurance	82,346		77,760	
Pension	864		1,318	
Professional Fees	-		4,272	
Telephone and Postage	4,290		3,032	
Training	2,498		3,175	
Office Supplies	3,164		2,549	
Insurance and Affiliation Fees	2,513		1,244	
Motor and Travel	2,224		1,497	
Advertising and Promotion	1,284		1,361	
Office Equipment and Copier Lease	1,441		1,692	
Computer Costs	1,332		1,396	
Accountancy	1,185		1,120	
Sundry Expenses	1,022		3,102	
Rent, Rates and Services	8,016		6,757	
Fund Raising Costs	959		1,141	
Fixtures, Fittings and Equipment Depreciation	2,487		2,189	
Total Expenditure		115,625		*113,604*
(Deficit)/Surplus for the Year		21,570		*31,766*

Note: This page does not form part of the formal accounts.

DIAL SOUTH ESSEX

England & Wales - Charity number 1155514

Accounts

DIAL
SOUTH ESSEX

THE DISABILITY HELPLINE

ANNUAL REPORT
2020-2021

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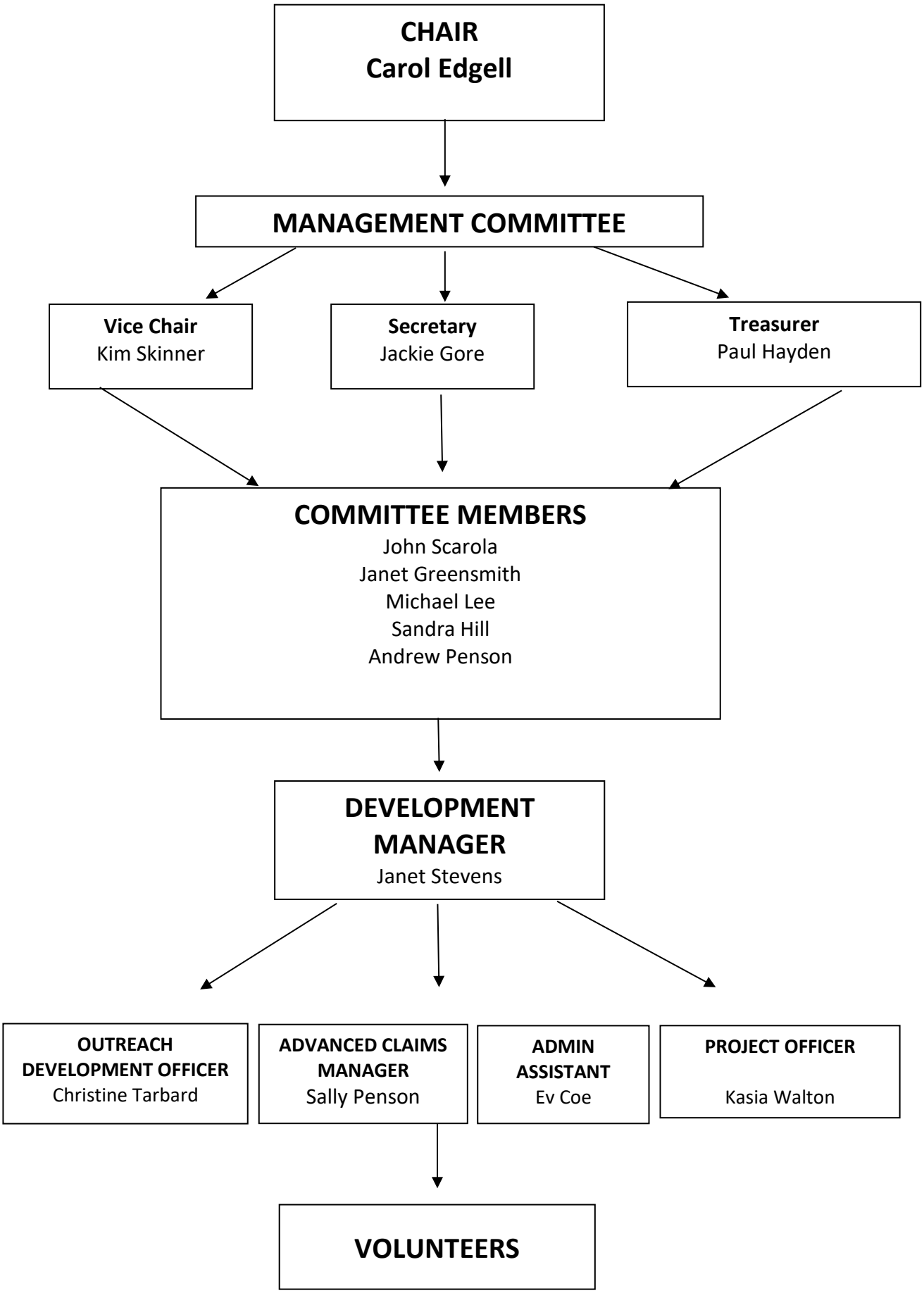
MISSION STATEMENT

DIAL provides a free, confidential, information and advice service on all issues affecting disabled people's lives, to enable and empower them to improve their quality of life and live as independently as possible. Our own unique experience of living with disability allows us to assist others with understanding and expertise.

CORE VALUES

INDIVIDUALITY	We try to respect the uniqueness of each person we work with and develop services that meet their individual needs.
EQUALITY OF OPPORTUNITY	We will actively promote the rights of each individual. We want each person to achieve their hopes and goals and make real choices towards a positive future. We believe everyone should have the opportunity to make their own contribution to the community they live in.
SUPPORT AND INDEPENDENCE	We believe in offering support to service users in ways which should minimise their reliance on input from professional services. We are committed to enabling people to make friendships, relationships and community networks.
BEST VALUE	We are committed to the continuous improvement of services which provide both quality and value for money for the community.
VALUING STAFF	We believe in the strength of teamwork and of the individual. We will work to improve the knowledge and skills of all of our staff and volunteers through training.
ACCOUNTABILITY	We are committed to working openly with service users, staff, volunteers, our management committee, and external voluntary and statutory bodies. We will work to communicate with and involve all of these people in the decisions in which they have an interest.
COMMITMENT	We strive to incorporate our values into all our policies, procedures and day-to-day working practices.

ORGANISATIONAL CHART



STAFF

Jan Stevens, Development Manager	Responsible for the daily running, fundraising and the development of all services at DIAL
Sally Penson Advanced Claims Manager	Assist clients with appeal submissions, casework and tribunal paperwork and complicated benefit enquiries
Christine Tarbard Outreach Development Officer	Outreach Adviser dealing with a variety of disability issues in various locations in the south of the county
Kasia Walton Project Officer	To create social and self-help groups throughout the district and promote volunteering through the groups
Ev Coe Admin Assistant	Deals with the clients database, statistical information and helps all staff with various admin tasks

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

DIAL's Committee is made up of 95% disabled people. They have a wide variety of skills to help enhance the running and decision making of DIAL. All major decisions regarding the charity are taken by the Management Committee.

Carol Edgell	Chair	Retired Police Force Administrator
Jackie Gore	Secretary	Pharmacy Manager & Technician
Kim Skinner	Vice Chair	Service Manager
Paul Hayden	Treasurer	Local Government Officer/Bookkeeper
John Scarola		Councillor/Retired Ford Union Representative
Janet Greensmith		Retired Confectioner
Sandra Hill		Accounts Clerk/Bookkeeper
Michael Lee		Essex League Football Team Manager
Andrew Penson		Mechanical Engineer

VOLUNTEERS and SERVICES

VOLUNTEERS

For 35 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

- Giving information and advice on any disability issues
- Working to influence public opinion and government policy
- Promoting disabled people's active involvement in society
- Promoting lifelong learning

DIAL promotes the role of disabled people in society by:

- Supporting them to influence decisions
- Sharing their experiences and skills within their communities and society as a whole
- Making choices

Volunteers are crucial in making sure DIAL continues to support disabled people and benefit the local community. People volunteer for many reasons, perhaps to give something back to the local community or to gain valuable experience which could help in finding future employment. Volunteers agree that volunteering with DIAL has helped towards gaining more up to date skills, experience and increased confidence.

Volunteers add value to our work with disabled people in the local community and in return can expect:

- The enjoyment of being part of a team
- A chance to meet new people, make new friends, gain confidence and increase self esteem
- To gain new skills
- The chance to use their individual talents and skills to benefit disabled people
- Personal growth and development
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that they have made a real difference

DIAL currently has a bank of 12 committed volunteers, working between 5 and 10 hours per week. Whether they are disabled themselves or have a family member or friend they care for, they are all dedicated to the work that they do and endeavour to help others cope with their problems and difficulties. DIAL promotes the importance of the role volunteers play in the organisation and encourages all volunteers to participate in training courses to benefit their work at DIAL and to increase their own knowledge, skills and confidence.

SERVICES

DIAL is normally open Monday to Friday between 10am and 3pm at its main office. Anybody is welcome to come and visit us at the office or contact us by telephone, text, email or letter. All enquiries are promptly dealt with and further information is passed on as soon as we receive it. DIAL is unique in the fact that it deals with problems relating to all disabilities and disability issues mainly by people who are disabled. This enables them to give advice with compassion and empathy and we feel that this puts us in a better position to give a top quality, specialist service to disabled people. We provide quality advice and information on a wide range of issues.

We offer a variety of projects to help as many people as possible access our service in the way best suited to them. We offer

- **General information** and advice, face to face, by our office in Grays
- **Home Visiting** service for people unable to get to us for help with benefit applications and independent living advice (this is currently a limited service)
- **Welfare Rights Service** to help people with appeals, casework, submissions and tribunals
- Advice Desk at **Pitsea Library** on the 4th Wednesday of each month
- Advice Desk at **Wickford Library** on the 4th Tuesday of each month
- Advice Desk at **Lifestyle & Mobility Basildon** on the 2nd and 4th Monday of each month
- Advice Desk at **Brentwood Community Hospital** on the 2nd Tuesday of each month
- Advice Desk at **South Ockendon Centre** on the 1st and 3rd Monday of each month
- Advice Desk at **Chadwell St Mary Library** on the 1st Tuesday of each month
- Advice Desk at **Tilbury Library** on the 1st Wednesday of each month
- Advice desk at **Purfleet Hub** on the 3rd Tuesday of each month
- Advice desk at **Canvey Library** on the 3rd Wednesday of each month
- Advice desk at **Rayleigh** on the 4th Thursday of each month
- Information provided by **telephone, Email, via our website, text**
- **Social Clubs and Self Help Groups (call office for details)**

The following services are available. Appointments are needed for some areas of assistance e.g. form filling, appeal casework and home visits.

- **Support, Information and Advice by friendly staff and volunteers**
- **Benefit Checks, Benefit Enquiries, Benefit Appeals and Casework**
- **Help with completion of various forms (hard copy and online)**
- **Advice on a variety of disability related subjects, e.g. equipment, leisure, access, etc**
- **Advocacy, Signposting and Referral, as necessary**

Unfortunately most of these services haven't operated over the past year due to the pandemic and the lockdown. We have continued to operate the main service whilst working from home by telephone, email and face to face calls.

CHAIRMAN'S REPORT

Due to the Covid lockdown obviously this is not a very long report this year. We were able to continue due to the staff being able to work from home, unfortunately this meant that none of the volunteers were able to come into the building, so we were unable to help as many people as we would like to have done during this time.

We did try and come back a few times during this period, but as no clients were allowed into the building we did not see the point of putting ourselves, or anyone else, at risk when we were able to do the same thing at home. I did however manage to have a few meetings with the staff over this time either by telephone or meeting at a safe distance outside. We hope to be able to return in the near future.

Only time will tell as to what will be possible in the future, and hopefully we can be flexible enough to cope with whatever is thrown at us and continue to operate for many years to come.

As every year I would like to say a personal thank you to everyone for all the help they have given over the last year.

Carol – Chairperson

TREASURERS REPORT

The accounts have improved this year and we have gained additional funding for our work throughout the lockdown. We finished the year with some reserves which we need to build on to give us a buffer for any difficult times ahead. DIAL aims to generate as much core funding as possible from income generation and donations/fundraising activities and we aim to enable ongoing development through project funding from other funders. The trustees will continue to monitor the level of funding being generated to ensure sufficient funds to continue to operate the service at its current level for as long as possible hoping to avoid the need to reduce levels of service to the public and to identify sources of funding to allow DIAL to expand its services.

Paul - Treasure

DIAL's PROJECTS

Sally Penson Appeals Service

The second year of the project came with new, unexpected challenges. We were living through a pandemic which caused us to be unable to work from our offices and having to change the way we operated as an organisation to best serve and support our clients.
I continued to work on my appeal cases from home as well as taking on new cases throughout the year.
During the first few months I assisted with the completion of forms as our volunteers were unable to continue this side of our work, but once people realised we were still available for advice and assistance with appeals etc, I reduced the amount of forms I would complete to focus on appeals and enquiries.
The tribunal service also changed the way they operated and appeals initially were heard via telephone hearings, this allowed me to continue to support my clients during the hearings as I had before the pandemic struck. In last few months, hearings have been taking place via video, I now attend hearings in this way too.
I continued to attend training courses online via Zoom and Microsoft Teams to keep up with any changes throughout the benefit system and appeals.
I have assisted with the delivery of our craft project, by distributing arts and craft packs to clients throughout the year.
My caseload has been steady and continues to do well and I have received much gratitude from everyone I have supported through their cases and beyond. Often once an appeal has been heard this is not the end of the case, there may be further questions and advice which need attending to, therefore I continue to support many clients in any way they need.
Finally, I would like to add that my current success rate for appeals remains above the national average. Over the past year I have had 115 cases, 73 (I represented 41 at hearing) of these cases are now closed, 62 of these cases had successful outcomes, which generated a yearly income of £245,466 and increased my client's weekly income by over £5,530 and they were grateful to receive back pay amounting to nearly £290,000. I was left with 42 cases to carry over to the next financial year.

Christine Tarbard Outreach Service

The Outreach Service and Home Visiting Service was progressing well. We had opened two more Outreach Desks at the libraries in Rayleigh and Canvey and these were picking up nicely when COVID-19 hit forcing us to close all outreach locations and stop home visits. I continued to help people as best as possible over the telephone and still completed their benefit application forms by asking questions over the phone and then completing additional sheets for them to attach to their forms and return. This has worked very well over the past year and is something we will give our clients the choice off when we can return to the office. I have continued to work closely with Thurrock Community Support (Local Area Co-ordinators) whose clients suffer a lot of mental health issues and who are unable to navigate the systems themselves. This causes them more anxiety and stress. I also work closely with the Social Prescribers and other voluntary organisations. I also advise their family members on help available for them as they are caring for them. I have generated a lot of financial benefit for my clients, helping to improve their quality of life and improve both their physical and mental health.

Kasia Walton “Coming Together” Project

The project is for people living in Basildon and provides a range of activities to build social connections between disabled people, as well as their families and carers. Activities include coffee mornings, advice and support and areas of interest of those attending, and a Young People’s Programme, to encourage social interaction. We are starting a second group for families with children so they can play whilst the parents share happy and sad stories, supporting each other through difficult times. There are also training sessions to develop digital skills. Participants shape the project via a user forum, evaluation workshops, and by giving individual feedback.

Once COVID hit I had to stop holding the meetings and designed a way for people to keep in touch and participate in activities together to ease the stresses imposed by lockdown.

We now use instant messaging and video chats to provide a reliable network of advice and friendship. We managed to gain additional funding to supply some of our members that had no access to the internet with tablets and mobile broadband for a year to allow them to still keep in touch with others. During COVID-19, whilst in person meetings were suspended, the group adapted to deliver craft packages to their usual project participants.

We hope the groups are able to meet in person again soon but the craft packs are going to continue due to their large popularity. We want to expand geographically and bring on more people to take part in our activities once meeting up again is allowed.

DIAL South Essex encourage those who are lonely, isolated or interested in learning more about living with a disability or with a disabled child to join our online chats, join in with video calls and take advantage of the various activities. We created the WhatsApp group where people have 24hr contact. We have a mixture of lonely people, retired people, people with physical disabilities and people with bad mental health conditions.

We hope to continue our work in ‘New Normal’ following COVID-19 and be able to get more people involved in online activities and new projects.

CASE STUDY

Mr C has suffered from a heart condition since birth, he has had many heart surgeries and is on his 5th pacemaker. However, his condition continues to deteriorate.

Mr C was placed on the heart transplant list and he made an application for Personal Independence Payment (PIP), but was declined as it was decided he could manage his personal daily living and mobilising activities. When carrying out these tasks Mr C became breathless, weak and needed to rest for several hours' or even days afterwards.

In December Mr C's conditions deteriorated so much he was being admitted to a Newcastle hospital. He was given a date a little while in advance to allow him to get his home life in order. And he would remain in hospital until after his heart transplant.

I kept on top of Mr C's case for PIP informing the DWP of every change as it happened.

In February upon admission to hospital, an advisor at the hospital helped Mr C to make a new claim for PIP and he was awarded Enhanced Rates of both the Daily Living and Mobility components, however this award only commenced from February and I was still fighting his original case.

Unfortunately in July after 5 months in hospital, Mr C became too unwell for a heart transplant and had to be removed from the waiting list. He had to have a Ventricular Assist Device (VAD) fitted to allow his heart to recover to a stage where he can be placed back on the transplant list.

Each month, Mr C has to travel from Essex to Newcastle for monitoring and further tests, so the last thing he wants or needs to be worrying about is an appeal or court hearing.

In October after 19 months of waiting, Mr C's case was heard and he was awarded the Enhanced Rates for both the Daily Living and Mobility components of PIP from March until his new claim started in February.

Mr C thanked us for our help and said it took so much weight off of his mind not having to deal with the case by himself and he was able to concentrate on his health.

STATISTICS, EVALUATION & MONITORING

Below are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2020-March 2021 we saw a total of 2880 clients seeking information on 4476 enquiries. We also saw another 345 people at the clubs

The total of enquiries is broken down as follows;

SUBJECT AREA	2020-2021
ACCESS	10
AIDS & ADAPTATIONS	54
APPEALS	1200
MANDATORY RECONSIDERATIONS	231
SSCS1 FORMS	156
COMMUNITY CARE	120
ENERGY	34
EDUCATION	6
EMPLOYMENT	12
FINANCIAL	110
HOLIDAYS	6
HOUSING	134
LEGAL	16
MEDICAL	22
MOBILITY	44
BLUE BADGE	179
PERSONAL	2
RADAR KEYS	10
TRANSPORT	42
VOLUNTARY SERVICES/ORGANISATIONS	246
BENEFITS (VARIOUS)	2751
OTHER	86
TOTAL	5471

Benefit advice was again the main subject that we were contacted about accounting for 80% of all enquiries received. We were contacted by more people under retirement age. This year we dealt with 793 people over the age of 65 and 2385 people under 65. All contacts this year were by telephone or email.

AREAS

Although not everybody that we deal with will give us their full details we try to get the area that they live in. We are being contacted by people from further afield including Outer Boroughs of London, Havering, Dagenham, Chelmsford and Southend. Contacts from each area are shown below;

Basildon, Billericay and Wickford	**806**
Brentwood	**53**
Castle Point	**128**
Rochford	**41**
Thurrock	**1935**
Southend	**72**
Other	**143**
Total	**3178**

WEBSITE

Our website is regularly updated allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with. The website is updated regularly and expanded to allow more people to find answers quickly and easily. We normally measure usage of the website but unfortunately due to a major computer issue this has not been possible.

BENEFITS AND GENERATED INCOME

Of the applications that we completed we have only received about a third of all results. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not take into account any additional income generated by the award of one benefit that leads to entitlement to other benefits, e.g. an award of Attendance Allowance that then leads to an entitlement to Pension Credit, Housing Benefit, etc. We can still only record the amount of the initial Attendance Allowance award for our figures as we are not informed of the rest.

Over the past year we generated a total of £1,241,121

This is made up of £705,655 from awards of benefits from forms we completed and back pay and £535,466 from successful appeals

FUNDING AND DONATIONS

We would like to thank everyone who has helped DIAL over the past year. It is becoming increasingly difficult to raise the funds needed to continue to operate, especially core funding, but, we have managed to survive another year and generate more income to continue to offer our service to our clients.

We would like to say a very big thank you to our main funders listed below that have funded DIAL's work over the past year, without whose support we would not be able to continue to operate.

We would also like to thank all the individuals who have generously given donations throughout the year and those who have pledged a regular standing order donation. All money given is used for the direct benefit of the service, to help us to help the disabled, carers, older people and vulnerable members of our communities.

ESSEX COMMUNITY FOUNDATION
VOLUNTARY SECTOR DEVELOPMENT FUND
AWARDS FOR ALL
NATIONAL LOTTERY COMMUNITY FUND
GARFIELD WESTERN
UNITED WAY

WITH COMPLIMENTS

DIAL IS A CHARITABLE INCORPORATED ORGANISATION

REGISTERED CHARITY NUMBER: 1155514

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2021

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2021

I report on the accounts of the Charity for the year ended 31st March 2021

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated 21st September 2021

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2021

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund	Restricted Funds: A4A Fund	Restricted Funds: NLCF Fund £	2021 Total £	*2020 Total £*
Income and endowments from:							
Donations and legacies	2	39,747	3,756	-	101,867	**145,370**	*124,843*
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
Investments		-	-	-	-	-	-
Total income and endowments		**39,747**	**3,756**	**-**	**101,867**	**145,370**	*124,843*
Expenditure on:							
Raising funds	3	917	-	-	224	**1,141**	*577*
Charitable activities	4	5,113	3,756	5,877	97,717	**112,463**	*107,107*
Other		-	-	-	-	-	-
Total expenditure		**6,030**	**3,756**	**5,877**	**97,941**	**113,604**	*107,684*
Net gains/(Losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		**33,716**	**0**	**(5,877)**	**3,927**	**31,766**	**17,159**
Transfers between funds		-	-	-	-	-	-
Net movement in funds		**33,716**	**0**	**(5,877)**	**3,927**	**31,766**	**17,159**
Balances brought forward at 1st April 2020		7,392	-	5,877	18,138	31,407	*14,248*
Balances carried forward at 31st March 2021		**41,108**	**0**	**-**	**22,065**	**63,173**	*31,407*

Disability Information Advice Line South Essex
(DIAL South Essex)
Balance Sheet as at 31st March 2021

	Notes	£	2021 £	£	2020 £
Fixed assets	7		5,188		*2,104*
Current assets					
Debtors	8	0		*1,591*	
Balances with bankers		60,672		*29,292*	
Cash in hand		79		*79*	
Total current assets		60,751		*30,962*	
Creditors: amounts falling due within one year					
Creditors	9	2,766		*1,659*	
		2,766		*1,659*	
Net current assets			57,985		*29,303*
Total assets less current liabilities			63,173		*31,407*
Unrestricted funds					
General fund			41,108		*7,392*
Restricted funds					
Peoples Health Trust			-		-
A4A			-		*5,877*
NLCF fund			22,065		*18,138*
			63,173		*31,407*

These financial statements were approved by the Trustees on 21st September 2021 and signed on their behalf by:

C E Dagell
.....
Chairman (Carol Edgell)

P. H. Hayden
.....
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2021

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2021

2. Donations and legacies

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	**2021 Total £**	*2020 Total £*
Donations, grants, gifts and legacies	39,747	3,756	-	101,867	145,370	*124,843*
	39,747	3,756	-	101,867	145,370	*124,843*

3. Expenditure on: Raising funds

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	**2021 Total £**	*2020 Total £*
Fund raising cots	917	-	-	224	1,141	*577*
	917	-	-	224	1,141	*577*

4. Expenditure on: Charitable activities

	Unrestricted Fund	Restricted Funds				
In furtherance of the Charity's objectives.	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	**2021 Total £**	*2020 Total £*
Salary and national insurance	-	3,616	3,091	71,053	77,760	70,605
Pensions	-	-	-	1,318	1,318	1,154
Professional fees	-	-	1,000	3,272	4,272	30
Telephone and postage	264	17	281	2,470	3,032	2,270
Training	81	-	284	2,811	3,175	6,824
Office supplies	858	-	165	1,526	2,549	1,596
Insurance and affiliation fees	318	-	-	926	1,244	2,990
Travel and motor expenses	-	-	91	1,406	1,497	5,077
Advertising and promotions	101	10	90	1,160	1,361	1,319
Office equipment and copier hire	519	84	84	1,004	1,692	2,565
Computer expenses	285	29	260	821	1,396	1,687
Accountancy	-	-	-	1,120	1,120	960
Sundry expenses	285	-	30	2,787	3,102	1,713
Rent, rates and services	213	-	500	6,043	6,756	7,229
Depreciation of fixtures, fittings and equipment	2,189	-	-	-	2,189	1,088
	5,113	3,756	5,877	97,717	112,463	*107,107*

5. Allocation of governance and support costs

	2021			*2020*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,776	7,776	-	*7,060*	-
Pensions	132	132	-	*115*	-
Professional fees	4,272	-	4,272	-	*30*
Office supplies	2,549	-	2,549	-	*1,596*
Insurance and affiliation fees	1,244	-	1,244	-	*2,990*
Office equipment and copier hire	1,692	-	1,692	-	*2,565*
Computer expenses	1,396	-	1,396	-	*1,687*
Accountancy	1,120	1,120	-	*960*	-
Sundry expenses	3,102	-	3,102	-	*1,713*
Rent, rates and services	6,757	-	6,757	-	*7,229*
	29,773	9,028	21,012	8,135	*17,810*

6. Net Incoming Resources after charging:

	2021 £	*2020* £
Net incoming resources are stated after charging in the General Fund:		
Brooms Professional Services Ltd:		
independent examination	1,120	*960*
accountancy, taxation and consultancy	-	-
Depreciation	2,189	*1,088*
Operating lease rentals of equipment	1,692	*2,565*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2020	4,355	4,355
Additions	5,273	5,273
Disposals	-	-
At 31st March 2021	9,628	9,628
Depreciation		
At 1st April 2020	2,251	2,251
Charge for year	2,189	2,189
Disposals	-	-
At 31st March 2021	4,440	4,440
Net Book Value		
At 31st March 2021	5,188	5,188
At 31st March 2020	*2,104*	*2,104*

8. Debtors

	2021 £	*2020 £*
Sundry debtor	-	*1,591*
	-	*1,591*

9. Creditors

	2021 £	*2020 £*
Sundry creditors, accruals and deferred income	2,766	*1,659*
	2,766	*1,659*

10. Staff costs

	2021	*2020*
	£	*£*
Salaries	77,063	*69,670*
Pension	1,318	*1,154*
Employers' national insurance	697	*935*
	79,078	*71,759*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. The Peoples Health Trust is a restricted fund to supporting specialised work such as home visiting, appeals and case work and outreach locations.
c. A4A is a resticted fund to help people control their finances, claim their rightful entilements to lead to a better quaility of life.
d. NLCF is a restricted fund to identify entitlement and help people apply for benefits and services.

Disability Information Advice Line South Essex
(DIAL South Essex)
Income and Expenditure Account for the year ended 31st March 2021

	£	2021 £	£	*2020* *£*
Income				
Grants received		141,108		*114,511*
Donations received		4,263		*10,333*
Sale of goods		-		-
		145,370		*124,844*
Deduct: Expenditure				
Salaries and National Insurance	77,760		70,605	
Pension	1,318		1,154	
Professional Fees	4,272		30	
Telephone and Postage	3,032		2,270	
Training	3,175		6,824	
Office Supplies	2,549		1,596	
Insurance and Affiliation Fees	1,244		2,990	
Motor and Travel	1,497		5,077	
Advertising and Promotion	1,361		1,319	
Office Equipment and Copier Lease	1,692		2,565	
Computer Costs	1,396		1,687	
Accountancy	1,120		960	
Sundry Expenses	3,102		1,713	
Rent, Rates and Services	6,757		7,229	
Fund Raising Costs	1,141		577	
Fixtures, Fittings and Equipment Depreciation	2,189		1,088	
Total Expenditure		113,604		*107,684*
(Deficit)/Surplus for the Year		31,766		*17,160*

Note: This page does not form part of the formal accounts.

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2021

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Trustees' Responsibilities

The trustees are required to prepare accounts for each financial year which give a true and fair view of the Charity's's financial activities during the year and of its financial position at the end of the year. In preparing those accounts, the trustees are required to:

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the accounts,

Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the Charity at any time. They also are responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiners' Report to the Trustees of Disability Information Advice Line South Essex (DIAL South Essex) for the year ended 31st March 2021

I report on the accounts of the Charity for the year ended 31st March 2021

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiners' report

My examination was carried out in accordance with the general Directons given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements:
  (a) to keep accounting records in accorance with section 130 of the Charities Act 2011; and

  (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act 2011 and the regulations made thereunder

  have not been met; or

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

Signed

Sonia Shah FCCA ACA CTA

Brooms Professional Services Ltd
Broom House
39/43 London Road
Hadleigh
Benfleet
Essex SS7 2QL

Dated 21st September 2021

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2021

Description	Note	Unrestricted Funds: General Fund £	Restricted Funds: Peoples Health Trust Fund	Restricted Funds: A4A Fund	Restricted Funds: NLCF Fund £	2021 Total £	*2020 Total £*
Income and endowments from:							
Donations and legacies	2	39,747	3,756	-	101,867	**145,370**	*124,843*
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
Investments		-	-	-	-	-	-
Total income and endowments		**39,747**	**3,756**	**-**	**101,867**	**145,370**	*124,843*
Expenditure on:							
Raising funds	3	917	-	-	224	**1,141**	*577*
Charitable activities	4	5,113	3,756	5,877	97,717	**112,463**	*107,107*
Other		-	-	-	-	-	-
Total expenditure		**6,030**	**3,756**	**5,877**	**97,941**	**113,604**	*107,684*
Net gains/(Losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		**33,716**	**0**	**(5,877)**	**3,927**	**31,766**	**17,159**
Transfers between funds		-	-	-	-	-	-
Net movement in funds		**33,716**	**0**	**(5,877)**	**3,927**	**31,766**	**17,159**
Balances brought forward at 1st April 2020		7,392	-	5,877	18,138	31,407	*14,248*
Balances carried forward at 31st March 2021		**41,108**	**0**	**-**	**22,065**	**63,173**	*31,407*

Disability Information Advice Line South Essex
(DIAL South Essex)
Balance Sheet as at 31st March 2021

	Notes	£	2021 £	£	2020 £
Fixed assets	7		5,188		*2,104*
Current assets					
Debtors	8	0		*1,591*	
Balances with bankers		60,672		*29,292*	
Cash in hand		79		*79*	
Total current assets		60,751		*30,962*	
Creditors: amounts falling due within one year					
Creditors	9	2,766		*1,659*	
		2,766		*1,659*	
Net current assets			57,985		*29,303*
Total assets less current liabilities			63,173		*31,407*
Unrestricted funds					
General fund			41,108		*7,392*
Restricted funds					
Peoples Health Trust			-		-
A4A			-		*5,877*
NLCF fund			22,065		*18,138*
			63,173		*31,407*

These financial statements were approved by the Trustees on 21st September 2021 and signed on their behalf by:

C E Dagell
.....
Chairman (Carol Edgell)

P. H. Hayden
.....
Treasurer (Paul Hayden)

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2021

1. **Accounting Policies**

a. **Accounting Convention**
The financial statements have been prepared under the historical cost convention. They have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16th July 2014, applicable accounting standards and the Charities Act 2011. They have been prepared on an accruals basis of accounting.

b. **Reconciliation with previous Generally Accepted Accounting Practice**
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

c. **Income Recognition**
Income is recognized in the period when the Charity is entitled to receipt and the amount can be measured with reasonable accuracy. In accordance with this policy:

Grants are included when the conditions for receipt have been complied with.

d. **Fund Accounting**
General funds are unrestricted funds which are available for the use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for any other purpose.

Designated funds are comprised of unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

e. Bank Deposits
Interest receivable is included in the income and expenditure account when it is received at an amount which includes any tax credit recoverable from HM Revenue & Customs. Interest received from deposits are accounted on receipt .

f.. **Expenditure Recognition**
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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings.

g. **Allocation of Support and Governance Costs**
Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

The only apportionment to governance costs relate to administrative salaries etc. which are apportioned on the basis of 10% to governance costs, based on staff time allocated to governance issues.

h. **Income Tax Reclaimed on Gift Aid**
Income tax is recovered from HMRC on income received from donations by way of the gift aid scheme during the year.

i. **Tangible Fixed Assets**
Tangible fixed assets are capitalised when the cost of such assets (excluding VAT) exceeds £200. Tangible fixed assets are stated at cost less depreciation which is provided in annual instalments over the estimated useful economic lives of the assets. Depreciation is provided at the following annual rates:

Fixtures and fittings 25% straight line.

j. **Stocks**
Stocks consist of purchased goods for resale and are stated at the lower of cost and net realisable value. Provision is made for slow-moving or obsolete items where appropriate.

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2021

2. Donations and legacies

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	**2021 Total £**	*2020 Total £*
Donations, grants, gifts and legacies	39,747	3,756	-	101,867	145,370	*124,843*
	39,747	3,756	-	101,867	145,370	*124,843*

3. Expenditure on: Raising funds

	Unrestricted Fund	Restricted Funds				
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	**2021 Total £**	*2020 Total £*
Fund raising cots	917	-	-	224	1,141	*577*
	917	-	-	224	1,141	*577*

4. Expenditure on: Charitable activities

	Unrestricted Fund	Restricted Funds				
In furtherance of the Charity's objectives.	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	**2021 Total £**	*2020 Total £*
Salary and national insurance	-	3,616	3,091	71,053	77,760	70,605
Pensions	-	-	-	1,318	1,318	1,154
Professional fees	-	-	1,000	3,272	4,272	30
Telephone and postage	264	17	281	2,470	3,032	2,270
Training	81	-	284	2,811	3,175	6,824
Office supplies	858	-	165	1,526	2,549	1,596
Insurance and affiliation fees	318	-	-	926	1,244	2,990
Travel and motor expenses	-	-	91	1,406	1,497	5,077
Advertising and promotions	101	10	90	1,160	1,361	1,319
Office equipment and copier hire	519	84	84	1,004	1,692	2,565
Computer expenses	285	29	260	821	1,396	1,687
Accountancy	-	-	-	1,120	1,120	960
Sundry expenses	285	-	30	2,787	3,102	1,713
Rent, rates and services	213	-	500	6,043	6,756	7,229
Depreciation of fixtures, fittings and equipment	2,189	-	-	-	2,189	1,088
	5,113	3,756	5,877	97,717	112,463	*107,107*

5. Allocation of governance and support costs

	2021			*2020*	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,776	7,776	-	*7,060*	-
Pensions	132	132	-	*115*	-
Professional fees	4,272	-	4,272	-	*30*
Office supplies	2,549	-	2,549	-	*1,596*
Insurance and affiliation fees	1,244	-	1,244	-	*2,990*
Office equipment and copier hire	1,692	-	1,692	-	*2,565*
Computer expenses	1,396	-	1,396	-	*1,687*
Accountancy	1,120	1,120	-	*960*	-
Sundry expenses	3,102	-	3,102	-	*1,713*
Rent, rates and services	6,757	-	6,757	-	*7,229*
	29,773	9,028	21,012	8,135	*17,810*

6. Net Incoming Resources after charging:

	2021 £	*2020* £
Net incoming resources are stated after charging in the General Fund:		
Brooms Professional Services Ltd:		
independent examination	1,120	*960*
accountancy, taxation and consultancy	-	-
Depreciation	2,189	*1,088*
Operating lease rentals of equipment	1,692	*2,565*

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2020	4,355	4,355
Additions	5,273	5,273
Disposals	-	-
At 31st March 2021	9,628	9,628
Depreciation		
At 1st April 2020	2,251	2,251
Charge for year	2,189	2,189
Disposals	-	-
At 31st March 2021	4,440	4,440
Net Book Value		
At 31st March 2021	5,188	5,188
At 31st March 2020	*2,104*	*2,104*

8. Debtors

	2021 £	*2020 £*
Sundry debtor	-	*1,591*
	-	*1,591*

9. Creditors

	2021 £	*2020 £*
Sundry creditors, accruals and deferred income	2,766	*1,659*
	2,766	*1,659*

10. Staff costs

	2021	*2020*
	£	*£*
Salaries	77,063	*69,670*
Pension	1,318	*1,154*
Employers' national insurance	697	*935*
	79,078	*71,759*

	No.	*No.*
Average number of staff during the year:		
Employee's emoluments below £60,000	5	*5*
	5	*5*

No trustee or person related or connected by business to them has received any remuneration from the Charity nor have they entered into any transaction, contract or other arrangement with the Charity during the year.

During the year, no expenses were reimbursed to the Board of Trustee members which principally represent reimbursed travelling, accommodation and subsistence expenses in attending meetings and official arrangements.

11. Funds

a. The general fund is an unrestricted fund used for general purposes.
b. The Peoples Health Trust is a restricted fund to supporting specialised work such as home visiting, appeals and case work and outreach locations.
c. A4A is a resticted fund to help people control their finances, claim their rightful entilements to lead to a better quaility of life.
d. NLCF is a restricted fund to identify entitlement and help people apply for benefits and services.

Disability Information Advice Line South Essex
(DIAL South Essex)
Income and Expenditure Account for the year ended 31st March 2021

	£	2021 £	£	*2020* *£*
Income				
Grants received		141,108		*114,511*
Donations received		4,263		*10,333*
Sale of goods		-		-
		145,370		*124,844*
Deduct: Expenditure				
Salaries and National Insurance	77,760		70,605	
Pension	1,318		1,154	
Professional Fees	4,272		30	
Telephone and Postage	3,032		2,270	
Training	3,175		6,824	
Office Supplies	2,549		1,596	
Insurance and Affiliation Fees	1,244		2,990	
Motor and Travel	1,497		5,077	
Advertising and Promotion	1,361		1,319	
Office Equipment and Copier Lease	1,692		2,565	
Computer Costs	1,396		1,687	
Accountancy	1,120		960	
Sundry Expenses	3,102		1,713	
Rent, Rates and Services	6,757		7,229	
Fund Raising Costs	1,141		577	
Fixtures, Fittings and Equipment Depreciation	2,189		1,088	
Total Expenditure		113,604		*107,684*
(Deficit)/Surplus for the Year		31,766		*17,160*

Note: This page does not form part of the formal accounts.