

**DIAL
SOUTH ESSEX
THE DISABILITY
HELPLINE**



**ANNUAL REPORT
2020-2021**

CONTENTS

Mission Statement & Core Values

Organisational Chart

Staff & Management Committee

Volunteers & Services

Chairman's Report & Treasurers Report

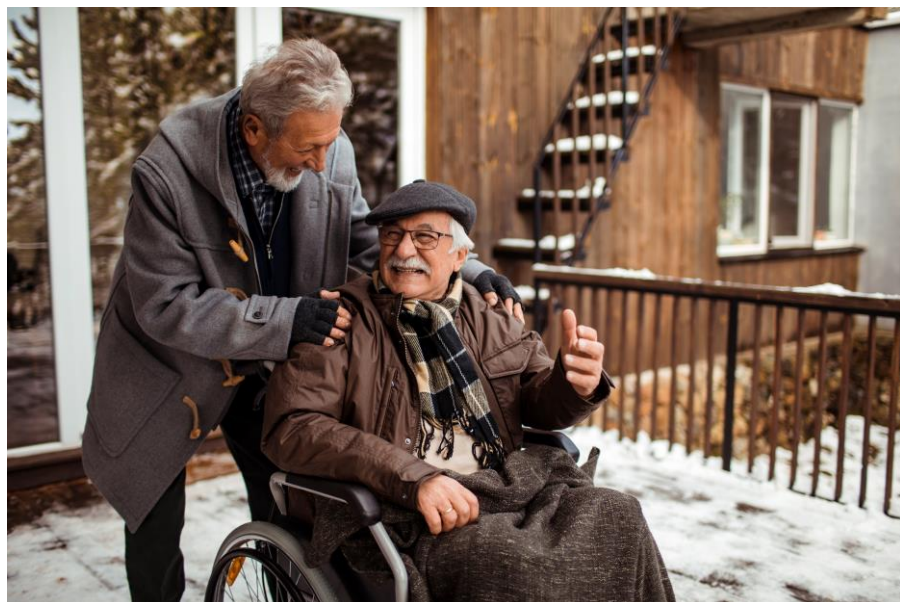
DIAL Projects

Case Study

Statistics, Evaluation & Monitoring

Generated Income

Funding & Donations



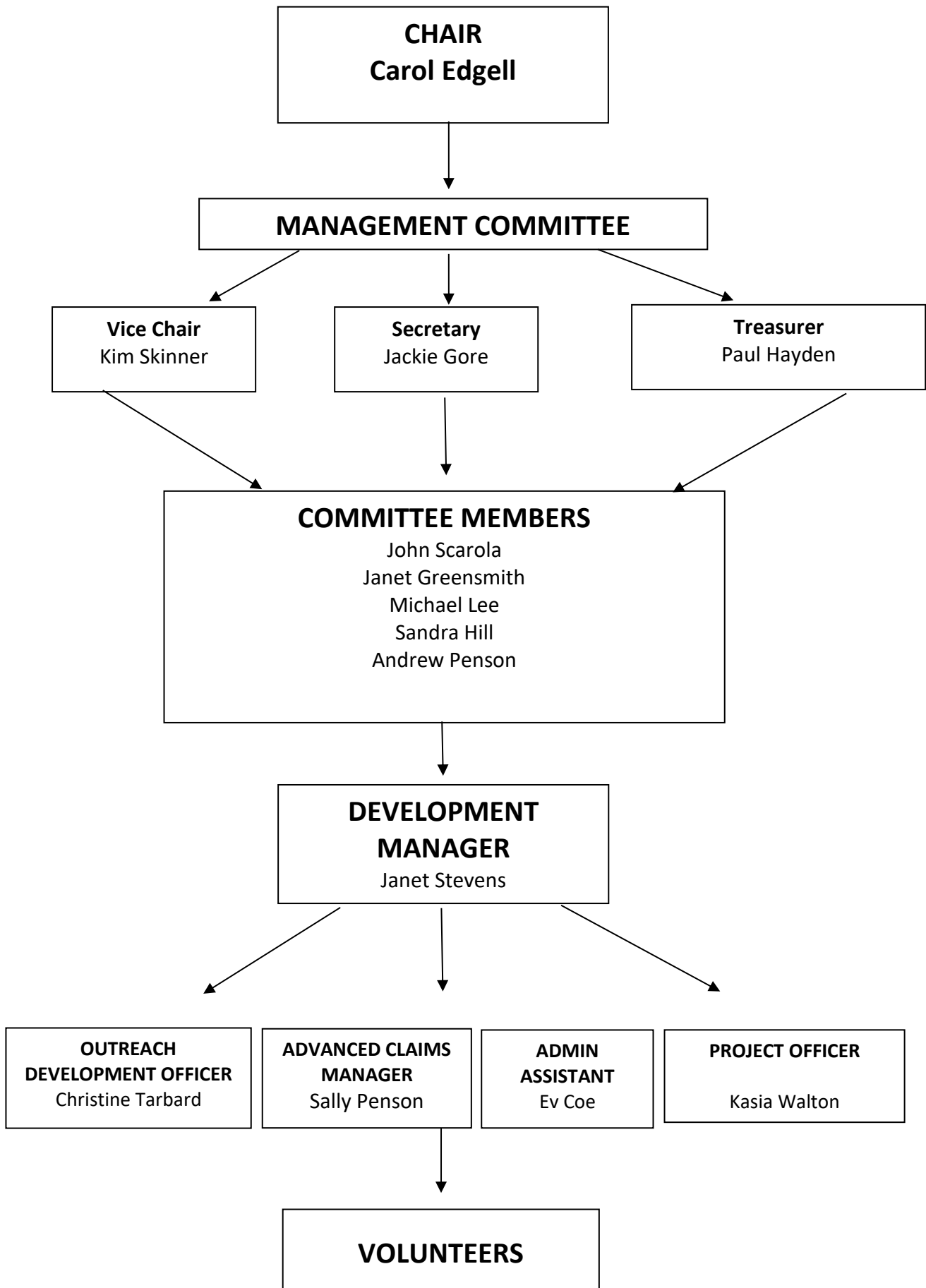
MISSION STATEMENT

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 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.

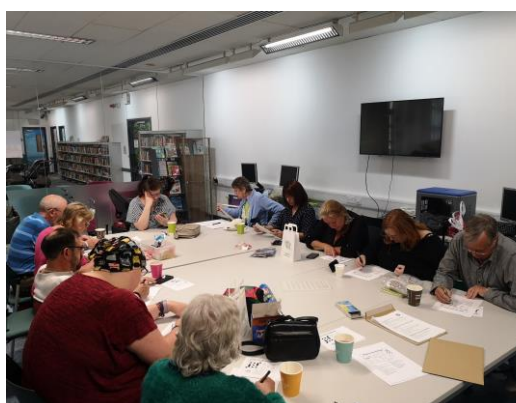
Once COVID hit I had to stop holding the meetings and designed a way for people to keep in touch and participate in activities together to ease the stresses imposed by lockdown.

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

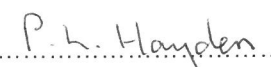
Description	Note	Unrestricted Funds	Restricted Funds			2021 Total £	2020 Total £
		General Fund £	Peoples Health Trust Fund	A4A Fund	NLCF Fund £		
Income and endowments from:							
Donations and legacies	2	39,747	3,756	-	101,867	145,370	124,843
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
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	£	<u>2021</u> £	£	<u>2020</u> £
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	
<i>Total current assets</i>		<u>60,751</u>		<u>30,962</u>	
Creditors: amounts falling due within one year					
Creditors	9	2,766		1,659	
		<u>2,766</u>		<u>1,659</u>	
<i>Net current assets</i>			57,985		29,303
<i>Total assets less current liabilities</i>			<u>63,173</u>		<u>31,407</u>
Unrestricted funds					
General fund			41,108		7,392
Restricted funds					
Peoples Health Trust			-		-
A4A			-		5,877
NLCF fund			22,065		18,138
			<u>63,173</u>		<u>31,407</u>

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


Chairman (Carol Edgell)


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
	<u>39,747</u>	<u>3,756</u>	<u>-</u>	<u>101,867</u>	<u>145,370</u>	<u>124,843</u>

**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 costs	917	-	-	224	1,141	577
	<u>917</u>	<u>-</u>	<u>-</u>	<u>224</u>	<u>1,141</u>	<u>577</u>

**4. Expenditure on:
Charitable activities**

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2021 Total £	2020 Total £
<i>In furtherance of the Charity's objectives.</i>						
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
	<u>5,113</u>	<u>3,756</u>	<u>5,877</u>	<u>97,717</u>	<u>112,463</u>	<u>107,107</u>

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

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
	<u>29,773</u>	<u>9,028</u>	<u>21,012</u>	<u>8,135</u>	<u>17,810</u>

6. Net Incoming Resources after charging:

Net incoming resources are stated after charging in the General Fund:

Brooms Professional Services Ltd:
independent examination
accountancy, taxation and consultancy
Depreciation
Operating lease rentals of equipment

	2021 £	2020 £
independent examination	1,120	960
accountancy, taxation and consultancy	-	-
Depreciation	2,189	1,088
Operating lease rentals of equipment	1,692	2,565
	<u> </u>	<u> </u>

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

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	<u>9,628</u>	<u>9,628</u>
Depreciation		
At 1st April 2020	2,251	2,251
Charge for year	2,189	2,189
Disposals	-	-
At 31st March 2021	<u>4,440</u>	<u>4,440</u>
Net Book Value		
At 31st March 2021	<u>5,188</u>	<u>5,188</u>
At 31st March 2020	<u>2,104</u>	<u>2,104</u>

8. Debtors

	2021 £	2020 £
Sundry debtor	-	1,591
	<u>-</u>	<u>1,591</u>

9. Creditors

	2021 £	2020 £
Sundry creditors, accruals and deferred income	2,766	1,659
	<u>2,766</u>	<u>1,659</u>

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

10. Staff costs

	2021 £	2020 £
Salaries	77,063	69,670
Pension	1,318	1,154
Employers' national insurance	697	935
	<u>79,078</u>	<u>71,759</u>
	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>5</u>	<u>5</u>
	<u>5</u>	<u>5</u>

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 restricted fund to help people control their finances, claim their rightful entitlements to lead to a better quality 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**

	<u>2021</u>	<u>2020</u>
	£	£
Income		
Grants received	141,108	114,511
Donations received	4,263	10,333
Sale of goods	-	-
	<u>145,370</u>	<u>124,844</u>
 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	<u>2,189</u>	<u>1,088</u>
 Total Expenditure	 113,604	 107,684
 (Deficit)/Surplus for the Year	 <u><u>31,766</u></u>	 <u><u>17,160</u></u>

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

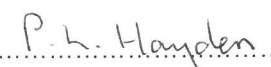
Description	Note	Unrestricted Funds		Restricted Funds		2021 Total £	2020 Total £
		General Fund £	Peoples Health Trust Fund	A4A Fund	NLCF Fund £		
Income and endowments from:							
Donations and legacies	2	39,747	3,756	-	101,867	145,370	124,843
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
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	£	<u>2021</u> £	£	<u>2020</u> £
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	
<i>Total current assets</i>		<u>60,751</u>		<u>30,962</u>	
Creditors: amounts falling due within one year					
Creditors	9	2,766		1,659	
		<u>2,766</u>		<u>1,659</u>	
<i>Net current assets</i>			57,985		29,303
<i>Total assets less current liabilities</i>			<u>63,173</u>		<u>31,407</u>
Unrestricted funds					
General fund			41,108		7,392
Restricted funds					
Peoples Health Trust			-		-
A4A			-		5,877
NLCF fund			22,065		18,138
			<u>63,173</u>		<u>31,407</u>

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


Chairman (Carol Edgell)


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
	<u>39,747</u>	<u>3,756</u>	<u>-</u>	<u>101,867</u>	<u>145,370</u>	<u>124,843</u>

**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 costs	917	-	-	224	1,141	577
	<u>917</u>	<u>-</u>	<u>-</u>	<u>224</u>	<u>1,141</u>	<u>577</u>

**4. Expenditure on:
Charitable activities**

	Unrestricted Fund		Restricted Funds			
	General Fund	Peoples Health Trust Fund	A4A Fund	NLCF Fund	2021 Total	2020 Total
	£	£	£	£	£	£
<i>In furtherance of the Charity's objectives.</i>						
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
	<u>5,113</u>	<u>3,756</u>	<u>5,877</u>	<u>97,717</u>	<u>112,463</u>	<u>107,107</u>

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

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
	<u>29,773</u>	<u>9,028</u>	<u>21,012</u>	<u>8,135</u>	<u>17,810</u>

6. Net Incoming Resources after charging:

Net incoming resources are stated after charging in the General Fund:

Brooms Professional Services Ltd:
 independent examination
 accountancy, taxation and consultancy
Depreciation
Operating lease rentals of equipment

	2021 £	2020 £
independent examination	1,120	960
accountancy, taxation and consultancy	-	-
Depreciation	2,189	1,088
Operating lease rentals of equipment	1,692	2,565
	<u> </u>	<u> </u>

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

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	<u>9,628</u>	<u>9,628</u>
Depreciation		
At 1st April 2020	2,251	2,251
Charge for year	2,189	2,189
Disposals	-	-
At 31st March 2021	<u>4,440</u>	<u>4,440</u>
Net Book Value		
At 31st March 2021	<u>5,188</u>	<u>5,188</u>
At 31st March 2020	<u>2,104</u>	<u>2,104</u>

8. Debtors

	2021 £	2020 £
Sundry debtor	-	1,591
	<u>-</u>	<u>1,591</u>

9. Creditors

	2021 £	2020 £
Sundry creditors, accruals and deferred income	2,766	1,659
	<u>2,766</u>	<u>1,659</u>

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

10. Staff costs

	2021 £	2020 £
Salaries	77,063	69,670
Pension	1,318	1,154
Employers' national insurance	697	935
	<u>79,078</u>	<u>71,759</u>
	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>5</u>	<u>5</u>
	<u>5</u>	<u>5</u>

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 restricted fund to help people control their finances, claim their rightful entitlements to lead to a better quality 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**

	<u>2021</u>	<u>2020</u>
	£	£
Income		
Grants received	141,108	114,511
Donations received	4,263	10,333
Sale of goods	-	-
	<u>145,370</u>	<u>124,844</u>
 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	<u>2,189</u>	<u>1,088</u>
 Total Expenditure	 113,604	 107,684
 (Deficit)/Surplus for the Year	 <u><u>31,766</u></u>	 <u><u>17,160</u></u>

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