

DIAL SOUTH ESSEX

The Disability Helpline



ANNUAL REPORT 2023-2024

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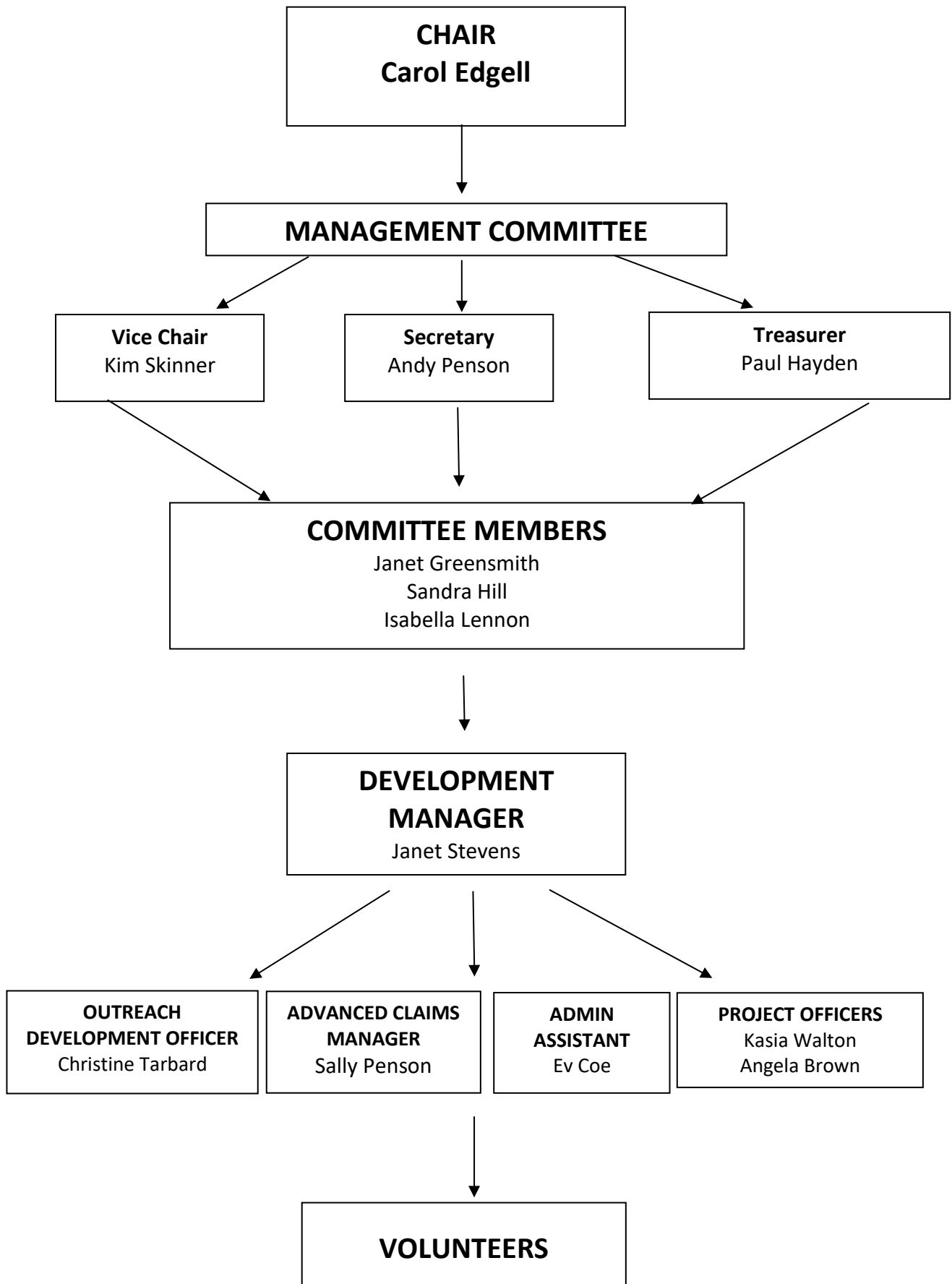
MISSION STATEMENT

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 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

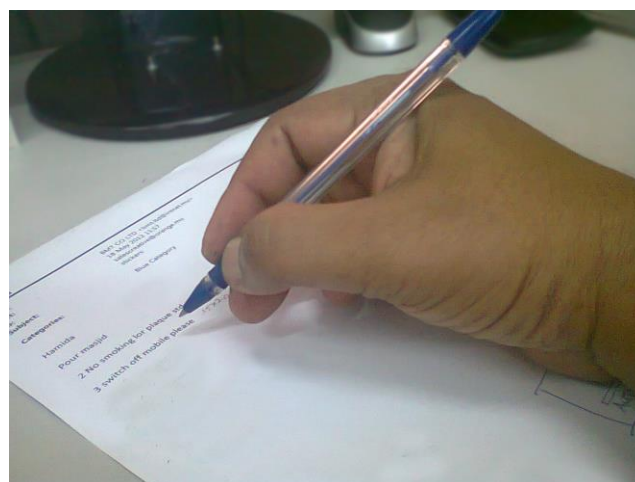
DIAL is open Monday to Friday between 10am and 3pm at its main office. Anybody is welcome to come and visit us at the office as all COVID restrictions have now been lifted. All enquiries are promptly dealt with and further information is passed on as soon as we receive it. DIAL is unique in the fact 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.

A close-up photograph of a form, likely a patient intake or referral form. The form contains several sections with checkboxes. The 'Race' section includes options: American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian/Other Pacific Islander, White, and Other. The 'Referring Provider' section includes a checkbox for 'MI'. A blue pen is resting on the form, pointing towards the 'Referring Provider' section. Other visible text on the form includes 'Work Phone', 'E-mail Address', 'Driver's License', 'Preferred Language', 'Cambodian', 'Filipino', 'Hispanic/Latino', 'Non-Hispanic', 'Referring Provider', 'MI', and 'Date of Birth'.

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 Fiona's 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 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 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: 29th October 2024

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

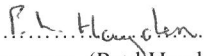
| Description | Note | Unrestricted Funds | | Restricted Funds | | | | | 2024 Total £ | 2023 Total £ |
|--|------|----------------------|--------------------------------------|-------------------|---------------|----------------|-----------------|------------------|--------------------|--------------------|
| | | General Fund £ | Peoples Health Trust Fund £ | NLCF Fund £ | A4A £ | PPT £ | NATW £ | NHS Fund £ | | |
| 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 | £ | <u>2024</u> £ | £ | <u>2023</u> £ |
|---|-------|----------------|------------------|----------------|------------------|
| Fixed assets | 7 | | 4,181 | | 2,544 |
| Current assets | | | | | |
| Balances with bankers | | 120,385 | | 120,092 | |
| Sundry Debtors | | 461 | | - | |
| Cash in hand | | 79 | | 79 | |
| <i>Total current assets</i> | | <u>120,925</u> | | <u>120,171</u> | |
| Creditors: amounts falling due within one year | | | | | |
| Creditors | 9 | 890 | | 1,658 | |
| | | <u>890</u> | | <u>1,658</u> | |
| <i>Net current assets</i> | | | 120,035 | | 118,513 |
| <i>Total assets less current liabilities</i> | | | <u>124,216</u> | | <u>121,057</u> |
| 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 |
| | | | <u>124,216</u> | | <u>121,057</u> |

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


Chairman (Carol Edgeff)


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 2024**

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 |
| | <u>31,631</u> | <u>16,793</u> | <u>55,424</u> | <u>19,155</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>123,003</u> | <u>156,054</u> |

**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 |
| | <u>431</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>431</u> | <u>3,707</u> |

**4. Expenditure on:
Charitable activities**

| | Unrestricted Fund | | Restricted Funds | | | | | | |
|--|-------------------|---------------------------|------------------|----------|--------------|---------------|---------------|----------------|----------------|
| | General Fund | Peoples Health Trust Fund | NLCF Fund | A4A | PPT | NATW | NHS Fund | 2024 Total | 2023 Total |
| | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| <i>In furtherance of the Charity's objectives.</i> | | | | | | | | | |
| 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 |
| | <u>12,503</u> | <u>15,881</u> | <u>48,776</u> | <u>-</u> | <u>9,044</u> | <u>14,409</u> | <u>18,800</u> | <u>119,413</u> | <u>116,033</u> |

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the accounts. Year Ended 31st March 2024**

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 |
| | <u>32,828</u> | <u>9,374</u> | <u>23,455</u> | <u>9,179</u> | <u>20,414</u> |

6. Net Incoming Resources after charging:

| | 2024 £ | 2023 £ |
|--|-------------------|-------------------|
| <i>Net incoming resources are stated after charging in the General Fund:</i> | | |
| 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 |
| | <u> </u> | <u> </u> |

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

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 | <u>16,275</u> | <u>16,275</u> |
| Depreciation | | |
| At 1st April 2023 | 9,114 | 9,114 |
| Charge for year | 2,979 | 2,979 |
| Disposals | - | - |
| At 31st March 2024 | <u>12,093</u> | <u>12,093</u> |
| Net Book Value | | |
| At 31st March 2024 | <u>4,181</u> | <u>4,181</u> |
| At 31st March 2023 | <u>2,544</u> | <u>2,544</u> |

8. Debtors

| | 2024 £ | 2023 £ |
|----------------|-------------------|-------------------|
| Sundry Debtors | 461 | - |
| | <u>461</u> | <u>-</u> |

9. Creditors

| | 2024 £ | 2023 £ |
|--|-------------------|-------------------|
| Sundry creditors, accruals and deferred income | 890 | 1,658 |
| | <u>890</u> | <u>1,658</u> |

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

10. Staff costs

| | 2024 | <i>2023</i> |
|-------------------------------|---------------|---------------|
| | £ | £ |
| Salaries | 77,592 | 79,602 |
| Pension | 940 | 993 |
| Employers' national insurance | - | - |
| | <u>78,532</u> | <u>80,595</u> |

Average number of staff during the year:

| | No. | <i>No.</i> |
|-------------------------------------|----------|------------|
| 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. 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. Specialised 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**

| | <u>2024</u> | <u>2023</u> |
|---|---------------------|----------------------|
| | £ | £ |
| Income | | |
| Grants received | 119,115 | 152,166 |
| Donations received | 3,888 | 3,888 |
| Sale of goods | - | - |
| | <u>123,003</u> | <u>156,054</u> |
| 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 | <u>2,979</u> | <u>2,187</u> |
| Total Expenditure | 119,844 | 119,741 |
| (Deficit)/Surplus for the Year | <u><u>3,159</u></u> | <u><u>36,313</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 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 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 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: 29th October 2024

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

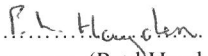
| Description | Note | Unrestricted Funds | | Restricted Funds | | | | | 2024 Total £ | 2023 Total £ |
|--|------|----------------------|--------------------------------------|-------------------|---------------|----------------|-----------------|------------------|--------------------|--------------------|
| | | General Fund £ | Peoples Health Trust Fund £ | NLCF Fund £ | A4A £ | PPT £ | NATW £ | NHS Fund £ | | |
| 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 | 5,707 |
| 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 | £ | <u>2024</u> £ | £ | <u>2023</u> £ |
|---|-------|----------------|------------------|----------------|------------------|
| Fixed assets | 7 | | 4,181 | | 2,544 |
| Current assets | | | | | |
| Balances with bankers | | 120,385 | | 120,092 | |
| Sundry Debtors | | 461 | | - | |
| Cash in hand | | 79 | | 79 | |
| <i>Total current assets</i> | | <u>120,925</u> | | <u>120,171</u> | |
| Creditors: amounts falling due within one year | | | | | |
| Creditors | 9 | 890 | | 1,658 | |
| | | <u>890</u> | | <u>1,658</u> | |
| <i>Net current assets</i> | | | 120,035 | | 118,513 |
| <i>Total assets less current liabilities</i> | | | <u>124,216</u> | | <u>121,057</u> |
| 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 |
| | | | <u>124,216</u> | | <u>121,057</u> |

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


Chairman (Carol Edgeff)


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 2024**

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 |
| | <u>31,631</u> | <u>16,793</u> | <u>55,424</u> | <u>19,155</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>123,003</u> | <u>156,054</u> |

**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 |
| | <u>431</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>431</u> | <u>3,707</u> |

**4. Expenditure on:
Charitable activities**

| | Unrestricted Fund | | Restricted Funds | | | | | | |
|--|-------------------|---------------------------|------------------|----------|--------------|---------------|---------------|----------------|----------------|
| | General Fund | Peoples Health Trust Fund | NLCF Fund | A4A | PPT | NATW | NHS Fund | 2024 Total | 2023 Total |
| | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| <i>In furtherance of the Charity's objectives.</i> | | | | | | | | | |
| 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 |
| | <u>12,503</u> | <u>15,881</u> | <u>48,776</u> | <u>-</u> | <u>9,044</u> | <u>14,409</u> | <u>18,800</u> | <u>119,413</u> | <u>116,033</u> |

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the accounts. Year Ended 31st March 2024**

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 |
| | <u>32,828</u> | <u>9,374</u> | <u>23,455</u> | <u>9,179</u> | <u>20,414</u> |

6. Net Incoming Resources after charging:

| | 2024 £ | 2023 £ |
|--|-------------------|-------------------|
| <i>Net incoming resources are stated after charging in the General Fund:</i> | | |
| 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 |
| | <u> </u> | <u> </u> |

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

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 | <u>16,275</u> | <u>16,275</u> |
| Depreciation | | |
| At 1st April 2023 | 9,114 | 9,114 |
| Charge for year | 2,979 | 2,979 |
| Disposals | - | - |
| At 31st March 2024 | <u>12,093</u> | <u>12,093</u> |
| Net Book Value | | |
| At 31st March 2024 | <u>4,181</u> | <u>4,181</u> |
| At 31st March 2023 | <u>2,544</u> | <u>2,544</u> |

8. Debtors

| | 2024 £ | 2023 £ |
|----------------|-------------------|-------------------|
| Sundry Debtors | 461 | - |
| | <u>461</u> | <u>-</u> |

9. Creditors

| | 2024 £ | 2023 £ |
|--|-------------------|-------------------|
| Sundry creditors, accruals and deferred income | 890 | 1,658 |
| | <u>890</u> | <u>1,658</u> |

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

10. Staff costs

| | 2024 | <i>2023</i> |
|-------------------------------|---------------|---------------|
| | £ | £ |
| Salaries | 77,592 | 79,602 |
| Pension | 940 | 993 |
| Employers' national insurance | - | - |
| | <u>78,532</u> | <u>80,595</u> |

Average number of staff during the year:

| | No. | <i>No.</i> |
|-------------------------------------|----------|------------|
| 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. 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. Specialised 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**

| | <u>2024</u> | <u>2023</u> |
|---|---------------------|----------------------|
| | £ | £ |
| Income | | |
| Grants received | 119,115 | 152,166 |
| Donations received | 3,888 | 3,888 |
| Sale of goods | - | - |
| | <u>123,003</u> | <u>156,054</u> |
| 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 | <u>2,979</u> | <u>2,187</u> |
| Total Expenditure | 119,844 | 119,741 |
| (Deficit)/Surplus for the Year | <u><u>3,159</u></u> | <u><u>36,313</u></u> |

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

