

**DIAL**  
**SOUTH ESSEX**  
**The Disability**  
**Helpline**



**ANNUAL REPORT**  
**2024-2025**

## **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**



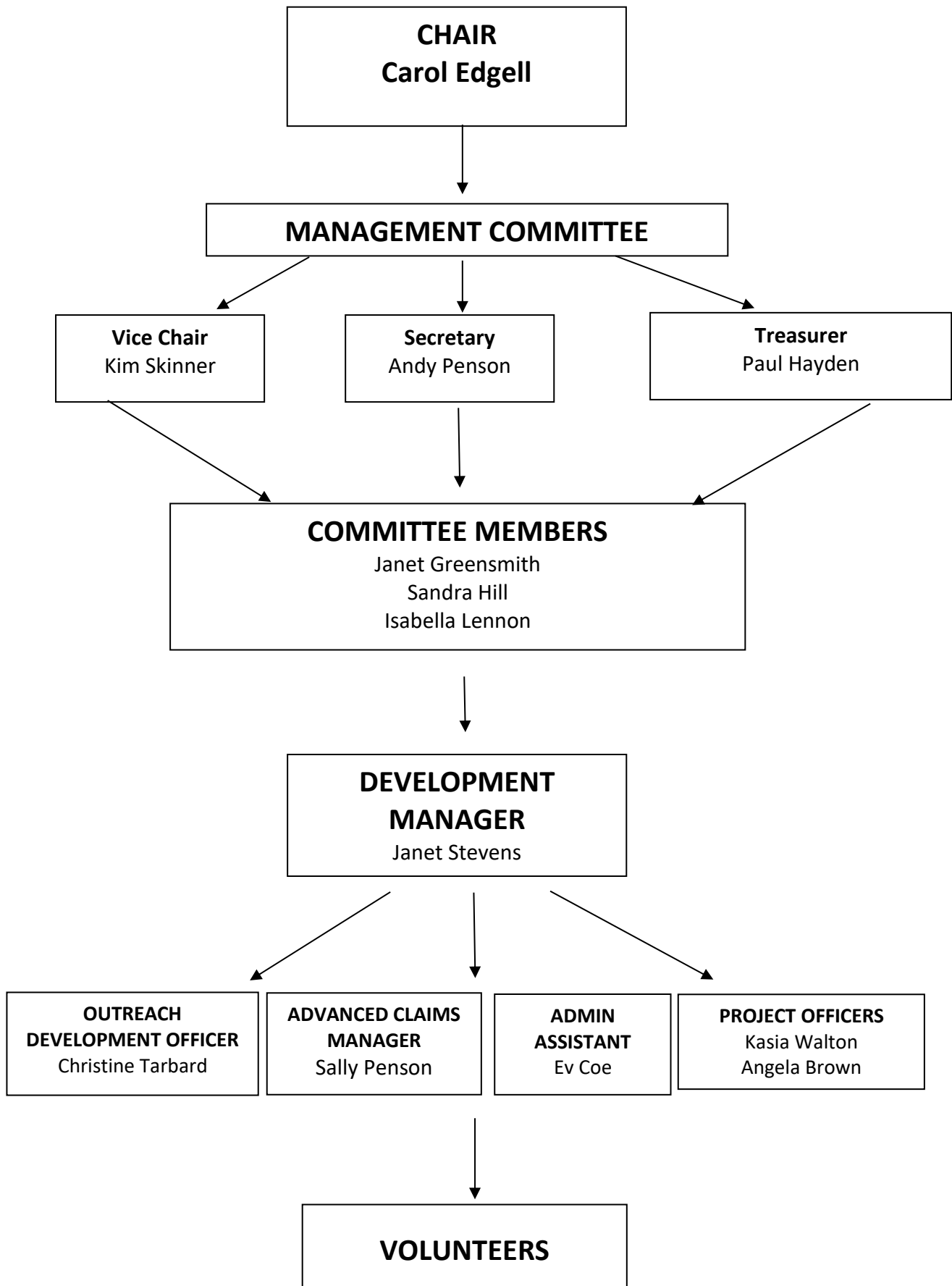
## MISSION STATEMENT

*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

<b>INDIVIDUALITY</b>	We try to respect the uniqueness of each person we work with and develop services that meet their individual needs.
<b>EQUALITY OF OPPORTUNITY</b>	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.
<b>SUPPORT AND INDEPENDENCE</b>	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.
<b>BEST VALUE</b>	We are committed to the continuous improvement of services which provide both quality and value for money for the community.
<b>VALUING STAFF</b>	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.
<b>ACCOUNTABILITY</b>	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.
<b>COMMITMENT</b>	We strive to incorporate our values into all our policies, procedures and day-to-day working practices.

# ORGANISATIONAL CHART



## STAFF

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

## EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

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

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



# **VOLUNTEERS and SERVICES**

## **VOLUNTEERS**

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

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

DIAL promotes the role of disabled people in society by:

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

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

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

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

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



## SERVICES

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

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

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

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

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



## **CHAIRMAN'S REPORT**

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

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

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



**Carol – Chairperson**

## **TREASURERS REPORT**

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

**Paul – Treasurer**





## **DIAL's PROJECTS**

### **Sally Penson Appeals Service**

During this financial year, my appeals work continues, and I continue to manage the volunteers. I have attended Headway to provide information and advice to their carers. I also attended an information event with the MS society, this was held at Saxon House (Freemason's building) in Southend, and we were the only advisory service to be invited to attend.

I had completed an 8-month course, run by Anglia Ruskin University, Social Spark project, for Third Sector Executive Development. This was held on the first Wednesday of every month in Basildon and was a very informative and worthwhile course, to assist with learning managerial skills. It also enabled us (attendees) to meet other third sector organisations and share some of our experiences and issues we come across every day. We would have a guest speaker for the first part of the day and following lunch we would participate in peer-to-peer problem solving. I found every session extremely beneficial.

We have recruited several volunteers, some who unfortunately, were unable to stay with us due to health or home life issues. Those who continue to support our clients are still increasing their training, advisory skills and knowledge of the information they provide to our clients to enable them to provide professional support with understanding.

My case load continues to grow, and I am still representing and attending hearings. During the last year I have had 150 cases, 77 cases are now closed and 61 of which had successful outcomes, which generated a yearly income of £416,285.98 and increased my client's weekly income by over £7,844, they were all grateful to receive backpay amounting to nearly £448,839.78

I was left with 68 ongoing cases. Out of the 77 cases closed, 4 clients had not notified of the outcome, and we had no further contact with them since their initial enquiry.

### **Christine Tarbard Outreach Service/Home Visiting**

Home Visiting is very busy as usual with clients having to wait up to 6 weeks for an appointment and I can only manage two visits a day due to time restraints. When I go to Sheltered Housing Schemes I usually see 3 people in the same complex as this saves waiting time.

I will sometimes visit the same person twice as the award of one benefit can open the door to other benefits that they need help to claim. I see people with various different illnesses but dementia is very common among the older people I visit. While there I give their partners advice on Council Tax reduction, clubs for dementia, aids and adaptations and respite care for the partner.

Outreach at the Happy Hub in Basildon is proving popular with the residents in the area as it save's them stress trying to get to our main office in Gray's if they are unable to drive or use public transport.

In all it has been another busy year for DIAL.

## **‘Coming Together’ Community Support Project**

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

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

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

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

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

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

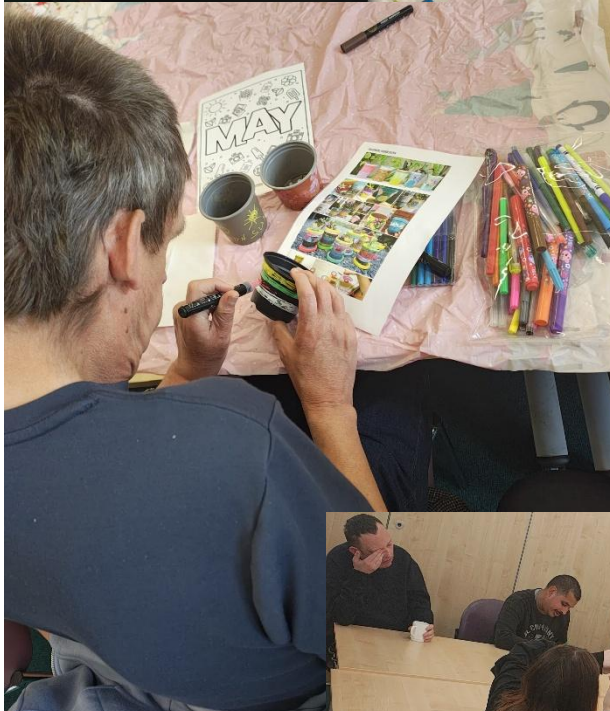
As some people still struggle with isolation, anxiety and health conditions, our online support remains a vital part of the project. We run a very active WhatsApp group where members have 24-hour contact with one another for emotional support, advice and companionship. People share photos of crafts and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

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

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







## CASE STUDY

Mr A is a 49-year-old man who has been suffering from Fibromyalgia for many years. He was diagnosed by one specialist but remained in denial and sought 2 further independent opinions.

Mr A made an application for PIP after 4 years of suffering with pain, discomfort, mood swings, anxiety and chronic fatigue but his claim was refused.

Mr A was initially working as a driver for a voluntary transport service which involved him picking up service users from their homes and dropping them off at their destination and then returning to collect them and take them home. He initially worked 6 days a week, but he soon had to reduce the number of days he was able to do this. His days reduced to 3 instead of 6 days a week.

Mr A was able to continue his job as a driver for a short while; however this soon began to take its toll, he was getting more tired, suffering from forgetfulness and had to break his days up so he could rest in-between workdays, ready for the next day at work. After a few months of this routine, Mr A had to admit he was unable to continue his current role and spoke to his employers to see if there was another role he could take on, which would be less taxing on him.

Mr A appealed the PIP decision and had requested our help with the process and our support.

Mr A's condition was deteriorating, he needed more help from his son daily, he was unable to manage daily living activities without support.

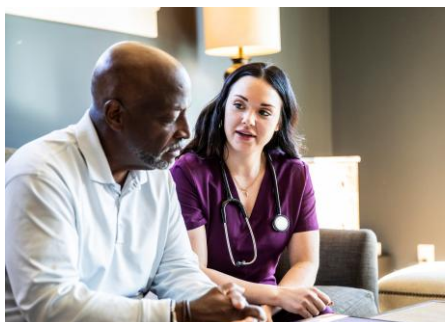
We prepared Mr A's case for him and attended the court hearing with him.

The hearing was very difficult for him, and he had difficulties answering the questions without the need for them to repeat the questions or without him needing to think about what he was trying to say.

Following the Tribunal hearing, Mr A was awarded the Standard Rates of the Daily Living and Mobility components.

This outcome came as great relief to Mr A as he now doesn't need to worry if he has to take time off of work due to his conditions as he would previously have tried as hard as he could to continue working as he couldn't afford the loss of income due to sickness. He was also entitled to a Blue Disability Parking Badge which assists with being able to park in spaces closer to the entrance of shops, hospitals etc.

Mr A was extremely grateful for the assistance he received, and he now makes a small, monthly donation to our organisation. This assists us with being able to help more people who need our help with these kinds of issues.





## STATISTICS, EVALUATION & MONITORING

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

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

## AREAS

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

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

**WEBSITE**

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



## **BENEFITS AND GENERATED INCOME**

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

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

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

## **FUNDING AND DONATIONS**

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

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

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

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

# WITH COMPLIMENTS

**DIAL is a CHARITABLE  
INCORPORATED ORGANISATION**



**Registered Charity Number: 1155514**



**DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX**  
**(DIAL SOUTH ESSEX)**

Charity Registration Number: 1155514

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**STATEMENT OF ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

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**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 2025**

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

**Respective responsibilities of trustees and examiner**

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

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

It is my responsibility to:

- examine the accounts (under section 145 of the Charities Act 2011);
- to follow the procedures laid down in the General Directions given by the Charity 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: 3rd October 2025

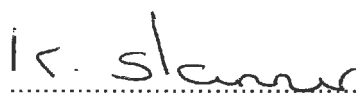
**Disability Information Advice Line South Essex  
(DIAL South Essex)  
Statement of Financial Activities for the year ended 31st March 2025**

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

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

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

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

  
.....  
Vice-Chairman (Kim Skinner)

  
.....  
Treasurer (Paul Hayden)

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

**1. Accounting Policies**

**a. Accounting Convention**

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

**b. Reconciliation with previous Generally Accepted Accounting Practice**

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

**c. Income Recognition**

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

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

**d. Fund Accounting**

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

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

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

**e. Bank Deposits**

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

**f. Expenditure Recognition**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

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

**g. Allocation of Support and Governance Costs**

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

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

**h. Income Tax Reclaimed on Gift Aid**

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

**i. Tangible Fixed Assets**

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

Fixtures and fittings     25% straight line.

**j. Stocks**

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

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

**2. Donations and legacies**

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

**3. Expenditure on:  
Raising funds**

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	2025 Total £	2024 Total £
Fund raising costs	-	-	-	-	-	-	-	431
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>431</u>

**4. Expenditure on:  
Charitable activities**

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

**Disability Information Advice Line South Essex  
(DIAL South Essex)  
Notes to the accounts. Year Ended 31st March 2025**

**5. Allocation of governance and support costs**

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

**6. Net Incoming Resources after charging:**

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



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

**7. Fixed Assets**

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

**8. Debtors**

	<b>2025 £</b>	<b>2024 £</b>
Sundry Debtors	-	461
	<u>-</u>	<u>461</u>

**9. Creditors**

	<b>2025 £</b>	<b>2024 £</b>
Sundry creditors, accruals and deferred income	1,959	890
	<u>1,959</u>	<u>890</u>

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

**10. Staff costs**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Salaries	78,942	77,592
Pension	964	940
Employers' national insurance	-	-
	<u>79,907</u>	<u>78,532</u>
	<b>No.</b>	<b>No.</b>
Average number of staff during the year:		
Employee's emoluments below £60,000	6	5
	<u>6</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. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
- d. NHS is a restricted fund to help reduce isolation and share skill sets.
- e. A4A - Started in April 2024 and is for Coming Together Thurrock: These are social clubs and coffee mornings looking to reduce isolation.
- f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

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

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

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**STATEMENT OF ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

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**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 2025**

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

**Respective responsibilities of trustees and examiner**

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

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

It is my responsibility to:

- examine the accounts (under section 145 of the Charities Act 2011);
- to follow the procedures laid down in the General Directions given by the Charity 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: 3rd October 2025

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

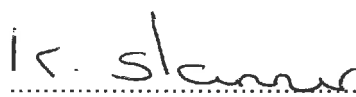
Description	Note	Unrestricted Funds	Restricted Funds					2025 Total £	2024 Total £
		General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £		
<b>Income and endowments from:</b>									
Donations and legacies	2	65,458	17,898	56,318	-	-	-	139,674	123,003
Charitable activities	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



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

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

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

  
.....  
Vice-Chairman (Kim Skinner)

  
.....  
Treasurer (Paul Hayden)

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

**1. Accounting Policies**

**a. Accounting Convention**

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

**b. Reconciliation with previous Generally Accepted Accounting Practice**

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 a restatement of comparative items was needed. No restatements were required.

**c. Income Recognition**

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

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

**d. Fund Accounting**

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

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

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

**e. Bank Deposits**

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

**f. Expenditure Recognition**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

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

**g. Allocation of Support and Governance Costs**

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

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

**h. Income Tax Reclaimed on Gift Aid**

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

**i. Tangible Fixed Assets**

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

Fixtures and fittings     25% straight line.

**j. Stocks**

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

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

**2. Donations and legacies**

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

**3. Expenditure on:  
Raising funds**

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	A4A £	NATW £	NHS Fund £	2025 Total £	2024 Total £
Fund raising costs	-	-	-	-	-	-	-	431
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>431</u>

**4. Expenditure on:  
Charitable activities**

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

**Disability Information Advice Line South Essex  
(DIAL South Essex)  
Notes to the accounts. Year Ended 31st March 2025**

**5. Allocation of governance and support costs**

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

**6. Net Incoming Resources after charging:**

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

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

**7. Fixed Assets**

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

**8. Debtors**

	<b>2025 £</b>	<b>2024 £</b>
Sundry Debtors	-	461
	<u>-</u>	<u>461</u>

**9. Creditors**

	<b>2025 £</b>	<b>2024 £</b>
Sundry creditors, accruals and deferred income	1,959	890
	<u>1,959</u>	<u>890</u>

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

**10. Staff costs**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Salaries	78,942	77,592
Pension	964	940
Employers' national insurance	-	-
	<u>79,907</u>	<u>78,532</u>
	<b>No.</b>	<b>No.</b>
Average number of staff during the year:		
Employee's emoluments below £60,000	6	5
	<u>6</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. Specalised work including home visits, appeals and casework, tribunal representation and outreach work.
- d. NHS is a restricted fund to help reduce isolation and share skill sets.
- e. A4A - Started in April 2024 and is for Coming Together Thurrock: These are social clubs and coffee mornings looking to reduce isolation.
- f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

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

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

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

