

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2020

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 2020**

I report on the accounts of the Charity for the year ended 31st March 2020

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 7th October 2020

**Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2020**

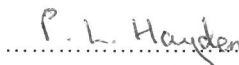
Description	Note	Unrestricted Funds		Restricted Funds		2020 Total £	2019 Total £
		General Fund £	Peoples Health Trust Fund	A4A Fund	NLCF Fund £		
Income and endowments from:							
Donations and legacies	2	22,239	14,350	9,910	78,344	124,843	78,268
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
Investments		-	-	-	-	-	-
Total income and endowments		22,239	14,350	9,910	78,344	124,843	78,268
Expenditure on:							
Raising funds	3	542	-	-	35	577	-
Charitable activities	4	22,041	14,350	4,033	66,683	107,107	93,150
Other		-	-	-	-	-	-
Total expenditure		22,583	14,350	4,033	66,718	107,684	93,150
Net gains/(Losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		(344)	-	5,877	11,626	17,159	(14,882)
Transfers between funds		-	-	-	-	-	-
Net movement in funds		(344)	-	5,877	11,626	17,159	(14,882)
Balances brought forward at 1st April 2019		7,736	-	-	6,512	14,248	29,130
Balances carried forward at 31st March 2020		7,392	-	5,877	18,138	31,407	14,248

**Disability Information Advice Line South Essex
(DIAL South Essex)
Balance Sheet as at 31st March 2020**

	Notes	£	<u>2020</u> £	£	<u>2019</u> £
Fixed assets	7		2,104		1,748
Current assets					
Debtors	8	1,591		-	
Balances with bankers		29,292		14,053	
Cash in hand		79		82	
<i>Total current assets</i>			<u>30,962</u>	<u>14,135</u>	
Creditors: amounts falling due within one year					
Creditors	9	1,659		1,635	
			<u>1,659</u>	<u>1,635</u>	
<i>Net current assets</i>			29,303		12,500
<i>Total assets less current liabilities</i>			<u>31,407</u>		<u>14,248</u>
Unrestricted funds					
General fund			7,392		7,736
Restricted funds					
Peoples Health Trust			-		-
A4A			5,877		6,512
NLCF fund			18,138		-
			<u>31,407</u>		<u>14,248</u>

These financial statements were approved by the Trustees on 7th October 2020 and signed on their behalf by:


Chairman (Carol Edgell)


Treasurer (Paul Hayden)

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

1. Accounting Policies

a. Accounting Convention

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

b. Reconciliation with previous Generally Accepted Accounting Practice

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

c. Income Recognition

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

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

d. Fund Accounting

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

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

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

e. Bank Deposits

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

f. Expenditure Recognition

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

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

g. Allocation of Support and Governance Costs

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

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

h. Income Tax Reclaimed on Gift Aid

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

i. Tangible Fixed Assets

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

Fixtures and fittings 25% straight line.

j. Stocks

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

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020

2. Donations and legacies

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2020 Total £	2019 Total £
Donations, grants, gifts and legacies	22,239	14,350	9,910	78,344	124,843	78,268
	<u>22,239</u>	<u>14,350</u>	<u>9,910</u>	<u>78,344</u>	<u>124,843</u>	<u>78,268</u>

**3. Expenditure on:
Raising funds**

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2020 Total £	2019 Total £
<i>Fund raising costs</i>	542	-	-	35	577	-
	<u>542</u>	<u>-</u>	<u>-</u>	<u>35</u>	<u>577</u>	<u>-</u>

**4. Expenditure on:
Charitable activities**

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2020 Total £	2019 Total £
<i>In furtherance of the Charity's objectives.</i>						
Salary and national insurance	12,117	8,307	720	49,461	70,605	64,090
Pensions	-	290	-	864	1,154	1,345
Professional fees	30	-	-	-	30	25
Telephone and postage	1,145	561	210	354	2,270	2,000
Training	(133)	132	389	6,436	6,824	1,702
Office supplies	214	286	251	845	1,596	1,541
Insurance and affiliation fees	1,818	386	226	560	2,990	2,248
Travel and motor expenses	145	1,815	294	2,823	5,077	6,224
Advertising and promotions	(738)	188	20	1,849	1,319	480
Office equipment and copier hire	1,013	674	172	706	2,565	2,065
Computer expenses	648	381	337	321	1,687	887
Accountancy	960	-	-	-	960	840
Sundry expenses	471	98	500	644	1,713	1,017
Rent, rates and services	3,263	1,232	914	1,820	7,229	7,959
Depreciation of fixtures, fittings and equipment	1,088	-	-	-	1,088	727
	<u>22,041</u>	<u>14,350</u>	<u>4,033</u>	<u>66,683</u>	<u>107,107</u>	<u>93,150</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

5. Allocation of governance and support costs

	2020			2019	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,060	7,060	-	6,409	-
Pensions	115	115	-	134	-
Professional fees	30	-	30	-	25
Office supplies	1,596	-	1,596	-	1,541
Insurance and affiliation fees	2,990	-	2,990	-	2,248
Office equipment and copier hire	2,565	-	2,565	-	2,065
Computer expenses	1,687	-	1,687	-	887
Accountancy	960	960	-	840	-
Sundry expenses	1,713	-	1,713	-	1,017
Rent, rates and services	7,229	-	7,229	-	7,959
	<u>25,945</u>	<u>8,135</u>	<u>17,810</u>	<u>7,383</u>	<u>15,742</u>

6. Net Incoming Resources after charging:

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

Brooms Professional Services Ltd:

independent examination

accountancy, taxation and consultancy

Depreciation

Operating lease rentals of equipment

	2020 £	2019 £
independent examination	960	840
accountancy, taxation and consultancy	-	-
Depreciation	1,088	727
Operating lease rentals of equipment	2,565	2,065
	<u> </u>	<u> </u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2019	2,911	2,911
Additions	1,444	1,444
Disposals	-	-
At 31st March 2020	<u>4,355</u>	<u>4,355</u>
Depreciation		
At 1st April 2019	1,163	1,163
Charge for year	1,088	1,088
Disposals	-	-
At 31st March 2020	<u>2,251</u>	<u>2,251</u>
Net Book Value		
At 31st March 2020	<u>2,104</u>	<u>2,104</u>
At 31st March 2019	<u>1,748</u>	<u>1,748</u>

8. Debtors

	2020 £	2019 £
Sundry debtor	1,591	-
	<u>1,591</u>	<u>-</u>

9. Creditors

	2020 £	2019 £
Sundry creditors, accruals and deferred income	1,659	1,635
	<u>1,659</u>	<u>1,635</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

10. Staff costs

	2020 £	2019 £
Salaries	69,670	63,043
Pension	1,154	1,345
Employers' national insurance	935	1,047
	<u>71,759</u>	<u>65,435</u>
	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>5</u>	<u>4</u>
	<u>5</u>	<u>4</u>

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

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

11. Funds

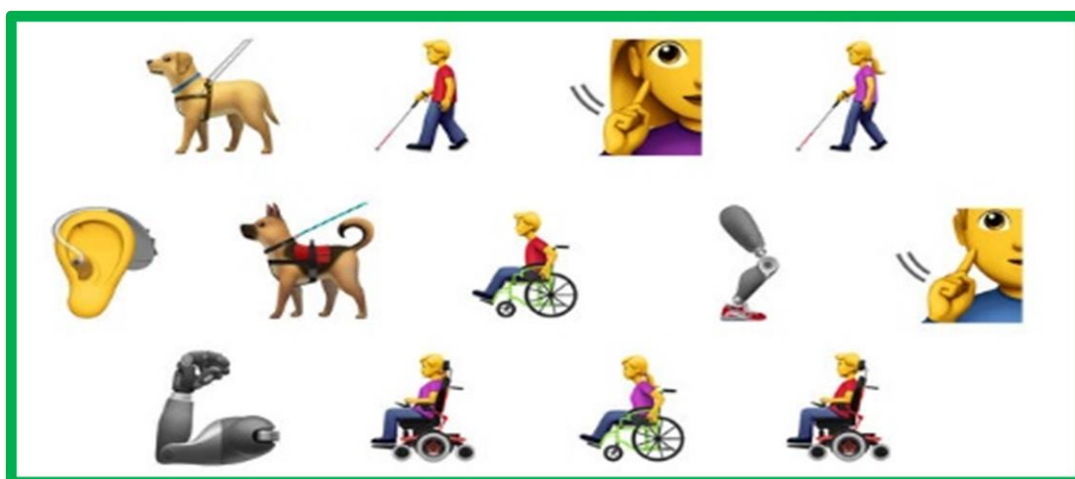
- a. The general fund is an unrestricted fund used for general purposes.
- b. The Peoples Health Trust is a restricted fund to supporting specialised work such as home visiting, appeals and case work and outreach locations.

Disability Information Advice Line South Essex
(DIAL South Essex)
Income and Expenditure Account for the year ended 31st March 2020

	£	<u>2020</u> £	£	<u>2019</u> £
Income				
Grants received		114,511		61,739
Donations received		10,333		16,249
Sale of goods		-		279
		<u>124,843</u>		<u>78,267</u>
 Deduct: Expenditure				
Salaries and National Insurance	70,605		64,090	
Pension	1,154		1,345	
Professional Fees	30		25	
Telephone and Postage	2,270		2,000	
Training	6,824		1,702	
Office Supplies	1,596		1,541	
Insurance and Affiliation Fees	2,990		2,248	
Motor and Travel	5,077		6,224	
Advertising and Promotion	1,319		480	
Office Equipment and Copier Lease	2,565		2,065	
Computer Costs	1,687		887	
Accountancy	960		840	
Sundry Expenses	1,713		1,015	
Rent, Rates and Services	7,229		7,959	
Fund Raising Costs	577		-	
Fixtures, Fittings and Equipment Depreciation	1,088		727	
		<u>107,684</u>		<u>93,149</u>
Total Expenditure		107,684		93,149
 (Deficit)/Surplus for the Year		<u><u>17,159</u></u>		<u><u>(14,882)</u></u>

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

DIAL SOUTH ESSEX THE DISABILITY HELPLINE



ANNUAL REPORT 2019-2020

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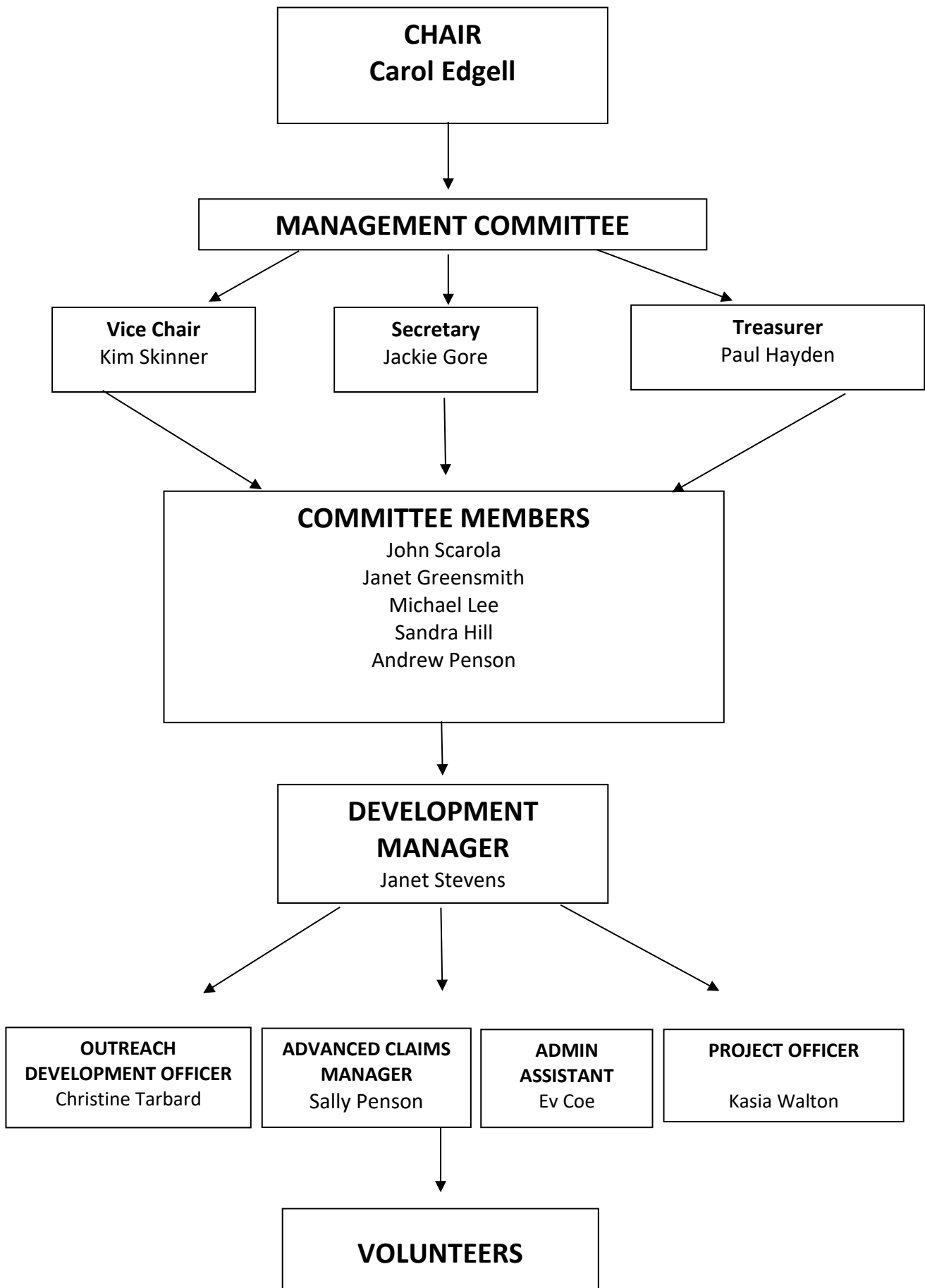
MISSION STATEMENT

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

CORE VALUES

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

ORGANISATIONAL CHART



STAFF

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

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

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

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



VOLUNTEERS and SERVICES

VOLUNTEERS

For 34 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. This year one of our volunteers has found employment and agree that volunteering with DIAL has helped him to obtain the position due to the skills, experience and increased confidence that he has gained during his time with us.

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

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

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



SERVICES

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

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

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

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

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



CHAIRMAN'S REPORT

Well what a year this has been. It started off quite well where we were busy at the office and Christine's outreach/home visits were extremely busy also. After a slow start Kasia's clubs were also picking up so it was mostly good. We still had the ongoing problems with getting funding etc, but managed to survive as we usually do with the dedication of the staff and volunteers to keep things running and embracing the changes we had to make to gain extra funding.

All was going well and also improving as we entered 2020. Unfortunately the Coronavirus pandemic then occurred and in March the Beehive closed - along with many other places worldwide. We were determined not to give up and the staff continued to do what work they could from home and over the telephone to make sure clients knew we were still around. At the time of writing this is still the case and I would like to personally thank everyone involved for this.

We don't know what the future holds - but when The Beehive re-opens, and we have all the safety measures in place, hopefully we will be able to return and continue our good work, albeit in a different environment.

As usual I would like to thank everyone for their hard work and commitment in these trying times and the determination to carry on the good work which is much needed - this year more than ever.



Carol – Chairperson

TREASURERS REPORT

The accounts have improved this year and we had a small amount of reserves to carry forward. DIAL aims to generate as much core funding as possible from income generation and donations/fundraising activities and we aim to enable ongoing development through project funding from other funders. The trustees will continue to monitor the level of funding being generated to ensure sufficient funds to continue to operate the service at its current level for as long as possible hoping to avoid the need to reduce levels of service to the public and to identify sources of funding to allow DIAL to expand its services.

Paul - Treasurer

DIAL's PROJECTS

Sally Penson Appeals Service

This was the first year of our new Lottery funding. For the project I was required to continue with Appeals and Representation of clients, I also began working on taking cases to Upper Tier Tribunal and representing clients in court. This consists of working on cases from the first stages of an appeal right through to attending court with clients and advising them after the whole experience. I have noticed how much it helps people to have continued support even after their cases are closed. I am pleased to say that out of the 4 cases I went to court with, 3 had amazing outcomes.

I have had great success with taking cases to Upper Tier Tribunal and getting decisions turned around and cases reheard, which had resulted in more favourable decisions for the clients.

I have set up workshops for clients, volunteers and outside organisations to attend. Hoping to empower them to help themselves, assist each other, other clients and get more understanding as to what is involved with an appeal.

To allow me to continue to work at a high standard, I have attended 3 training courses to improve my knowledge and confidence for situations that will arise with the new practices I am involved with.

My caseload continues to grow as the Universal Credit online system causes more difficulties and confusion to clients. Many clients need greater assistance as they have little or no knowledge about computers or the internet, and we have incorporated this issue in our workshops.

Unfortunately, towards the end of our first year, we, as were everyone else in the UK, were presented with a difficult situation, COVID-19. This made it very difficult to continue to support our clients on a one to one basis, however we moved our offices to our homes and we have been able to support clients to the best of our ability and continue to provide a high quality of service. We look forward to getting back to the office and getting our family of volunteers back together.

Finally, I would like to add that my current success rate for appeals remains above the national average. Over the past year I have had 112 cases, 75 of these cases are now closed, 62 of these cases had successful outcomes, which generated a yearly income of £318,500 and increased my client's weekly income by over £6,000 and they were grateful to receive back pay amounting to nearly £250,000. I was left with 32 cases to carry over to the next financial year.

Christine Tarbard Outreach Service

The Outreach Service and Home Visiting Service is progressing well. I 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 meet with other agencies who support people at the hubs, helping with signposting, referrals and networking. The desks are all busy especially Brentwood Hospital with walk-ins as well as appointments, most of them being of the older generation, Wickford and Pitsea Libraries. I advise them mainly about benefits that may be available for them and aids and adaptations to help them in their homes. I conduct home visits throughout the South Essex area, many in sheltered accommodation to help with

benefit from completion and to advise on other resources that would help them. I also advise their family members on help available for them as they are caring for them. I have generated a lot of financial benefit for my clients, helping to improve their quality of life and improve both their physical and mental health. This year we opened two more Outreach Desks at the libraries in Rayleigh and Canvey. These were picking up nicely when COVID-19 hit forcing us to close all outreach locations and stop home visits. I will continue to help people as best I can over the telephone and hope that we will be able to get back to normal next year.



Kasia Walton “Coming Together” Project]

We continue to meet with new organisations to inform them of the work we are doing. We have now got regular attendees as well as people who come from time to time or when they have time off work as they still working part time. Our meetings continue to have various activities – arts & crafts, colourings, crosswords. There are more people involved in suggesting what activity they would like to do next and there is also more people in the group who are happy to show their skills to others and helping them with crafts. We also continue with our special events – Easter, Halloween, Christmas and Special Days like Remembrance Day and season celebration (summer, winter crafts etc.).

Our parents group has regular members as well as some new faces nearly every week. We have also started organising special events, our Halloween event took place over 2 weeks and it brought over 20 people each week. On both groups we still share the happy stories, can see physical and mental progress after having a stroke/ accident or other disabilities and support each other through sad times like news on bad health conditions, finding out that a family member has Alzheimer, cancer or dementia. We always try to make people comfortable and give them time to come out from their comfort zones. One of the members recently confided in the group that when she first joined us, she was in very bad condition, her hygiene was very poor and she had had a few suicide attempts. Now, she is one of the most active people in the group, not only volunteering to help with arts and crafts but also giving new ideas. She feels this group has been what she needed to turn her life around. I’ve been told by many members that they don’t feel like this is an organised group but it’s just friends meeting up. We’ve created the WhatsApp group where people have 24hr contact. People keep praising us for our professionalism and knowledge, telling us how welcome and comfortable they feel at our meetings. We have mixture of lonely people, retired people, people with physical disabilities and people with bad mental health conditions.

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



Training / Workshops

We have arranged training for staff and volunteers on Debt, Financial Capability, Scam Awareness and Universal Credit. For those who did these last year we arranged refresher courses mainly internally or web based.

The trend is continuing where we are seeing our clients facing an increased mountain of debt largely due to the removal of benefits that they had relied on for many years. Our appeals service has been receiving an increase in people needing help with their cases. Many are also finding the new Universal Credit applications difficult as this is an online application and many of our client group have trouble using computers or do not have access to the internet. We have helped many people to complete their applications and are available to support them if they have further instances where they cannot understand what they need to do or do not have the facilities to do what is needed. We have arranged workshops and training on applying for online benefits, making appointments, online shopping and showing people how they can use social media to stay in touch with family and friends but these have not attracted much attention to date.

Last year through chatting with clients at their appointments, our ongoing and annual suggestions/surveys we have identified that there is a need for one to one financial advice and educating people to take control of their finances by tackling the financial issues people have and advising them of priority debts and budgeting. We are looking at various ways to do this to activate in the coming year



ANNUAL SURVEY RESULTS

Each year we conduct on-going and annual surveys on all aspects of DIAL's work. The survey questions remain the same each year as a comparison to how we are performing compared to previous years. This year we have sent surveys to 100 clients of various ages, areas and enquiries and received 38 replies. We ask a variety of questions on all aspects of our service and ask clients to rate the level of each category. Many commented on how helpful and valued our service is. Overall responses to some of the questions from the recipients are;

- | | |
|--|----------------|
| • How satisfied were you with our overall level of service | 93% Very Good |
| • Did you receive the help you needed | 93% Yes |
| • How informative did you find our staff | 89% Very Good |
| • Were you told about other services with your initial enquiry | 78% Yes |
| • Did we allow you to discuss all issues you wanted to | 81% Yes |
| • Would you recommend us to someone else | 96% Certain To |

The following are samples from people's responses. As you will see people have explained how DIAL's service can help people to improve their quality of life, become more independent and ease some of the anxiety and stress they experience to improve their physical and mental health. All recommendations are considered and put forward to the committee but obviously some suggestions are beyond our control to alter. All the original survey results can be viewed in the main office by request.

Comments and How might we improve?

- Thank you so much for all your help and support. I would not have been able to do it by myself.
- Thank you so much for being so understanding. You listened and didn't judge me like most other organisations have. I'm grateful that you are helping me to get my life back on track.
- I would like to thank you for helping me to obtain my Blue Badge. It's a lifeline for me, allowing me to go out again without worrying whether I will be able to get back into my car again.
- You are all angels. Thank you for caring.
- Thank you so much for your help with my appeal. Very professional people and very helpful.
- If only there were more people like you. What a wonderful group.
- Thank you for talking to the companies for me and arranging a payment plan. A great weight has been lifted and I can now feel safe knowing that I will not have debt collectors knocking at my door. I can't thank you enough.
- Continue doing what you're doing. You just need more money to do even more.

Other suggestions were extending our working hours, recruiting more volunteers to deliver an extended service and to get a bigger office.

The surveys brought to light the fact that most people hear about DIAL by Word of Mouth or through other organisations. Therefore this year we have reduced the advertising again and distributed more flyers and posters to other organisations, libraries, the Thurrock Hubs, GP surgeries, hospitals, etc

CASE STUDY

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

Mr C was placed on the heart transplant list in 2018 and he made an application for Personal Independence Payment (PIP), but was declined as it was decided he could manage his personal daily living and mobilising activities. When carrying out these tasks Mr C became breathless, weak and needed to rest for several hours' or even days afterwards.

In December 2018, Mr C's conditions deteriorated so much he was being admitted to a Newcastle hospital in February 2019. He was given this date to allow him to get his home life in order. And he would remain in hospital until after his heart transplant.

I kept on top of Mr C's case for PIP informing the DWP of every change as it happened. In February upon admission to hospital, an advisor at the hospital helped Mr C to make a new claim for PIP and he was awarded Enhanced Rates of both the Daily Living and Mobility components, however this award only commenced from February 2019 and I was still fighting his original case.

Unfortunately in July 2019, after 5 months in hospital, Mr C became too unwell for a heart transplant and had to be removed from the waiting list. He had to have a Ventricular Assist Device (VAD) fitted to allow his heart to recover to a stage where he can be placed back on the transplant list.

Each month, Mr C has to travel from Essex to Newcastle for monitoring and further tests, so the last thing he wants or needs to be worrying about is an appeal or court hearing. In October 2019, after 19 months of waiting, Mr C's case was heard and he was awarded the Enhanced Rates for both the Daily Living and Mobility components of PIP from March 2018 to February 2019.

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



STATISTICS, EVALUATION & MONITORING

Below are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2019-March 2020 we saw a total of 2880 clients seeking information on 4476 enquiries. We also saw another 345 people at the clubs

The total of enquiries is broken down as follows;

SUBJECT AREA	2019-2020
ACCESS	8
AIDS & ADAPTATIONS	68
APPEALS	769
MANDATORY RECONSIDERATIONS	216
SSCS1 FORMS	149
COMMUNITY CARE	94
ENERGY	28
EDUCATION	8
EMPLOYMENT	7
FINANCIAL	68
HOLIDAYS	26
HOUSING	59
LEGAL	15
MEDICAL	56
MOBILITY	24
BLUE BADGE	171
PERSONAL	10
RADAR KEYS	60
TRANSPORT	45
VOLUNTARY SERVICES/ORGANISATIONS	165
BENEFITS (VARIOUS)	2379
OTHER	51
TOTAL	4476

Benefit advice was again the main subject that we were contacted about accounting for over half of all enquiries received. We were contacted by more people under retirement age. This year we dealt with 754 people over the age of 65 and 2126 people under 65. Contacts by personal visit and telephone were similar and more people are contacting us via email.

AREAS

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

Basildon, Billericay and Wickford	653
Brentwood	46
Castle Point	137
Rochford	41
Thurrock	1782
Southend	46
Other	175
Total	2880

WEBSITE

Our website is regularly updated allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with. We also advertise where we will be holding our outreach advice desks for the following month. The website is updated regularly and expanded to allow more people to find answers quickly and easily. We have measured usage of the website and this year we have had a total of 76,397 hits. Of these 8,121 people actually entered the site to source information.



BENEFITS AND GENERATED INCOME

Of the 668 applications that we completed we have only received 328 results, 49%, leaving 51% still awaiting results therefore the following figures can be assumed that the true income generated could be twice times this amount. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not take into account any additional income generated by the award of one benefit that leads to entitlement to other benefits, e.g. an award of Attendance Allowance that then leads to an entitlement to Pension Credit, Housing Benefit, etc. We can still only record the amount of the initial Attendance Allowance award for our figures as we are not informed of the rest.

BENEFIT RESULTS & MONEY RAISED 2019-2020								
AREA	UNDER 16	16-24	25-49	50-64	65+		TOTAL	
BASILDON		£9,045.40	£32,819.80	£36,095.80	£100,487.40		178,448.40	
BRENTWOOD				£10,792.60	£8,816.60		19,609.20	
CASTLE POINT	£4,258.80	£10,023.00	£11,700.00	£22,492.60	£42,463.20		90,937.60	
ROCHFORD							0.00	
SOUTHEND				£10,103.60			10,103.60	
THURROCK	£18,200.00	£13,075.40	£79,687.40	£205,636.60	£85,597.20		402,196.60	
OTHER			£10,792.60	£23,220.60	£26,143.00		60,156.20	
							761,451.60	
BACKPAY	UNDER 16	16-24	25-49	50-64	65+		TOTAL	
BASILDON		£418.79	£11,097.22	£15,689.55	£2,248.00		29,453.56	
BRENTWOOD				£8,403.05			8,403.05	
CASTLE POINT		£8,382.99	£4,327.59	£1,589.62			14,300.20	
ROCHFORD							0.00	
SOUTHEND							0.00	
THURROCK		£4,728.47	£20,156.92	£55,788.31	£7,036.98		87,710.68	
OTHER			£1,059.25	£2,346.16	£3,106.07		6,511.48	
							146,378.97	

£907,830.57 generated from Office, Outreach and Home Visits

TOTAL CLAIMS & BACKPAY							
INCOME GENERATED			£761,451.60				
BACKPAY			£146,378.97				
TOTAL			£907,830.57				
APPEALS			£318,500.00				
APPEALS BACKPAY			£246,833.00				
TOTAL			£565,333.00				
ANNUAL TOTAL			1,473,163.57				
MONEY AWARDED FROM;							
OUTREACH		£172,127.80					
HOME VISITS		£69,531.80					
TOTAL		£241,659.60					
DIAL completed a total of 668 forms of which							
					O/R	HV	
274 were awarded			DLA	10	1	6	
54 were declined			CHILD DLA	43	8	0	
340 have result outstanding			UC50	46	12	3	
			ESA50	100	24	10	
			PIP	351	76	20	
			AA	118	30	47	
				668	151	86	

GRAND TOTAL OF INCOME GENERATED OF

£1,473,163.57



FUNDING AND DONATIONS

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

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

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

**ESSEX COMMUNITY FOUNDATION
PEOPLES HEALTH TRUST
VOLUNTARY SECTOR DEVELOPMENT FUND
AWARDS FOR ALL
NATIONAL LOTTERY COMMUNITY FUND
ALBERT HUNT TRUST
BILLERICITY LIONS**



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 2020

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 2020**

I report on the accounts of the Charity for the year ended 31st March 2020

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 7th October 2020

**Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2020**

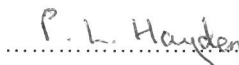
Description	Note	Unrestricted Funds		Restricted Funds		2020 Total £	2019 Total £
		General Fund £	Peoples Health Trust Fund	A4A Fund	NLCF Fund £		
Income and endowments from:							
Donations and legacies	2	22,239	14,350	9,910	78,344	124,843	78,268
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-
Investments		-	-	-	-	-	-
Total income and endowments		22,239	14,350	9,910	78,344	124,843	78,268
Expenditure on:							
Raising funds	3	542	-	-	35	577	-
Charitable activities	4	22,041	14,350	4,033	66,683	107,107	93,150
Other		-	-	-	-	-	-
Total expenditure		22,583	14,350	4,033	66,718	107,684	93,150
Net gains/(Losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		(344)	-	5,877	11,626	17,159	(14,882)
Transfers between funds		-	-	-	-	-	-
Net movement in funds		(344)	-	5,877	11,626	17,159	(14,882)
Balances brought forward at 1st April 2019		7,736	-	-	6,512	14,248	29,130
Balances carried forward at 31st March 2020		7,392	-	5,877	18,138	31,407	14,248

**Disability Information Advice Line South Essex
(DIAL South Essex)
Balance Sheet as at 31st March 2020**

	Notes	£	<u>2020</u> £	£	<u>2019</u> £
Fixed assets	7		2,104		1,748
Current assets					
Debtors	8	1,591		-	
Balances with bankers		29,292		14,053	
Cash in hand		79		82	
<i>Total current assets</i>			<u>30,962</u>	<u>14,135</u>	
Creditors: amounts falling due within one year					
Creditors	9	1,659		1,635	
			<u>1,659</u>	<u>1,635</u>	
<i>Net current assets</i>			29,303		12,500
<i>Total assets less current liabilities</i>			<u>31,407</u>		<u>14,248</u>
Unrestricted funds					
General fund			7,392		7,736
Restricted funds					
Peoples Health Trust			-		-
A4A			5,877		6,512
NLCF fund			18,138		-
			<u>31,407</u>		<u>14,248</u>

These financial statements were approved by the Trustees on 7th October 2020 and signed on their behalf by:


Chairman (Carol Edgell)


Treasurer (Paul Hayden)

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

1. Accounting Policies

a. Accounting Convention

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

b. Reconciliation with previous Generally Accepted Accounting Practice

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

c. Income Recognition

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

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

d. Fund Accounting

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

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

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

e. Bank Deposits

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

f. Expenditure Recognition

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

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

g. Allocation of Support and Governance Costs

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

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

h. Income Tax Reclaimed on Gift Aid

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

i. Tangible Fixed Assets

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

Fixtures and fittings 25% straight line.

j. Stocks

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

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020

2. Donations and legacies

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2020 Total £	2019 Total £
Donations, grants, gifts and legacies	22,239	14,350	9,910	78,344	124,843	78,268
	<u>22,239</u>	<u>14,350</u>	<u>9,910</u>	<u>78,344</u>	<u>124,843</u>	<u>78,268</u>

**3. Expenditure on:
Raising funds**

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2020 Total £	2019 Total £
<i>Fund raising costs</i>	542	-	-	35	577	-
	<u>542</u>	<u>-</u>	<u>-</u>	<u>35</u>	<u>577</u>	<u>-</u>

**4. Expenditure on:
Charitable activities**

	Unrestricted Fund		Restricted Funds			
	General Fund £	Peoples Health Trust Fund £	A4A Fund £	NLCF Fund £	2020 Total £	2019 Total £
<i>In furtherance of the Charity's objectives.</i>						
Salary and national insurance	12,117	8,307	720	49,461	70,605	64,090
Pensions	-	290	-	864	1,154	1,345
Professional fees	30	-	-	-	30	25
Telephone and postage	1,145	561	210	354	2,270	2,000
Training	(133)	132	389	6,436	6,824	1,702
Office supplies	214	286	251	845	1,596	1,541
Insurance and affiliation fees	1,818	386	226	560	2,990	2,248
Travel and motor expenses	145	1,815	294	2,823	5,077	6,224
Advertising and promotions	(738)	188	20	1,849	1,319	480
Office equipment and copier hire	1,013	674	172	706	2,565	2,065
Computer expenses	648	381	337	321	1,687	887
Accountancy	960	-	-	-	960	840
Sundry expenses	471	98	500	644	1,713	1,017
Rent, rates and services	3,263	1,232	914	1,820	7,229	7,959
Depreciation of fixtures, fittings and equipment	1,088	-	-	-	1,088	727
	<u>22,041</u>	<u>14,350</u>	<u>4,033</u>	<u>66,683</u>	<u>107,107</u>	<u>93,150</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

5. Allocation of governance and support costs

	2020			2019	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,060	7,060	-	6,409	-
Pensions	115	115	-	134	-
Professional fees	30	-	30	-	25
Office supplies	1,596	-	1,596	-	1,541
Insurance and affiliation fees	2,990	-	2,990	-	2,248
Office equipment and copier hire	2,565	-	2,565	-	2,065
Computer expenses	1,687	-	1,687	-	887
Accountancy	960	960	-	840	-
Sundry expenses	1,713	-	1,713	-	1,017
Rent, rates and services	7,229	-	7,229	-	7,959
	<u>25,945</u>	<u>8,135</u>	<u>17,810</u>	<u>7,383</u>	<u>15,742</u>

6. Net Incoming Resources after charging:

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

Brooms Professional Services Ltd:

independent examination

accountancy, taxation and consultancy

Depreciation

Operating lease rentals of equipment

	2020 £	2019 £
independent examination	960	840
accountancy, taxation and consultancy	-	-
Depreciation	1,088	727
Operating lease rentals of equipment	2,565	2,065
	<u> </u>	<u> </u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2019	2,911	2,911
Additions	1,444	1,444
Disposals	-	-
At 31st March 2020	<u>4,355</u>	<u>4,355</u>
Depreciation		
At 1st April 2019	1,163	1,163
Charge for year	1,088	1,088
Disposals	-	-
At 31st March 2020	<u>2,251</u>	<u>2,251</u>
Net Book Value		
At 31st March 2020	<u>2,104</u>	<u>2,104</u>
At 31st March 2019	<u>1,748</u>	<u>1,748</u>

8. Debtors

	2020 £	2019 £
Sundry debtor	1,591	-
	<u>1,591</u>	<u>-</u>

9. Creditors

	2020 £	2019 £
Sundry creditors, accruals and deferred income	1,659	1,635
	<u>1,659</u>	<u>1,635</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2020**

10. Staff costs

	2020 £	2019 £
Salaries	69,670	63,043
Pension	1,154	1,345
Employers' national insurance	935	1,047
	<u>71,759</u>	<u>65,435</u>
	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>5</u>	<u>4</u>
	<u>5</u>	<u>4</u>

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

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

11. Funds

- a. The general fund is an unrestricted fund used for general purposes.
- b. The Peoples Health Trust is a restricted fund to supporting specialised work such as home visiting, appeals and case work and outreach locations.

**Disability Information Advice Line South Essex
(DIAL South Essex)
Income and Expenditure Account for the year ended 31st March 2020**

	£	<u>2020</u> £	£	<u>2019</u> £
Income				
Grants received		114,511		61,739
Donations received		10,333		16,249
Sale of goods		-		279
		<u>124,843</u>		<u>78,267</u>
 Deduct: Expenditure				
Salaries and National Insurance	70,605		64,090	
Pension	1,154		1,345	
Professional Fees	30		25	
Telephone and Postage	2,270		2,000	
Training	6,824		1,702	
Office Supplies	1,596		1,541	
Insurance and Affiliation Fees	2,990		2,248	
Motor and Travel	5,077		6,224	
Advertising and Promotion	1,319		480	
Office Equipment and Copier Lease	2,565		2,065	
Computer Costs	1,687		887	
Accountancy	960		840	
Sundry Expenses	1,713		1,015	
Rent, Rates and Services	7,229		7,959	
Fund Raising Costs	577		-	
Fixtures, Fittings and Equipment Depreciation	<u>1,088</u>		<u>727</u>	
Total Expenditure		107,684		93,149
(Deficit)/Surplus for the Year		<u><u>17,159</u></u>		<u><u>(14,882)</u></u>

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