

**DIAL
SOUTH ESSEX
THE DISABILITY
HELPLINE**



**ANNUAL REPORT
2021-2022**

CONTENTS

Mission Statement & Core Values

Organisational Chart

Staff & Management Committee

Volunteers & Services

Chairman's Report & Treasurers Report

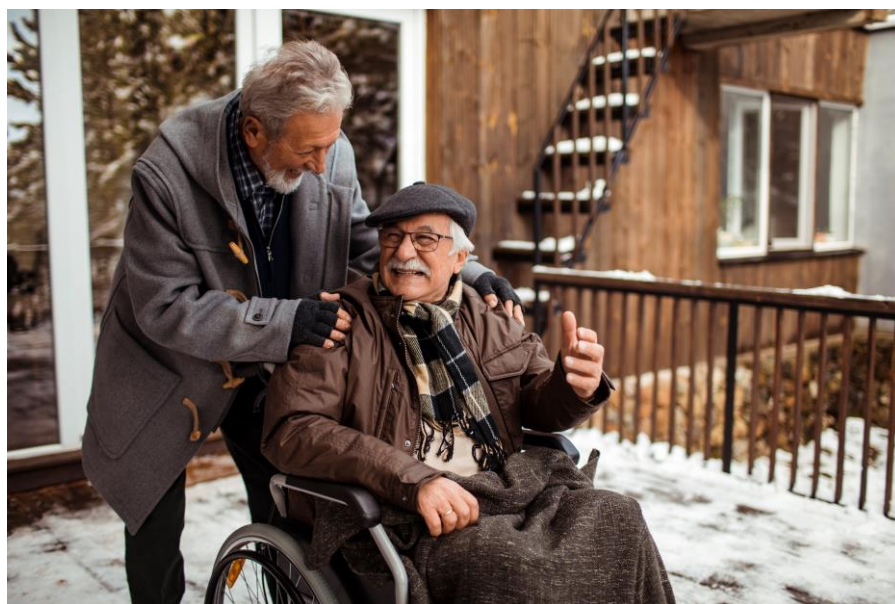
DIAL Projects

Case Study

Statistics, Evaluation & Monitoring

Generated Income

Funding & Donations



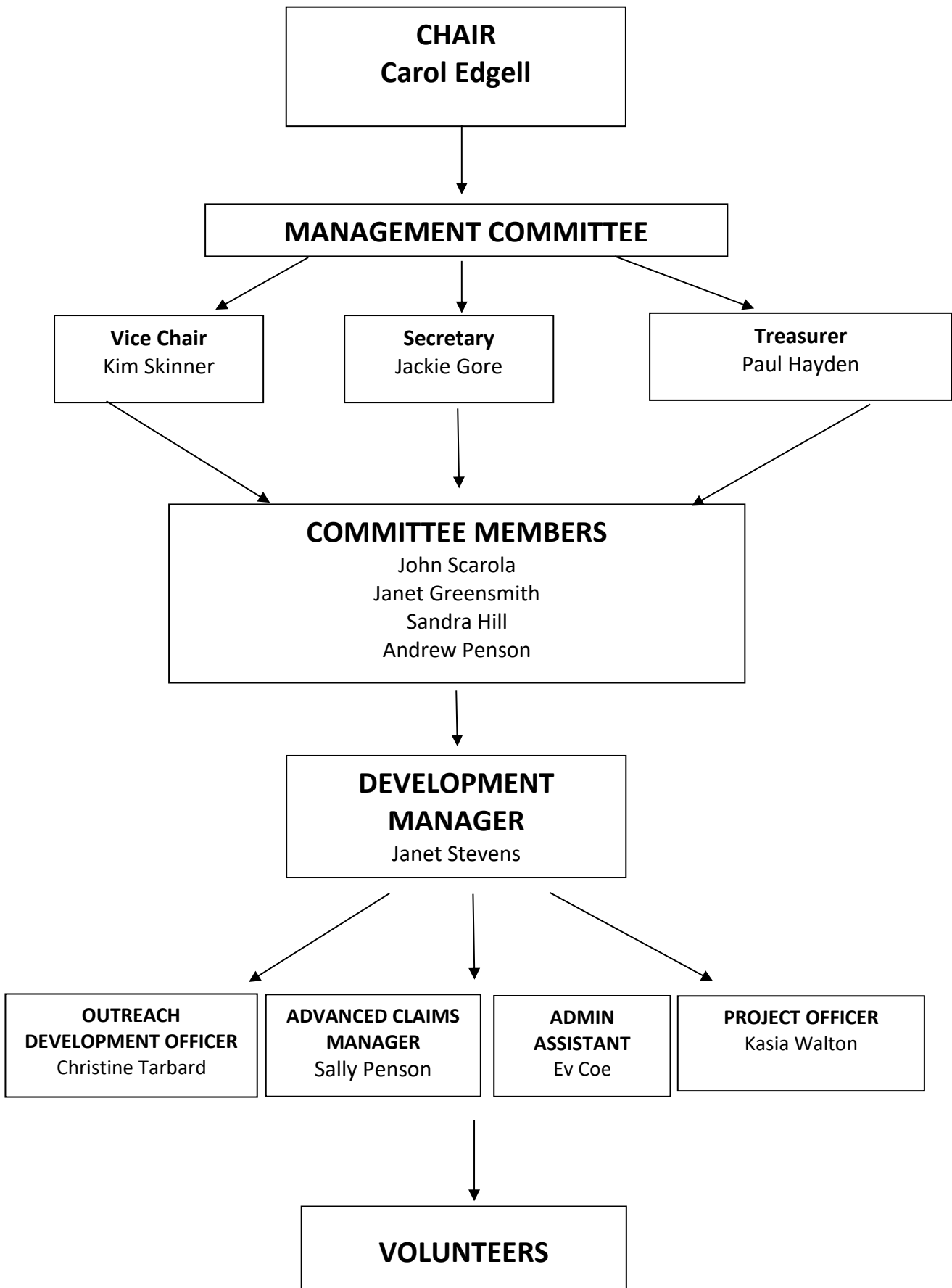
MISSION STATEMENT

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

CORE VALUES

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

ORGANISATIONAL CHART



STAFF

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

EXECUTIVE MANAGEMENT COMMITTEE/TRUSTEES

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

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



VOLUNTEERS and SERVICES

VOLUNTEERS

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

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

DIAL promotes the role of disabled people in society by:

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

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

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

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

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



SERVICES

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

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

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

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

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

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



CHAIRMAN'S REPORT

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

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

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

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



Carol – Chairperson

TREASURERS REPORT

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

Paul - Treasurer



Sally Penson Appeals Service

During the final year of our NLCF project, I was required to continue with Appeals and Representation of clients, and representing clients in court. Most of these were carried out over the phone or via TEAMS.

In August 2021, we had returned to the office after 17 months of working from home as a result of the COVID19 pandemic.

In October we were able to meet with clients face to face for the first time in 19 months.

We had COVID restrictions in place, but this still enabled us to help our clients to the fullest.

It was great to get back into the office and to have our DIAL family back together.

Unfortunately, some of our volunteers had decided they did not wish to return.

During our final year I have had 122 cases, 83 of these cases are now closed, 50 of which cases had successful outcomes, which generated a yearly income of £136,120 and increased my client's weekly income by over £3,460 and they were grateful to receive back pay amounting to nearly £180,000. I was left with 39 cases to carry over to the next financial year.



Christine Tarbard Outreach Service

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

Kasia Walton “Coming Together” Project

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

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

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



CASE STUDY

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

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

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

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

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

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

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

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

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

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

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

STATISTICS, EVALUATION & MONITORING

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

The total of enquiries is broken down as follows;

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

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

AREAS

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

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

WEBSITE

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



BENEFITS AND GENERATED INCOME

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

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

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

FUNDING AND DONATIONS

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

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

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

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

WITH
COMPLIMENTS

***DIAL IS A CHARITABLE INCORPORATED
ORGANISATION***

REGISTERED CHARITY NUMBER: 1155514

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2022

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

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

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

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

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

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

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

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

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

Respective responsibilities of trustees and examiner

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

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

It is my responsibility to:

- examine the accounts (under section 145 of the Charities Act 2011);
- to follow the procedures laid down in the General Directions given by the Charity 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: 12th July 2022

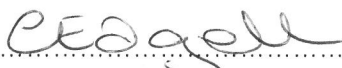
Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

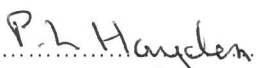
Description	Note	Unrestricted Funds	Restricted Funds			2022 Total £	2021 Total £
		General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £		
Income and endowments from:							
Donations and legacies	2	23,555	11,769	72,211	29,660	137,195	145,370
Charitable activities		-	-	-	-	-	-
Other trading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

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

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

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


Chairman (Carol Edgell)


Treasurer (Paul Hayden)

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

1. Accounting Policies

a. Accounting Convention

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

b. Reconciliation with previous Generally Accepted Accounting Practice

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

c. Income Recognition

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

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

d. Fund Accounting

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

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

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

e. Bank Deposits

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

f. Expenditure Recognition

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

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

g. Allocation of Support and Governance Costs

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

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

h. Income Tax Reclaimed on Gift Aid

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

i. Tangible Fixed Assets

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

Fixtures and fittings 25% straight line.

j. Stocks

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

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

2. Donations and legacies

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

**3. Expenditure on:
Raising funds**

	Unrestricted Fund		Restricted Funds			
	General Fund	Peoples Health Trust Fund	NLCF Fund	NHS Fund	2022 Total	2021 Total
	£	£	£	£	£	£
<i>Fund raising costs</i>	959	-	-	-	959	1,141
	<u>959</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>959</u>	<u>1,141</u>

**4. Expenditure on:
Charitable activities**

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

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

5. Allocation of governance and support costs

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

6. Net Incoming Resources after charging:

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

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

7. Fixed Assets

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

9. Creditors

	2022 £	2021 £
Sundry creditors, accruals and deferred income	2,256	2,766
	<u>2,256</u>	<u>2,766</u>

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

10. Staff costs

	2022 £	2021 £
Salaries	81,213	77,063
Pension	864	1,318
Employers' national insurance	1,135	697
	<u>83,212</u>	<u>79,078</u>
	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>5</u>	<u>5</u>
	<u>5</u>	<u>5</u>

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

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

11. Funds

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

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

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

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

DISABILITY INFORMATION ADVICE LINE SOUTH ESSEX
(DIAL SOUTH ESSEX)

Charity Registration Number: 1155514

STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2022

BROOMS PROFESSIONAL SERVICES LIMITED
CHARTERED CERTIFIED ACCOUNTANTS
REGISTERED AUDITORS

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

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

Select suitable accounting policies and then apply them consistently,

Make judgements and estimates that are reasonable and prudent,

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

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

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

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

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

Respective responsibilities of trustees and examiner

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

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

It is my responsibility to:

- examine the accounts (under section 145 of the Charities Act 2011);
- to follow the procedures laid down in the General Directions given by the Charity 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: 12th July 2022

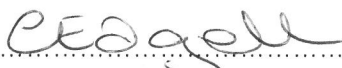
Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2022

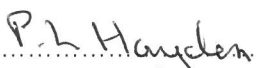
Description	Note	Unrestricted Funds	Restricted Funds			2022 Total £	2021 Total £
		General Fund £	Peoples Health Trust Fund £	NLCF Fund £	NHS Fund £		
Income and endowments from:							
Donations and legacies	2	23,555	11,769	72,211	29,660	137,195	145,370
Charitable activities		-	-	-	-	-	-
Other trading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

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

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

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


Chairman (Carol Edgell)


Treasurer (Paul Hayden)

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

1. Accounting Policies

a. Accounting Convention

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

b. Reconciliation with previous Generally Accepted Accounting Practice

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

c. Income Recognition

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

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

d. Fund Accounting

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

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

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

e. Bank Deposits

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

f. Expenditure Recognition

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

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

g. Allocation of Support and Governance Costs

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

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

h. Income Tax Reclaimed on Gift Aid

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

i. Tangible Fixed Assets

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

Fixtures and fittings 25% straight line.

j. Stocks

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

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

2. Donations and legacies

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

**3. Expenditure on:
Raising funds**

	Unrestricted Fund		Restricted Funds			
	General Fund	Peoples Health Trust Fund	NLCF Fund	NHS Fund	2022 Total	2021 Total
	£	£	£	£	£	£
<i>Fund raising costs</i>	959	-	-	-	959	1,141
	<u>959</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>959</u>	<u>1,141</u>

**4. Expenditure on:
Charitable activities**

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

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

5. Allocation of governance and support costs

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

6. Net Incoming Resources after charging:

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

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

7. Fixed Assets

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

9. Creditors

	2022 £	2021 £
Sundry creditors, accruals and deferred income	2,256	2,766
	<u>2,256</u>	<u>2,766</u>

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

10. Staff costs

	2022 £	2021 £
Salaries	81,213	77,063
Pension	864	1,318
Employers' national insurance	1,135	697
	<u>83,212</u>	<u>79,078</u>
	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>5</u>	<u>5</u>
	<u>5</u>	<u>5</u>

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

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

11. Funds

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

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

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

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

