

DIAL
SOUTH ESSEX
The Disability
Helpline



ANNUAL REPORT
2022-2023

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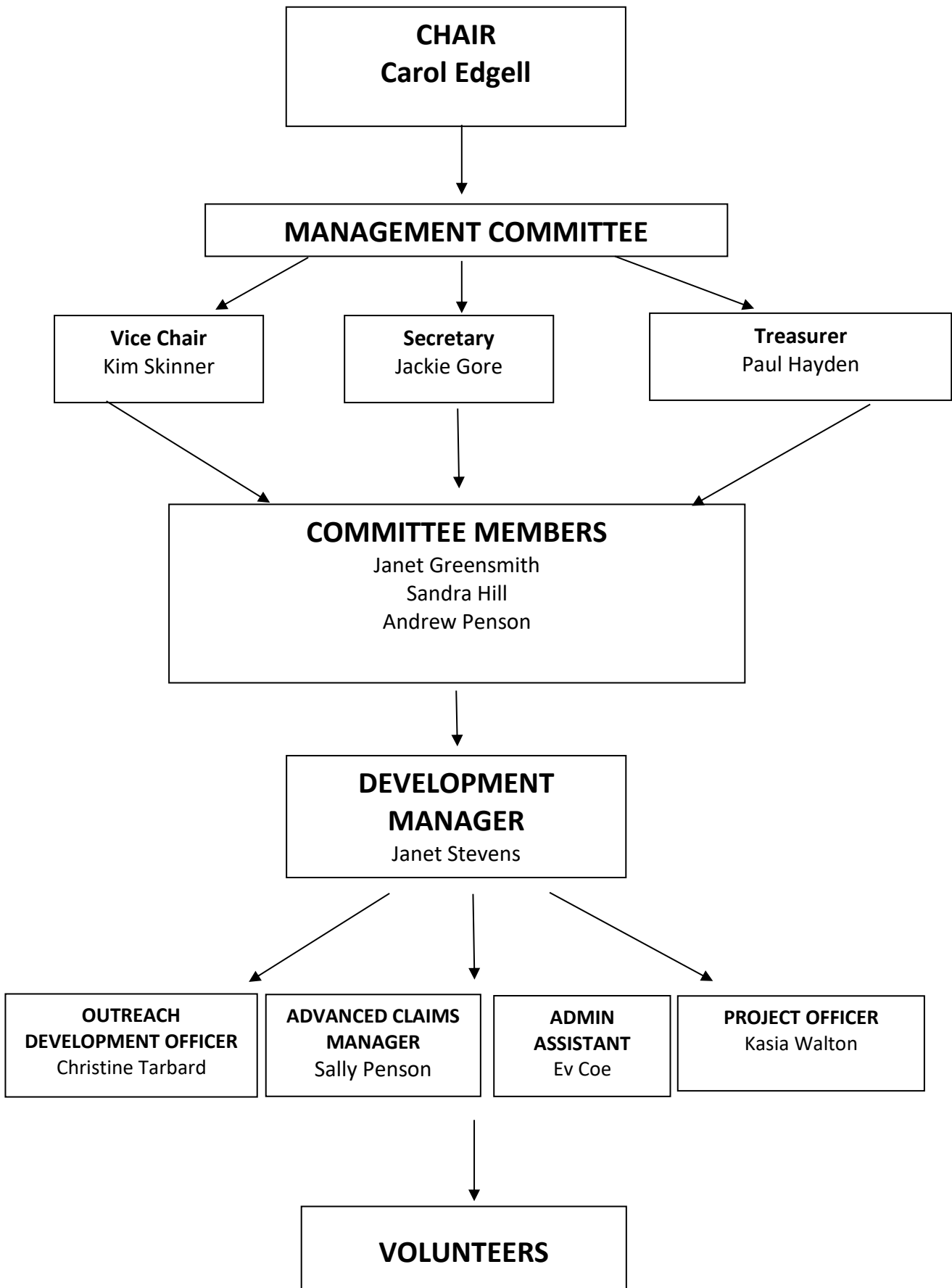
MISSION STATEMENT

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 and Home Visiting Adviser dealing with a variety of issues in peoples homes and various locations in the south of the county
Kasia Walton Project Officer	To create social and self-help groups throughout the district and promote volunteering through the groups
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
Janet Greensmith		Retired Confectioner
Sandra Hill		Retired Accounts Clerk/Bookkeeper
Andrew Penson		Retired Mechanical Engineer



VOLUNTEERS and SERVICES

VOLUNTEERS

For 37 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

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

DIAL promotes the role of disabled people in society by:

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

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

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

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

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



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

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

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

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**

This year we have returned to all working at the main office and started opening up for face-to-face help by appointment since October 2021. We now have drop ins every day between 10am and 2pm.



CHAIRMAN'S REPORT

Everybody has now returned to the office and the trustees have become more involved and are looking at the services and ways to make improvements. This has been ongoing throughout the year.

By the end of the financial year we were still behind pre COVID figures but after opening up to drop ins and appointments the number of contacts was starting to pick up. We are continuing to use methods adopted during COVID in the office as these have proved desirable by some of our clients, e.g. telephone form completion and WhatsApp messaging and calls.

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 and their commitment to DIAL.



Carol – Chairperson

TREASURERS REPORT

The accounts have improved again this year, and 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 this financial year, my appeals work continues, and I have taken over management of the Volunteers as part of my deputy managerial position.

We were pleased to welcome back one of our previous volunteers and welcomed 2 new volunteers. We are trying to increase their training and improve their advisory skills and information knowledge.

My case load continues to grow, and I am still representing and attending hearings. During the last year I have had 133 cases, 92 cases are now closed and 60 of which had successful outcomes, which generated a yearly income of £275,537 and increased my client's weekly income by over £5,299, they were all grateful to receive backpay amounting to nearly £297,230

I was left with 41 ongoing cases. Out of the 92 cases closed, 16 clients had not notified of the outcome and we had no further contact with them since their initial enquiry.



Christine Tarbard Outreach Service/Home Visiting

The Outreach Service and Home Visiting Service are progressing well. I continue to help people over the telephone to complete their benefit application forms and then completing additional sheets for them to attach to their forms and return. This worked very well over the COVID period 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 are now offering home visits and are trying to build up Outreach locations again. I still work closely with Thurrock Community Support (Local Area Co-Ordinators) whose clients suffer a lot of mental health issues and who are unable to navigate the systems themselves. This causes them more anxiety and stress. I also work closely with 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 as in the previous year and we have also opened a few 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.

The groups have all reopened but many people still feel unsafe about attending so we continued using alternative methods as well to please everybody. We use instant messaging and video chats to provide a reliable network of advice and friendship. 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 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

Mrs W is a 66-year-old lady who came to us with regards her claim for PIP. She had applied for PIP because she had recently been diagnosed with breast cancer and had multiple other debilitating conditions including Fibromyalgia, cervical and lumbar spondylosis, and mental health issues.

Mrs W had recently reached pension age and now receives her pension but had been refused PIP (which she had applied for prior to reaching pension age).

Mrs W's new husband was also pension age, but his Pension Credit had stopped and Mrs W's award of Carers Allowance for her husband had stopped, but she was still entitled to Carers Premium. This had affected their weekly income. We initially completed a benefit calculation which showed they were still entitled to a small amount of Pension Credit and an application was made. We also lodged an appeal against the PIP decision. Over the coming months I had correlated Mrs W's medical evidence and was in the process of preparing her appeal for hearing.

Clients then contacted me as they had been notified of a problem with the rent account and needed advice and assistance on what to do. They had accrued an exorbitant amount of rent arrears and it appeared they were not being paid the correct amount of Housing Benefit. I completed a Form of Authority and emailed the local authority asking for a breakdown of how these arrears had occurred. Shortly afterwards, I received an email stating that the reason the arrears had accrued is because they must pay the rent on their property, 4 garages and water rates, and they hadn't been covering the basic amounts.

I explained this to the client, and they couldn't understand as they feel they should be getting extra help. I said that the amount they were paying wouldn't even have covered the rent for the 4 garages, let alone cover any of the shortfall from the rent allowance. I arranged for clients to come in to discuss their case and work out how much they need to pay each month to cover the house and garage rents and water rates and try to pay some of the arrears off. The local authority and written to them telling them they had to pay £360 a month, we worked out they couldn't afford this amount, so I corresponded with the local authority, and we managed to get it down to £300 a month.

Unfortunately, their difficulties continued, and they had been issued court proceedings for the rent arrears, at this point I referred them to the Financial Inclusion Officers at the council as I was not equipped to advise any further on this specific issue. They continued to be clients with regards to the appeal for PIP.

After providing all the evidence the court needed for the PIP appeal, we had been put onto the waiting list for the hearing to be scheduled. Very shortly after we received a hearing date and Mrs W attended the hearing. Unfortunately, it was a face-to-face hearing, and it was decided that it was not economically feasible for me to attend face to face hearings due to the amount of time I would be out of the office. The Tribunal Panel decided Mrs W met the criteria for the Enhanced rates of both the Daily Living and Mobility components of PIP, backdated for 18 months and awarded for an ongoing timeframe as it was not appropriate to apply and end date. The weekly amount she was awarded was £156.90 and free car tax, she was awarded £12,653 backpay.

Following this decision, it passported her to further financial assistance. Their Pension Credit was increased, which in turn, increased their rent allowance (wiping off a considerable amount of their rent arrears) and allowing Mrs W's husband to claim the Carers Premium for his wife, increasing the amount of money the government says they need to live off.

This has changed Mrs W's life significantly, it has also reduced her mental health issues as well as clearing a great deal of debt, leaving her and her husband free to deal with their debilitating conditions and pay for any aids, adaptations or assistance they will need in the future.

STATISTICS, EVALUATION & MONITORING

These are the annual results of the evaluation and monitoring of DIAL's service using the monthly statistics. In the financial year April 2022-March 2023 we saw a total of 2667 clients in the office seeking information on 4526 enquiries. We also saw another 603 people at the clubs and delivered 267 packages.

Benefit advice was again the main subject that we were contacted about accounting for nearly 50% of all enquiries received. We dealt with 2069 enquiries related to benefits, 1635 for other disability related issues and 822 enquiries for help with challenging decisions.

AREAS

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

Basildon, Billericay and Wickford	474
Brentwood	78
Castle Point	111
Rochford	64
Thurrock	1509
Southend	100
Other	331
Total	2667

WEBSITE

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



BENEFITS AND GENERATED INCOME

Of the applications that we completed we have only received about a third of all results. Many claims are still being refused or clients are receiving a much lower award for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. With refusals for other benefits this combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals Service. Results still do not 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 £1,296,165

This is made up of £723,398 from awards of benefits and back pay from forms we completed and £572,767 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
THURROCK VOLUNTARY SECTOR DEVELOPMENT FUND
PEOPLE'S HEALTH TRUST
POSTCODE PLACES TRUST
GARFIELD WESTERN

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 2023

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 2023**

I report on the accounts of the Charity for the year ended 31st March 2023

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: 17th October 2023

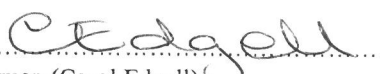
Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023

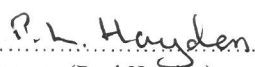
Description	Note	Unrestricted Funds		Restricted Funds			2023 Total £	2022 Total £
		General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £		
Income and endowments from:								
Donations and legacies	2	37,888	19,614	-	21,157	47,734	156,053	137,195
Charitable activities		-	-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-	-
Investments		-	-	-	-	-	-	-
Total income and endowments		37,888	19,614	-	21,157	47,734	156,053	137,195
Expenditure on:								
Raising funds	3	3,707	-	-	-	-	3,707	958
Charitable activities	4	38,033	18,452	18,022	12,715	-	116,033	114,667
Other		-	-	-	-	-	-	-
Total expenditure		41,740	18,452	18,022	12,715	-	119,740	115,625
Net gains/(Losses) on investments		-	-	-	-	-	-	-
Net income/(expenditure)		(3,851)	1,162	(18,022)	8,442	47,734	36,314	21,570
Transfers between funds		-	-	-	-	-	-	-
Net movement in funds		(3,851)	1,162	(18,022)	8,442	47,734	36,314	21,570
Balances brought forward at 1st April 2022		39,327	3,083	24,060	-	-	84,743	63,173
Balances carried forward at 31st March 2023		35,476	4,245	6,038	8,442	47,734	121,057	84,743

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

	Notes	£	<u>2023</u> £	£	<u>2022</u> £
Fixed assets	7		2,544		3,885
Current assets					
Balances with bankers		120,092		83,035	
Cash in hand		79		79	
<i>Total current assets</i>			<u>120,171</u>	<u>83,114</u>	
Creditors: amounts falling due within one year					
Creditors	9	1,658		2,256	
			<u>1,658</u>	<u>2,256</u>	
<i>Net current assets</i>			118,512		80,858
<i>Total assets less current liabilities</i>			<u>121,057</u>		<u>84,743</u>
Unrestricted funds					
General fund			35,476		39,327
Restricted funds					
Peoples Health Trust			4,245		3,083
NATW			47,734		-
PPT			8,442		-
NLCF fund			6,038		24,060
NHS Fund			19,122		18,273
			<u>121,057</u>		<u>84,743</u>

These financial statements were approved by the Trustees on 17th October 2023 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 2023**

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 2023

2. Donations and legacies

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	2023 Total £	2022 Total £
Donations, grants, gifts and legacies	37,888	19,614	-	21,157	47,734	29,660	156,053	137,195
	<u>37,888</u>	<u>19,614</u>	<u>-</u>	<u>21,157</u>	<u>47,734</u>	<u>29,660</u>	<u>156,053</u>	<u>137,195</u>

3. Expenditure on:
Raising funds

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	2023 Total £	2022 Total £
Fund raising costs	3,707	-	-	-	-	-	3,707	959
	<u>3,707</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>3,707</u>	<u>959</u>

4. Expenditure on:
Charitable activities

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	2023 Total £	2022 Total £
<i>In furtherance of the Charity's objectives.</i>								
Salary and national insurance	27,320	10,857	16,230	7,999	-	17,197	79,602	82,346
Pensions	430	191	-	200	-	172	993	864
Professional fees	33	-	-	-	-	84	117	-
Telephone and postage	1,110	430	216	280	-	588	2,623	4,290
Training	750	217	164	923	-	328	2,381	2,498
Office supplies	887	420	-	455	-	1,173	2,935	3,164
Insurance and affiliation fees	1,279	129	-	129	-	194	1,732	2,513
Travel and motor expenses	155	768	296	759	-	2,726	4,705	2,224
Advertising and promotions	120	534	30	366	-	959	2,009	1,284
Office equipment and copier hire	403	367	241	126	-	777	1,914	1,441
Computer expenses	416	221	74	148	-	221	1,081	1,332
Accountancy	383	198	149	174	-	216	1,120	1,185
Sundry expenses	151	807	-	-	-	942	1,900	1,022
Rent, rates and services	2,410	3,312	623	1,156	-	3,235	10,736	8,016
Depreciation of fixtures, fittings and equipment	2,187	-	-	-	-	-	2,187	2,487
	<u>38,033</u>	<u>18,452</u>	<u>18,022</u>	<u>12,715</u>	<u>-</u>	<u>28,811</u>	<u>116,033</u>	<u>114,666</u>

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

5. Allocation of governance and support costs

	2023			2022	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,960	7,960		8,235	
Pensions	99	99		86	
Professional fees	117	-	117	-	-
Office supplies	2,935	-	2,935	-	3,164
Insurance and affiliation fees	1,732	-	1,732	-	2,513
Office equipment and copier hire	1,914	-	1,914	-	1,441
Computer expenses	1,081	-	1,081	-	1,332
Accountancy	1,120	1,120		1,185	
Sundry expenses	1,900	-	1,900	-	1,022
Rent, rates and services	10,736	-	10,736	-	8,016
	<u>29,593</u>	<u>9,179</u>	<u>20,414</u>	<u>9,506</u>	<u>17,488</u>

6. Net Incoming Resources after charging:

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

Brooms Professional Services Ltd:		
independent examination	1,120	1,185
accountancy, taxation and consultancy	-	-
Depreciation	2,187	2,487
Operating lease rentals of equipment	1,914	1,441

	2023 £	2022 £
	1,120	1,185
	-	-
	2,187	2,487
	1,914	1,441

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

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2022	10,812	10,812
Additions	846	846
Disposals	-	-
At 31st March 2023	<u>11,658</u>	<u>11,658</u>
Depreciation		
At 1st April 2022	6,927	6,927
Charge for year	2,187	2,187
Disposals	-	-
At 31st March 2023	<u>9,114</u>	<u>9,114</u>
Net Book Value		
At 31st March 2023	<u>2,544</u>	<u>2,544</u>
At 31st March 2022	<u>3,885</u>	<u>3,885</u>

9. Creditors

	2023 £	2022 £
Sundry creditors, accruals and deferred income	1,658	2,256
	<u>1,658</u>	<u>2,256</u>

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

10. Staff costs

	2023 £	2022 £
Salaries	79,602	81,213
Pension	993	864
Employers' national insurance	-	1,135
	<u>80,595</u>	<u>83,212</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. Peoples Health Trust - Project Title Coming Together- for building social connections, training, general advice and support and to reduce isolation.
- c. National Lottery Community Fund (NLCF) is a restricted fund to identify entitlement, and help people apply for benefits and services. Specialised work including home visits, appeals and casework, tribunal representation and outreach work.
- d. NHS is a restricted fund to help reduce isolation and share skill sets.
- e. Postcode Places Trust (PPT) - Project Back Together - This consist of advice and advocacy, reconnecting people by befriending, centre based activities and published know how articles to develop skills.
- f. Nationwide (NATW) - The funding received is for workshops covering finance, financial health checks and to help with managing money, for those who need it.

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

	<u>2023</u>	<u>2022</u>
	£	£
Income		
Grants received	152,165	133,400
Donations received	3,888	3,795
Sale of goods	-	-
	<u>156,053</u>	<u>137,195</u>
Deduct: Expenditure		
Salaries and National Insurance	79,602	82,346
Pension	993	864
Professional Fees	117	-
Telephone and Postage	2,623	4,290
Training	2,381	2,498
Office Supplies	2,935	3,164
Insurance and Affiliation Fees	1,732	2,513
Motor and Travel	4,705	2,224
Advertising and Promotion	2,009	1,284
Office Equipment and Copier Lease	1,914	1,441
Computer Costs	1,081	1,332
Accountancy	1,120	1,185
Sundry Expenses	1,900	1,022
Rent, Rates and Services	10,736	8,016
Fund Raising Costs	3,707	959
Fixtures, Fittings and Equipment Depreciation	<u>2,187</u>	<u>2,487</u>
Total Expenditure	119,740	115,625
(Deficit)/Surplus for the Year	<u><u>36,314</u></u>	<u><u>21,570</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 2023

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 2023**

I report on the accounts of the Charity for the year ended 31st March 2023

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: 17th October 2023

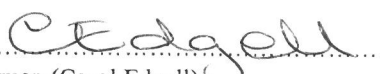
**Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023**

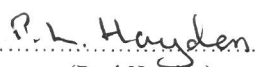
Description	Note	Unrestricted Funds		Restricted Funds				2023 Total £	2022 Total £
		General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £		
Income and endowments from:									
Donations and legacies	2	37,888	19,614	-	21,157	47,734	29,660	156,053	137,195
Charitable activities		-	-	-	-	-	-	-	-
Other trading activities		-	-	-	-	-	-	-	-
Investments		-	-	-	-	-	-	-	-
Total income and endowments		37,888	19,614	-	21,157	47,734	29,660	156,053	137,195
Expenditure on:									
Raising funds	3	3,707	-	-	-	-	-	3,707	958
Charitable activities	4	38,033	18,452	18,022	12,715	-	28,811	116,033	114,667
Other		-	-	-	-	-	-	-	-
Total expenditure		41,740	18,452	18,022	12,715	-	28,811	119,740	115,625
Net gains/(Losses) on investments		-	-	-	-	-	-	-	-
Net income/(expenditure)		(3,851)	1,162	(18,022)	8,442	47,734	849	36,314	21,570
Transfers between funds		-	-	-	-	-	-	-	-
Net movement in funds		(3,851)	1,162	(18,022)	8,442	47,734	849	36,314	21,570
Balances brought forward at 1st April 2022		39,327	3,083	24,060	-	-	18,273	84,743	63,173
Balances carried forward at 31st March 2023		35,476	4,245	6,038	8,442	47,734	19,122	121,057	84,743

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

	Notes	£	<u>2023</u> £	£	<u>2022</u> £
Fixed assets	7		2,544		3,885
Current assets					
Balances with bankers		120,092		83,035	
Cash in hand		79		79	
<i>Total current assets</i>			<u>120,171</u>	<u>83,114</u>	
Creditors: amounts falling due within one year					
Creditors	9	1,658		2,256	
			<u>1,658</u>	<u>2,256</u>	
<i>Net current assets</i>			118,512		80,858
<i>Total assets less current liabilities</i>			<u>121,057</u>		<u>84,743</u>
Unrestricted funds					
General fund			35,476		39,327
Restricted funds					
Peoples Health Trust			4,245		3,083
NATW			47,734		-
PPT			8,442		-
NLCF fund			6,038		24,060
NHS Fund			19,122		18,273
			<u>121,057</u>		<u>84,743</u>

These financial statements were approved by the Trustees on 17th October 2023 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 2023**

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 2023

2. Donations and legacies

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	2023 Total £	2022 Total £
Donations, grants, gifts and legacies	37,888	19,614	-	21,157	47,734	29,660	156,053	137,195
	<u>37,888</u>	<u>19,614</u>	<u>-</u>	<u>21,157</u>	<u>47,734</u>	<u>29,660</u>	<u>156,053</u>	<u>137,195</u>

3. Expenditure on:
Raising funds

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	2023 Total £	2022 Total £
Fund raising costs	3,707	-	-	-	-	-	3,707	959
	<u>3,707</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>3,707</u>	<u>959</u>

4. Expenditure on:
Charitable activities

	Unrestricted Fund		Restricted Funds					
	General Fund £	Peoples Health Trust Fund £	NLCF Fund £	PPT £	NATW £	NHS Fund £	2023 Total £	2022 Total £
<i>In furtherance of the Charity's objectives.</i>								
Salary and national insurance	27,320	10,857	16,230	7,999	-	17,197	79,602	82,346
Pensions	430	191	-	200	-	172	993	864
Professional fees	33	-	-	-	-	84	117	-
Telephone and postage	1,110	430	216	280	-	588	2,623	4,290
Training	750	217	164	923	-	328	2,381	2,498
Office supplies	887	420	-	455	-	1,173	2,935	3,164
Insurance and affiliation fees	1,279	129	-	129	-	194	1,732	2,513
Travel and motor expenses	155	768	296	759	-	2,726	4,705	2,224
Advertising and promotions	120	534	30	366	-	959	2,009	1,284
Office equipment and copier hire	403	367	241	126	-	777	1,914	1,441
Computer expenses	416	221	74	148	-	221	1,081	1,332
Accountancy	383	198	149	174	-	216	1,120	1,185
Sundry expenses	151	807	-	-	-	942	1,900	1,022
Rent, rates and services	2,410	3,312	623	1,156	-	3,235	10,736	8,016
Depreciation of fixtures, fittings and equipment	2,187	-	-	-	-	-	2,187	2,487
	<u>38,033</u>	<u>18,452</u>	<u>18,022</u>	<u>12,715</u>	<u>-</u>	<u>28,811</u>	<u>116,033</u>	<u>114,666</u>

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

5. Allocation of governance and support costs

	2023			2022	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
Salary and national insurance	7,960	7,960		8,235	
Pensions	99	99		86	
Professional fees	117	-	117	-	-
Office supplies	2,935	-	2,935	-	3,164
Insurance and affiliation fees	1,732	-	1,732	-	2,513
Office equipment and copier hire	1,914	-	1,914	-	1,441
Computer expenses	1,081	-	1,081	-	1,332
Accountancy	1,120	1,120		1,185	
Sundry expenses	1,900	-	1,900	-	1,022
Rent, rates and services	10,736	-	10,736	-	8,016
	<u>29,593</u>	<u>9,179</u>	<u>20,414</u>	<u>9,506</u>	<u>17,488</u>

6. Net Incoming Resources after charging:

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

Brooms Professional Services Ltd:		
independent examination	1,120	1,185
accountancy, taxation and consultancy	-	-
Depreciation	2,187	2,487
Operating lease rentals of equipment	1,914	1,441

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	1,120	1,185
	-	-
	2,187	2,487
	1,914	1,441

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

7. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2022	10,812	10,812
Additions	846	846
Disposals	-	-
At 31st March 2023	<u>11,658</u>	<u>11,658</u>
Depreciation		
At 1st April 2022	6,927	6,927
Charge for year	2,187	2,187
Disposals	-	-
At 31st March 2023	<u>9,114</u>	<u>9,114</u>
Net Book Value		
At 31st March 2023	<u>2,544</u>	<u>2,544</u>
At 31st March 2022	<u>3,885</u>	<u>3,885</u>

9. Creditors

	2023 £	2022 £
Sundry creditors, accruals and deferred income	1,658	2,256
	<u>1,658</u>	<u>2,256</u>

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

10. Staff costs

	2023 £	2022 £
Salaries	79,602	81,213
Pension	993	864
Employers' national insurance	-	1,135
	<u>80,595</u>	<u>83,212</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.

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- d. NHS is a restricted fund to help reduce isolation and share skill sets.
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**Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2023**

	<u>2023</u>	<u>2022</u>
	£	£
Income		
Grants received	152,165	133,400
Donations received	3,888	3,795
Sale of goods	-	-
	<u>156,053</u>	<u>137,195</u>
Deduct: Expenditure		
Salaries and National Insurance	79,602	82,346
Pension	993	864
Professional Fees	117	-
Telephone and Postage	2,623	4,290
Training	2,381	2,498
Office Supplies	2,935	3,164
Insurance and Affiliation Fees	1,732	2,513
Motor and Travel	4,705	2,224
Advertising and Promotion	2,009	1,284
Office Equipment and Copier Lease	1,914	1,441
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Accountancy	1,120	1,185
Sundry Expenses	1,900	1,022
Rent, Rates and Services	10,736	8,016
Fund Raising Costs	3,707	959
Fixtures, Fittings and Equipment Depreciation	<u>2,187</u>	<u>2,487</u>
Total Expenditure	119,740	115,625
(Deficit)/Surplus for the Year	<u><u>36,314</u></u>	<u><u>21,570</u></u>

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

