

**DIAL
SOUTH ESSEX
THE DISABILITY
HELPLINE**



**ANNUAL REPORT
2018-2019**

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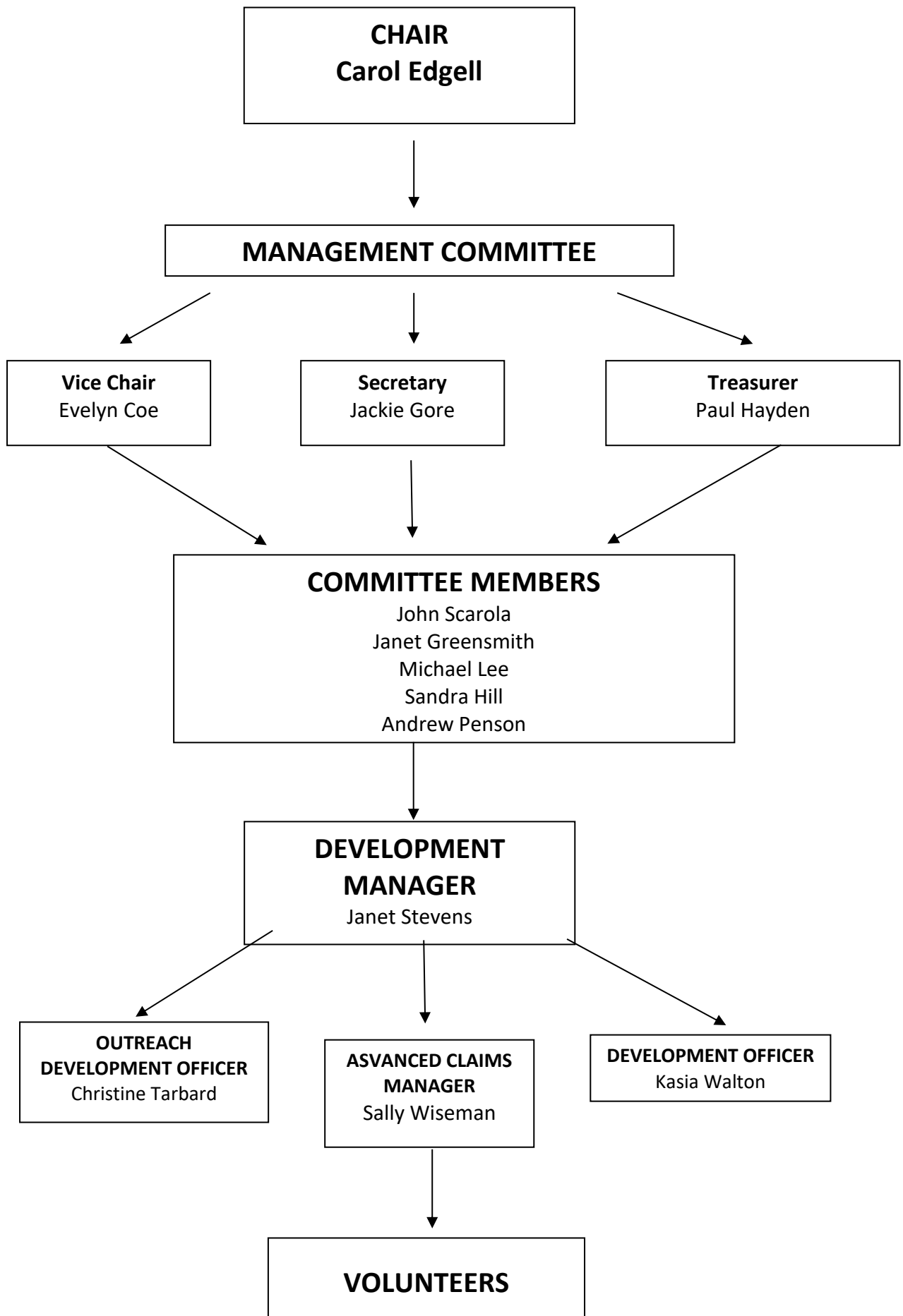
MISSION STATEMENT

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 and the development of all services at DIAL
Sally Wiseman 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	To create social and self-help groups throughout the Basildon District and promote Volunteering through the groups

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
Evelyn Coe	Vice-Chair	Retired Children's Home Carer
Jackie Gore	Secretary	Pharmacy Manager & Technician
Paul Hayden	Treasurer	Local Government Officer/Bookkeeper
John Scarola		Retired Ford Motor Company Union Representative
Janet Greensmith		Retired Confectioner
Sandra Hill		Accounts Clerk/Bookkeeper
Michael Lee		Essex League Football Team Manager
Andrew Penson		Mechanical Engineer



VOLUNTEERS and SERVICES

VOLUNTEERS

For 33 years, volunteers have been a vital part of DIAL in providing support to thousands of disabled people by:

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

DIAL promotes the role of disabled people in society by:

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

Volunteers are crucial in making sure DIAL continues to support disabled people and benefit the local community. People volunteer for many reasons, perhaps to give something back to the local community or to gain valuable experience which could help in finding future employment. This year one of our volunteers has found employment and agree that volunteering with DIAL has helped him to obtain the position due to the skills, experience and increased confidence that he has gained during his time with us.

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

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

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



SERVICES

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

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

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

We hope to add venues in Canvey and Rayleigh during the next financial year.

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

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



CHAIRMAN'S REPORT

This year, as always, has been a very busy year for all concerned. We have welcomed some new volunteers to join us and also welcomed back some who had either left us or have been off on long term sick leave. After an initial false start with coming back into the Thurrock area, we are now working very well with the two offices next to each other on the second floor which is proving successful enabling us to deal with extra clients. We are, therefore, still able to stay at The Beehive from 10am – 3pm each day with Thursday being mainly an administration and appointments day. We are also successfully seeing a variety of people at the various outreach desks and home visits.

Funding - as ever - is still a big issue for us, especially with the extra criteria which is now required and finding a way to adapt what we do to fit in with this. As we all know there is only so much we can do to change what we do or add to it. Almost everyone we see considers that we do an excellent job and should not have to change, but unfortunately that is not how the funders see it and they always want more for their money however small the amount may be.

Overall it has been a successful year and I want to thank everyone for their hard work and commitment and hope we are able to carry on for many years to come.

Carol - Chairperson



TREASURERS REPORT

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

DIAL's PROJECTS

Sally Wiseman Appeals Service

As with previous years, we have experienced many challenges, from the usual financial worries and difficult cases, to new more in depth appeals including several cases being taken to Upper Tier Tribunals, a new experience for me.

My caseload still appears to be growing with many new clients being referred to me by other organisations, many satisfied clients as well as HMCTS and DWP themselves.

With managed migrations from Employment & Support Allowance (ESA) to the much awaited Universal Credit (UC) put on hold, this hasn't stopped the increase in ESA appeals. It seems the DWP are reassessing ESA clients more quickly and the majority of them (who are long term claimants) are being refused ESA, resulting in them having to make a claim for UC, forcing them into financial hardship. Many of these client have long term medical conditions as well as conditions from birth which will not go away or improve. Fortunately, these cases are amongst the ones which have been successful mainly because they shouldn't have got to the appeal stage at all. This had caused a lot of these clients to suffer unnecessary stress and upset, further impacting their conditions and daily living.

Throughout 2018/19, I had a caseload of 149 cases. Of these cases 33 are ongoing, I won 77 cases, lost 19 and have no results for 20. Working on these figures my success rate is stable at 80%, above the national average which is currently 70%.

As we are struggling to raise funding for the organisation we looked at introducing a charge for helping clients with appeals. Instead it was decided to start attaching a donation request letter to my appointment letters and submission responses asking clients to think about making a donation to DIAL if their appeal was successful. We have had some positive response but we feel that this may also be a reason why people are not informing us of the outcome of their hearing.

Christine Tarbard Outreach Service

I am pleased that the Outreach Service is progressing well especially at the hubs. The funding from the Nat West Skills and Opportunities Fund ended earlier this year but the project has continued through other funding sources. I work closely with Thurrock Community Support (Local Area Co-Ordinators) whose clients suffer a lot of mental health issues and who are unable to navigate the systems themselves. This causes them more anxiety and stress. I meet with other agencies who support people at the hubs, helping with signposting, referrals and networking. The desk at Brentwood Hospital is busy with walk-ins, most of them being of the older generation. I advise them mainly about benefits that may be available for them and aids and adaptations to help them in their homes. I conduct home visits with the LAC's in Thurrock and throughout the South Essex area, many in sheltered accommodation to help with benefit form completion and to advise on other resources that would help them. I also advise their family members on help available for them as they are caring for them. I have generated a lot of financial benefit for my clients, helping to improve their quality of life and improve both their physical and mental health. I am hoping to open two more outreach desks in Rayleigh and Castle Point next year and am currently working on suitable locations.

Kasia Walton “Coming Together” Project

Nearly 18 months after I joined DIAL, I still meet many organisations, both statutory and voluntary. I now have closer contact with the local Stroke and Epilepsy Groups. The project relates only to the Basildon district but I have a few people that attend the groups from other places as well. I have regular members in my clubs with different conditions and disabilities as well as people who feel lonely due to all different life situations. My meetings have various activities – crafts, crosswords, Sudoku, special occasion meetings for Easter and Christmas. I’ve also created groups for the parents and carers where families come to meet friends and share their stories – both happy and difficult, talks about their struggles after miscarriage or labour at 28 weeks. My groups have made people come out from their homes and comfort zones, created friendships and connected people from different age groups that help each other on a regular basis. I’ve been told by some of my members that they think our groups have improved their life and made them feel part of the community again and praise us for our professionalism and knowledge. We hope to continue our work and get more members who will regularly attend the meetings.

Training / Workshops

We have arranged training for staff and volunteers on Debt, Financial Capability, Scam Awareness and Universal Credit. We have also had a complete day of Benefits Overview Training delivered by Child Poverty Action Group where we invited some people from other organisations to attend as well, which proved very popular. We hope to do some more of these over the coming year.

We have seen many more of our clients facing an increased mountain of debt largely due to the removal of benefits that they had relied on for many years. Many are also finding the new Universal Credit applications difficult as this is an online application and many of our client group have trouble using computers or do not have access to the internet. We have arranged workshops and training on applying for online benefits, making appointments, online shopping and showing people how they can use social media to stay in touch with family and friends. People are then able to pop back to update their claims as necessary knowing that they have the support of our staff and volunteers if they need help.

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



ANNUAL SURVEY RESULTS

Each year we conduct on-going and annual satisfaction surveys on all aspects of DIAL's work. This year we have sent surveys to 200 clients of various ages, areas and enquiries and received 51 replies. We ask a variety of questions on all aspects of our service and ask clients to rate the level of each category. Many commented on how helpful and valued our service is. Overall responses to some of the questions from the recipients are;

- | | |
|--|----------------|
| • How satisfied were you with our overall level of service | 92% Very Good |
| • Did you receive the help you needed | 94% Yes |
| • How informative did you find our staff | 91% Very Good |
| • Were you told about other services with your initial enquiry | 64% Yes |
| • Did we allow you to discuss all issues you wanted to | 79% Yes |
| • Would you recommend us to someone else | 97% Certain To |

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

Comments and How might we improve?

- Thank you so much for all your help and support during my PIP appeal
- Thank you so much for your time and all that you have done for me. It is a massive relief for me, I'm so grateful
- I would like to thank you so very much for your help. Without your help I know it would not have been possible for me to sort everything out.
- Thank you very much for everything you have done for us. You're a diamond.
- Thank you so much for your help with my appeal. I won. I really appreciate the effort you put in with such a short amount of time. You and the team do not get enough credit for the work that you do for others.
- Excellent service. All my questions answered and help given to solve the problems I had – great, caring people
- I can't thank you enough for your support, help & advice. I hope you continue to get funding for this important life line service

Other suggestions were around gaining an increase in funding to recruit more staff and volunteers to deliver an extended service and to obtain larger premises. Future funding applications are taking this into account but without more volunteers and funding we will find it hard to improve on the current situation.

Last years surveys brought to light the fact that most people hear about DIAL by Word of Mouth or through other organisations. Therefore this year we have reduced the advertising we do to reduce costs and concentrate on displaying posters in GP surgeries, hospitals, etc

CASE STUDY

Below is a case study showing the type of enquiries that we deal with every day and how our work is valued and life changing for many people. The positive results and changes to the quality of clients lives inspire the volunteers to continue the work that they do, as they can see how the help they give can change a person's life for the better.

A young man, 26, contacted us as he was homeless, had no money and was having trouble with his leg and foot following a motorbike accident, as well as other disabling conditions that he was being treated for at a London Hospital and at Basildon Hospital. He used to be employed, live with his partner in a flat he was buying in the city and enjoyed a good social life but following the accident that all changed. His partner left him, his flat was repossessed and he had no social life as initially he was living on the streets. We made an appointment and went through various options with him relating to housing and income maximisation. He managed to find a few friends that would sometimes let him stay over and he continued to sofa surf as much as possible whilst we worked with the local council homelessness department to try to find him somewhere to stay. We did a benefit check which showed he was entitled to claim Universal Credit (UC) and Personal Independence Payment (PIP) but this then pulled up the fact that someone had stolen his identity and made it appear that he had been working and was excluding him from claiming benefit. This meant that he was relying on friends and family members to give him money for food and general costs. We began working with his previous employer, his bank and HMRC to try to resolve the problem and prove that he was not working when the DWP said he was. This was an ongoing case requiring many hours work over several months. We eventually managed to get his benefit sorted out and helped him to make his claims for Universal Credit and Personal Independence Payment. In time these were awarded and he had some of his own money for the first time in over 6 months. Still working with the council, once awarded both benefits on health grounds he was given a flat of his own. We then helped him to apply for a grant to help with furnishing the flat and for the council tax support and to update his UC claim for help with the rent. We thought that we were eventually there but he had started to feel very unwell and unfortunately he was diagnosed with cancer a couple of weeks later. He now has to attend Southend Hospital as well as the other two and we have assisted with getting him hospital transport to be able to attend his appointments. He is still receiving treatment for all his conditions but although his health has deteriorated the rest of his life has improved. He now has his own home where he can relax after his sessions of chemo knowing he is safe, warm and dry and has some money to buy food and the odd luxury. When we first met him he was very angry, low, depressed and stressed, struggling to try and survive and sort his life out. Now his mental health has improved. Although worried about how the cancer will progress or if he will beat it, his stress levels have reduced as everything else in his life is now in place and he can concentrate on his health and trying to rebuild his relationship with members of his family.



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 2018-2019 we saw a total of 2871 clients seeking information on 5040 enquiries. We also saw another 330 people at the clubs and 1 to 1 sessions for the Peoples Health Trust Project.

The total of enquiries is broken down as follows;

SUBJECT AREA	2018-2019
ACCESS	9
AIDS & ADAPTATIONS	66
APPEALS	1038
MANDATORY RECONSIDERATIONS	258
SSCS1 FORMS	227
COMMUNITY CARE	77
CONSUMER	64
ENERGY	33
EDUCATION	21
EMPLOYMENT	24
HOLIDAYS	58
HOUSING	71
LEGAL	49
MEDICAL	58
MOBILITY	49
BLUE BADGE	116
PERSONAL	23
RADAR KEYS	47
TRANSPORT	67
VOLUNTARY SERVICES/ORGANISATIONS	118
BENEFITS (VARIOUS)	2506
OTHER	61
TOTAL	5040

Benefit advice was the main subject that we were contacted about accounting for 2506 enquiries, 50% of all total enquiries received. We were contacted by more people under retirement age. This year we dealt with 635 people over the age of 65 and 2236 people under 65. Contacts by personal visit and telephone were similar and more people are contacting us via email.

AREAS

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

Basildon, Billericay and Wickford	594
Brentwood	76
Castle Point	157
Rochford	66
Thurrock	1637
Southend	51
Other	290
Total	2871

WEBSITE

Our website is regularly updated allowing many people to find the answers to their enquiries online for the more frequent enquiries that we deal with. We also advertise where we will be holding our outreach advice desks for the following month. The website is updated regularly and expanded to allow more people to find answers quickly and easily. We have measured usage of the website and this year we have had a total of 62,823 hits. Of these 7,964 people actually entered the site to source information.



BENEFITS AND GENERATED INCOME

Of the applications that we completed (667) we have only received 204 results, 30%, leaving 70% still awaiting results therefore the following figures can be assumed that the true income generated could be three times this amount. More claims are now being refused or clients are being awarded a lower rate than they were previously receiving on Disability Living Allowance for Personal Independence Payment (PIP) as the criteria for qualifying for an award is more difficult to achieve than it was with DLA. We have also noticed that more claims for Employment & Support Allowance are being disallowed than in the previous financial year. This combination is putting a higher demand on help for Mandatory Reconsiderations and Appeals. 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.

AREA	AWARDED	BACK PAY	TOTAL
BASILDON	£161441	£58343	£219784
BRENTWOOD	£20361	£3358	£23719
CASTLE POINT	£75566	£11011	£86577
ROCHFORD	£9067	£1326	£10393
SOUTHEND	£11588	£240	£11828
THURROCK	£457881	£74217	£532098
OTHER AREAS	£39122	£4576	£43698
	£775026	£153071	£928097
APPEALS	£319974	£253380	£573354
TOTAL	£1095000	£406451	£1501451

GRAND TOTAL OF INCOME GENERATED OF

£1,501,451



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 offer an enhanced service to our clients.

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

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

ESSEX COMMUNITY FOUNDATION PEOPLES HEALTH TRUST NAT WEST SKILLS & OPPORTUNITIES FUND THURROCK COUNCIL VOLUNTARY SECTOR DEVELOPMENT FUND AWARDS FOR ALL



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 2019

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 2019**

I report on the accounts of the Charity for the year ended 31st March 2019

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

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2019

Description	Note	Unrestricted Funds		Restricted Funds		2019 Total £	2018 Total £
		General Fund £	Peoples Health Trust Fund	Big Lottery Fund	Nat West Skill and Opportunity Fund £		
Income and endowments from:							
Donations and legacies	2	40,380	12,300	9,890	15,698	78,268	79,459
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	1,601
Investments		-	-	-	-	-	16
Total income and endowments		40,380	12,300	9,890	15,698	78,268	81,076
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	3	49,272	19,059	4,250	20,568	93,150	123,991
Other		-	-	-	-	-	-
Total expenditure		49,272	19,059	4,250	20,568	93,150	123,991
Net gains/(Losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		(8,892)	(6,759)	5,640	(4,871)	(14,882)	(42,915)
Transfers between funds		(858)	409	-	449	-	-
Net movement in funds		(9,750)	(6,350)	5,640	(4,422)	(14,882)	(42,915)
Balances brought forward at 1st April 2018		17,486	6,350	872	4,422	29,130	72,045
Balances carried forward at 31st March 2019		7,736	0	6,512	0	14,248	29,130

**Disability Information Advice Line South Essex
(DIAL South Essex)
Balance Sheet as at 31st March 2019**

	Notes	£	<u>2019</u> £	£	<u>2018</u> £
Fixed assets	6		1,748		437
Current assets					
Debtors			0		0
Balances with bankers			14,053		29,938
Cash in hand			82		82
<i>Total current assets</i>			<u>14,135</u>		<u>30,020</u>
Creditors: amounts falling due within one year					
Creditors	7		1,635		1,327
			<u>1,635</u>		<u>1,327</u>
<i>Net current assets</i>			12,500		28,693
<i>Total assets less current liabilities</i>			<u>14,248</u>		<u>29,130</u>
Unrestricted funds					
General fund			7,736		17,486
Restricted funds					
Big Lottery fund			6,512		872
Peoples Health Trust			0		6,350
Nat West Skills and Opportunities			0		4,422
			<u>14,248</u>		<u>29,130</u>

These financial statements were approved by the Trustees on 5th August 2019 and signed on their behalf by:


Chairman (Carol Edgell)


Treasurer (Paul Hayden)

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

1. Accounting Policies

a. Accounting Convention

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

b. Reconciliation with previous Generally Accepted Accounting Practice

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

c. Income Recognition

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

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

d. Fund Accounting

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

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

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

e. Bank Deposits

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

f. Expenditure Recognition

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

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

g. Allocation of Support and Governance Costs

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

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

h. Income Tax Reclaimed on Gift Aid

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

i. Tangible Fixed Assets

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

Fixtures and fittings 25% straight line.

j. Stocks

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

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

2. Donations and legacies

	Unrestricted Fund	Restricted Funds			
	General Fund £	Peoples Health Trust Fund	Big Lottery Fund	Nat West Skill and Opportunity Fund £	2019 Total £
					2018 Total £
Donations, grants, gifts and legacies	40,380	12,300	8,999	15,698	77,376
	<u>40,380</u>	<u>12,300</u>	<u>8,999</u>	<u>15,698</u>	<u>77,376</u>

**3. Expenditure on:
Charitable activities**

In furtherance of the Charity's objectives.

Funded from all funds:

	Activities undertaken directly £	Support costs £	2019 Total £	2018 Total £
Salary and national insurance	57,681	6,409	64,090	94,091
Pensions	1,210	134	1,345	1,041
Professional fees	-	25	25	538
Telephone and postage	2,000	-	2,000	3,223
Training	1,702	-	1,702	3,705
Office supplies	-	1,541	1,541	2,505
Insurance and affiliation fees	-	2,248	2,248	1,314
Travel and motor expenses	6,224	-	6,224	3,238
Advertising and promotions	480	-	480	1,299
Office equipment and copier hire	-	2,065	2,065	3,698
Computer expenses	-	887	887	2,321
Accountancy	-	840	840	390
Sundry expenses	-	1,015	1,015	1,420
Rent and services	-	7,933	7,933	4,386
Rates and water	-	26	26	274
Light and heat	-	-	-	38
Repairs and renewals	-	-	-	127
Depreciation of fixtures, fittings and equipment	727	-	727	218
Loss on sale of Asset	-	-	-	165
	<u>70,025</u>	<u>23,125</u>	<u>93,150</u>	<u>123,997</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

4 Allocation of governance and support costs

	2019			2018	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
<i>Funded from unrestricted funds:</i>					
Salary and national insurance	6,409	6,409	-	9,409	-
Pensions	134	134	-	104	-
Professional fees	25	-	25	-	538
Office supplies	1,541	-	1,541	-	2,505
Insurance and affiliation fees	2,248	-	2,248	-	1,314
Office equipment and copier hire	2,065	-	2,065	-	3,698
Computer expenses	887	-	887	-	2,321
Accountancy	840	840	-	390	-
Sundry expenses	1,015	-	1,015	-	1,420
Rent and services	7,933	-	7,933	-	4,386
Rates and water	26	-	26	-	274
Light and heat	-	-	-	-	38
Repairs and renewals	-	-	-	-	127
	<u>23,125</u>	<u>7,384</u>	<u>15,741</u>	<u>9,903</u>	<u>16,621</u>

5. Net Incoming Resources after charging:

	2019 £	2018 £
<i>Net incoming resources are stated after charging in the General Fund:</i>		
Brooms Professional Services Ltd:		
independent examination	840	390
accountancy, taxation and consultancy	-	-
Depreciation	727	218
Operating lease rentals of equipment	2,065	3,698
	<u> </u>	<u> </u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

6. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2018	873	873
Additions	2,038	2,038
Disposals	-	-
At 31st March 2019	<u>2,911</u>	<u>2,911</u>
Depreciation		
At 1st April 2018	436	436
Charge for year	727	727
Disposals	-	-
At 31st March 2019	<u>1,163</u>	<u>1,163</u>
Net Book Value		
At 31st March 2019	<u>1,748</u>	<u>1,748</u>
<i>At 31st March 2018</i>	<u>437</u>	<u>437</u>

7. Creditors

	2019 £	2018 £
Sundry creditors, accruals and deferred income	1,635	1,327
	<u>1,635</u>	<u>1,327</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

8. Staff costs

	2019 £	2018 £
Salaries	63,043	88,622
Pension	1,345	1,041
Employers' national insurance	1,047	5,469
	<u>65,435</u>	<u>95,132</u>

	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>4</u>	<u>7</u>
	<u>4</u>	<u>7</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.

9. Funds

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

**Disability Information Advice Line South Essex
(DIAL South Essex)
Income and Expenditure Account for the year ended 31st March 2019**

	<u>2019</u>	<u>2018</u>
	£	£
Income		
Grants received	61,739	75,324
Donations received	16,249	4,136
Sale of goods	279	1,601
Interest received	-	16
	<u>78,267</u>	<u>81,076</u>
Deduct: Expenditure		
Salaries and National Insurance	64,090	94,091
Pension	1,345	1,041
Professional Fees	25	538
Telephone and Postage	2,000	3,223
Training	1,702	3,705
Office Supplies	1,541	2,505
Insurance and Affiliation Fees	2,248	1,314
Motor and Travel	6,224	3,238
Advertising and Promotion	480	1,299
Office Equipment and Copier Lease	2,065	3,698
Computer Costs	887	2,321
Accountancy	840	390
Sundry Expenses	1,015	1,420
Rent and Services	7,933	4,386
Rates and Water	26	274
Light and Heat	-	38
Repairs and Renewals	-	127
Fixtures, Fittings and Equipment Depreciation	727	218
Profit /Loss on sale of Asset	-	165
	<u>93,149</u>	<u>123,991</u>
Total Expenditure	93,149	123,991
(Deficit)/Surplus for the Year	<u><u>(14,882)</u></u>	<u><u>(42,915)</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 2019

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 2019**

I report on the accounts of the Charity for the year ended 31st March 2019

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

Disability Information Advice Line South Essex
(DIAL South Essex)
Statement of Financial Activities for the year ended 31st March 2019

Description	Note	Unrestricted Funds		Restricted Funds		2019 Total £	2018 Total £
		General Fund £	Peoples Health Trust Fund	Big Lottery Fund	Nat West Skill and Opportunity Fund £		
Income and endowments from:							
Donations and legacies	2	40,380	12,300	9,890	15,698	78,268	79,459
Charitable activities		-	-	-	-	-	-
Other trading activities		-	-	-	-	-	1,601
Investments		-	-	-	-	-	16
Total income and endowments		40,380	12,300	9,890	15,698	78,268	81,076
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	3	49,272	19,059	4,250	20,568	93,150	123,991
Other		-	-	-	-	-	-
Total expenditure		49,272	19,059	4,250	20,568	93,150	123,991
Net gains/(Losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		(8,892)	(6,759)	5,640	(4,871)	(14,882)	(42,915)
Transfers between funds		(858)	409	-	449	-	-
Net movement in funds		(9,750)	(6,350)	5,640	(4,422)	(14,882)	(42,915)
Balances brought forward at 1st April 2018		17,486	6,350	872	4,422	29,130	72,045
Balances carried forward at 31st March 2019		7,736	0	6,512	0	14,248	29,130

**Disability Information Advice Line South Essex
(DIAL South Essex)
Balance Sheet as at 31st March 2019**

	Notes	£	<u>2019</u> £	£	<u>2018</u> £
Fixed assets	6		1,748		437
Current assets					
Debtors			0		0
Balances with bankers			14,053		29,938
Cash in hand			82		82
<i>Total current assets</i>			<u>14,135</u>		<u>30,020</u>
Creditors: amounts falling due within one year					
Creditors	7		1,635		1,327
			<u>1,635</u>		<u>1,327</u>
<i>Net current assets</i>			12,500		28,693
<i>Total assets less current liabilities</i>			<u>14,248</u>		<u>29,130</u>
Unrestricted funds					
General fund			7,736		17,486
Restricted funds					
Big Lottery fund			6,512		872
Peoples Health Trust			0		6,350
Nat West Skills and Opportunities			0		4,422
			<u>14,248</u>		<u>29,130</u>

These financial statements were approved by the Trustees on 5th August 2019 and signed on their behalf by:


Chairman (Carol Edgell)


Treasurer (Paul Hayden)

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

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.

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

f. Expenditure Recognition

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

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

g. Allocation of Support and Governance Costs

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

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

h. Income Tax Reclaimed on Gift Aid

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

i. Tangible Fixed Assets

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

Fixtures and fittings 25% straight line.

j. Stocks

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

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

2. Donations and legacies

	Unrestricted Fund	Restricted Funds			
	General Fund £	Peoples Health Trust Fund	Big Lottery Fund	Nat West Skill and Opportunity Fund £	2019 Total £
					2018 Total £
Donations, grants, gifts and legacies	40,380	12,300	8,999	15,698	77,376
	<u>40,380</u>	<u>12,300</u>	<u>8,999</u>	<u>15,698</u>	<u>77,376</u>

**3. Expenditure on:
Charitable activities**

In furtherance of the Charity's objectives.

Funded from all funds:

	Activities undertaken directly £	Support costs £	2019 Total £	2018 Total £
Salary and national insurance	57,681	6,409	64,090	94,091
Pensions	1,210	134	1,345	1,041
Professional fees	-	25	25	538
Telephone and postage	2,000	-	2,000	3,223
Training	1,702	-	1,702	3,705
Office supplies	-	1,541	1,541	2,505
Insurance and affiliation fees	-	2,248	2,248	1,314
Travel and motor expenses	6,224	-	6,224	3,238
Advertising and promotions	480	-	480	1,299
Office equipment and copier hire	-	2,065	2,065	3,698
Computer expenses	-	887	887	2,321
Accountancy	-	840	840	390
Sundry expenses	-	1,015	1,015	1,420
Rent and services	-	7,933	7,933	4,386
Rates and water	-	26	26	274
Light and heat	-	-	-	38
Repairs and renewals	-	-	-	127
Depreciation of fixtures, fittings and equipment	727	-	727	218
Loss on sale of Asset	-	-	-	165
	<u>70,025</u>	<u>23,125</u>	<u>93,150</u>	<u>123,997</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

4 Allocation of governance and support costs

	2019			2018	
	Total allocated £	Governance related £	Other Support costs £	Governance related £	Other Support costs £
<i>Funded from unrestricted funds:</i>					
Salary and national insurance	6,409	6,409	-	9,409	-
Pensions	134	134	-	104	-
Professional fees	25	-	25	-	538
Office supplies	1,541	-	1,541	-	2,505
Insurance and affiliation fees	2,248	-	2,248	-	1,314
Office equipment and copier hire	2,065	-	2,065	-	3,698
Computer expenses	887	-	887	-	2,321
Accountancy	840	840	-	390	-
Sundry expenses	1,015	-	1,015	-	1,420
Rent and services	7,933	-	7,933	-	4,386
Rates and water	26	-	26	-	274
Light and heat	-	-	-	-	38
Repairs and renewals	-	-	-	-	127
	<u>23,125</u>	<u>7,384</u>	<u>15,741</u>	<u>9,903</u>	<u>16,621</u>

5. Net Incoming Resources after charging:

	2019 £	2018 £
<i>Net incoming resources are stated after charging in the General Fund:</i>		
Brooms Professional Services Ltd:		
independent examination	840	390
accountancy, taxation and consultancy	-	-
Depreciation	727	218
Operating lease rentals of equipment	2,065	3,698
	<u> </u>	<u> </u>

Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019

6. Fixed Assets

	Fixtures, Fittings and Equipment £	Total £
Cost/Valuation		
At 1st April 2018	873	873
Additions	2,038	2,038
Disposals	-	-
At 31st March 2019	<u>2,911</u>	<u>2,911</u>
Depreciation		
At 1st April 2018	436	436
Charge for year	727	727
Disposals	-	-
At 31st March 2019	<u>1,163</u>	<u>1,163</u>
Net Book Value		
At 31st March 2019	<u>1,748</u>	<u>1,748</u>
At 31st March 2018	<u>437</u>	<u>437</u>

7. Creditors

	2019 £	2018 £
Sundry creditors, accruals and deferred income	1,635	1,327
	<u>1,635</u>	<u>1,327</u>

**Disability Information Advice Line South Essex
(DIAL South Essex)
Notes to the Accounts for the year ended 31st March 2019**

8. Staff costs

	2019 £	2018 £
Salaries	63,043	88,622
Pension	1,345	1,041
Employers' national insurance	1,047	5,469
	<u>65,435</u>	<u>95,132</u>

	No.	No.
Average number of staff during the year:		
Employee's emoluments below £60,000	<u>4</u>	<u>7</u>
	<u>4</u>	<u>7</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.

9. Funds

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

**Disability Information Advice Line South Essex
(DIAL South Essex)
Income and Expenditure Account for the year ended 31st March 2019**

	<u>2019</u>	<u>2018</u>
	£	£
Income		
Grants received	61,739	75,324
Donations received	16,249	4,136
Sale of goods	279	1,601
Interest received	-	16
	<u>78,267</u>	<u>81,076</u>
 Deduct: Expenditure		
Salaries and National Insurance	64,090	94,091
Pension	1,345	1,041
Professional Fees	25	538
Telephone and Postage	2,000	3,223
Training	1,702	3,705
Office Supplies	1,541	2,505
Insurance and Affiliation Fees	2,248	1,314
Motor and Travel	6,224	3,238
Advertising and Promotion	480	1,299
Office Equipment and Copier Lease	2,065	3,698
Computer Costs	887	2,321
Accountancy	840	390
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Rent and Services	7,933	4,386
Rates and Water	26	274
Light and Heat	-	38
Repairs and Renewals	-	127
Fixtures, Fittings and Equipment Depreciation	727	218
Profit /Loss on sale of Asset	-	165
	<u>93,149</u>	<u>123,991</u>
Total Expenditure	93,149	123,991
 (Deficit)/Surplus for the Year	<u><u>(14,882)</u></u>	<u><u>(42,915)</u></u>

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

