



Accountants &
business advisers

DIAL DONCASTER

(A Company Limited by Guarantee)

(Company Number 04436063)

(Charity Number 1103621)

ANNUAL REPORT

YEAR ENDED 31 MARCH 2011

DIAL DONCASTER
(A COMPANY LIMITED BY GUARANTEE)

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DIAL DONCASTER
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

The Trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2011.

Reference and Administrative Information

| | |
|--|--|
| Charity name: | DIAL Doncaster |
| Charity registration number: | 1103621 |
| Company registration number: | 04436063 |
| Registered office and operational address: | Unit 9/11 Shaw Wood Way Doncaster DN2 5TB |

Trustees/Management Committee

| | |
|------------------|---|
| President | Rosie Winterton MP |
| Chairperson | Dr S P Ekins |
| Vice Chairperson | Mrs J Smith |
| Charity Trustees | Ms T Cooper (resigned 17.08.10) Mr J Dunlop Mrs E Dunlop Dr S P Ekins Mrs S Hope Mrs A Laud Mr D Lister Ms D Osborne Ms M Shores (appointed 17.01.11) Mrs B M Smith (appointed 22.11.10) Mrs J Smith Ms E Ward |

| | |
|---------------------------------|----------------------------|
| Directors of the Company | Dr S P Ekins Mrs A Laud |
|---------------------------------|----------------------------|

| | |
|--------------------------|--------------|
| Company Secretary | Mrs P Arrand |
|--------------------------|--------------|

Senior Management Team

| | |
|-------------------------------|---------------|
| Chief Executive | Mrs P Arrand |
| Deputy Chief Executive | Mr K Lee |
| Office Manager | Mr M Talbot |
| Finance Manager | Mrs P Barnett |
| Information Manager | Ms L Lee |
| Community Development Manager | Mr J Burke |

DIAL DONCASTER
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

| | |
|-------------------|---|
| Auditors | PKF (UK) LLP 2nd Floor Fountain Precinct Balm Green Sheffield S1 2JA |
| Bankers | Yorkshire Bank plc St Sepulchre Gate Doncaster DN1 1SJ |
| Solicitors | Taylor Bracewell 17-23 Thorne Road Doncaster DN1 2RP |

Structure, Governance and Management

Governing Document

DIAL Doncaster is a charitable Company Limited by Guarantee and is governed by its Memorandum and Articles. It has two Directors and a Company Secretary. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Members of the Management Committee

The "Charity Trustees", for the purposes of charity law are known as Members of the Management Committee. Members of the Management Committee who served during the year and up to the date of this report are set out on page 1. Two "Trustees", Dr S P Ekins and Mrs A Laud, are also Directors of the Limited Company.

DIAL Doncaster is managed by the Management Committee comprising of up to 15 elected Trustees. The Committee is responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles. Members are service users, a volunteer representative, a JP, retired business people and representatives from other charities and statutory bodies.

Committee Members are elected at its Annual General Meeting.

The Board of Trustees have a detailed knowledge in a wide range of fields (for example Manager of an organisation for Children with Special Needs, Head Occupational Therapist, Social Worker, Manager of Doncaster Partnership for Carers, etc). The Trustees provide details of their skills and experience to the charity to ensure it maintains an appropriate level of skill within the Board.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

Trustee Induction and Training

All new Members have an Induction into the organisation and training courses are offered.

The Trustees are familiar with the work of the charity and they are encouraged to visit the services provided. New Trustees meet with the existing Committee to familiarise themselves with the charity and the context within which it operates. Areas covered:

- The obligations of Management Committee Members.
- The main documents which set out the operational framework of the charity including the Memorandum and Articles.
- Resourcing and the current financial position as set out in the latest published accounts.
- The vision and values of the charity and future plans, objectives and targets as laid out in DIAL Doncaster's Business Plan.

Trustees are also provided with information and signposted to the various Charity Commission publications.

Risk Management

The Trustees have examined the major strategic, business and operational risks, which the charity faces and confirm that systems have been established to mitigate the significant risks. The risk management started with an examination of core operations and categories of assets. Throughout the process the Committee and Staff determined the levels of risk the organisation could withstand and the cost effectiveness of activities the organisation could undertake to minimise the risk. The Committee considered all the different types of risk that the organisation might face. There may be some overlap, but generally these included risks arising from:

- Management Committee/legal structure.
- The fact that DIAL employs staff – loss of key people, recruitment difficulties, insecure jobs, long-term sickness.
- The services the organisation offers – competition, duplication of services by other organisations.
- The services delivered – loss of reputation.
- Use of information technology.
- Use of premises and equipment – outgrow building, equipment becomes out of date.
- Financial procedures.
- Reliance on grants and other external factors – economic climate, public sector spending cuts, loss of funding.
- Operation and success of charity shops, shop closure.
- Operation and success of holiday lodge, closure.
- Management of cash flow.

For each risk, or groups of similar risks, it was considered firstly how it was likely to occur and, secondly, how serious the impact would be.

Management Committee Members are fully aware of their responsibilities regarding the organisation.

DIAL DONCASTER
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

Organisational Structure

The Committee meets monthly and receives detailed reports from the Chief Executive and Finance Manager. The volunteers can have a representative on the Committee. At present this position is vacant. There is also a Finance Sub-Group and a Staffing Sub-Group.

Managers of the company are:

- Chief Executive
- Deputy Chief Executive
- Office Manager
- Finance Manager
- Information Manager
- Community Development Manager

The Chief Executive is responsible to the Trustees via monthly meetings. In the absence of the Chief Executive, the Deputy Chief Executive will take on this role. All Team Leaders line manage staff and volunteers.

There are currently 21 paid staff and 42 volunteers.

Related Parties

DIAL Doncaster is proactive in collaborating with voluntary and statutory agencies in order to provide an appropriate service for disabled people. Cross referral is done with other agencies and meetings are held to share information and provide mutual support.

Objectives and Activities

Key Organisational Themes and Public Benefit Statement

The organisation provides a range of high quality and continually improving services to enhance the quality of life of disabled people throughout the Doncaster Metropolitan Borough.

Public Benefit Statement

The Trustees have had regard to the guidance issued by the Charity Commission in relation to Public Benefit in determining the actions and objectives of the Charity. The Trustees also confirm that they have complied with the duty in Section 4 of the Charities Act 2006.

DIAL Doncaster's services are available to people with any disability (physical, sight or hearing impairment, learning difficulties or mental health problem). The service is also offered to those with ill health (e.g. cancer, heart disease), carers, statutory and voluntary healthcare professionals, and local businesses and schools that need information to support the people they are caring and providing a service for.

The Trustees feel it is clear from the Charity's objectives and aims, the targets set for the Charity and its performance against those targets that DIAL Doncaster brings substantial public benefit.

Information, Advice and Support

This is done primarily through the provision of information, advice and support to empower disabled people and also lead to their participation in influencing DIAL's other services, which are developed in a way that meets their needs.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

The service is delivered by telephone contact, letters, personal contact (office or home visits), outreach surgeries and via DIAL's website and seven touch screen kiosks (placed in GP surgeries and NHS Doncaster's Patient and Liaison Support Office). DIAL's service users also have direct access to the organisation's database and resources area. DIAL publishes information booklets, such as DIAL's Disability Information Guide, and fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc.

DIAL's service users often need help and support in making use of this information. Advice and advocacy involves staff members discussing the options available and helping service users to decide on an appropriate course of action.

Welfare Benefits

DIAL Doncaster gives a full Welfare Benefits Service which assists clients to complete difficult and complicated benefits forms. A review of benefit decisions is offered and representation at Benefits Tribunals. The Benefits service can be accessed by service users at DIAL's main office, one of its satellite locations or by home visits. Telephone advice is also given to clients and information can be obtained from DIAL's website.

DIAL's Welfare Benefits Team is in its sixteenth year, having commenced in October 1994 and starting with one Welfare Benefits Officer. It now has five Specialist Advisers, two Administrative Staff and two Volunteers. The need for welfare benefits advice shows that continued expansion will remain an integral part of DIAL's services in the future and now incorporates debt and housing issues.

BME Communities

DIAL Doncaster has a Black and Minority Ethnic Community Officer who gives advice and support for Doncaster's ethnic communities. This is done via the Helpline or workshops and events. Information days are also arranged and gentle exercise classes. Four volunteers from different ethnicities (e.g. Pakistani - 2, Polish and Chinese) assist with this service.

Awareness and Equality

To promote awareness and equality within the Doncaster Metropolitan Borough, DIAL's Community Development Team run training workshops at local primary schools and after-school groups on Disability Awareness and Equality. This training is also given to other organisations. Talks to voluntary and community groups are undertaken, and DIAL staff have a presence on local and regional development bodies. DIAL Doncaster has fully accessible offices.

Other Services

Other services offered by DIAL Doncaster are:

- Access recommendations and audits
- Wheelchair hire for short term loans
- Photography Service for people needing passport, identity or blue badge photographs.
- Selling RADAR keys (national toilet scheme) and car stickers
- Charity shops for recycling goods and selling inexpensive items in deprived areas
- A holiday lodge on the Marton Mere site, Blackpool, that is fully adapted for disabled people
- Support with Personalisation Programme

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

Aims of the Organisation

DIAL Doncaster's Mission Statement is:

"We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area. By providing this service we aim to raise the awareness of disability issues in order to influence change. We aim to empower and enable disabled people to live a more enriched and independent life".

DIAL Doncaster aims to continuously improve the quality of its existing services and to introduce new services to meet the needs of its client group. The organisation will endeavour to expand all aspects of its work and, most importantly, the knowledge and skills of its paid and unpaid staff through development and training.

Achievements and Performance

Quality Marks

All staff, paid and unpaid, are responsible for delivering quality services, monitoring needs and developing new services to meet them.

Investors in People

DIAL Doncaster (and its predecessor, the unincorporated charity) was the first voluntary organisation in the country to achieve this accolade in 1997 and has been successfully assessed every three years since.

Community Legal Service

DIAL has "specialist" recognition in welfare benefits and "general help with case work" for disability.

ISO 9001

DIAL Doncaster has been successful this year in retaining this quality mark which will help when submitting tenders for Contracts from statutory bodies.

Investing in Volunteers

DIAL Doncaster was successful in achieving this quality standard in February 2011, recognising the excellent work the organisation does with volunteers. Being one of only three organisations in Doncaster to have achieved this is a great accolade.

Other Quality Marks

The organisation also has the DIAL UK Quality Mark and Positive about Disabled People Award.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

Targets for April 2010 – March 2011

1. To attain a Standard that improved the quality of volunteering and acknowledged the enormous contribution made by volunteers.
2. To support disabled people through the complex application process of personal budgets for social care.
3. To obtain funding for a Helpline Adviser, a Financial Inclusion Officer and to continue to organise health related workshops and exercise classes primarily for BME communities.
4. To continue to represent at Appeal Tribunals for people who have been refused eligible benefits.
5. To update and reprint DIAL's popular Disability Information Directory.

Achievements against these targets

1. In February 2011 DIAL was successful in achieving the Investing in Volunteers Quality Standard, awarded by Volunteering England.
2. DIAL was successful in obtaining funding from Lloyds TSB for a Personalisation Officer to assist people through the Personalisation Programme.
3. DIAL was given a three year grant from the Big Lottery Fund for its Helpline, Financial Inclusion and BME Project.
4. Three DIAL Welfare Rights Officers are now representing at Tribunals and 254 were done during the year.
5. 3,000 Disability Information Directories were printed and distributed.

Targets for April 2011 - March 2012

1. To obtain further funding for a Helpline Adviser, and a Financial Inclusion Officer.
2. To extend our services through the Aiming High Project – a programme for disabled children services
3. To retain the standard that achieved the Investing in Volunteers Quality Standard
4. To continue supporting disabled people through the complex application process of personal budgets for social care.
5. To continue to represent at Appeal Tribunals for disabled people who have been refused eligible benefits.
6. To update and reprint DIAL's popular Disability Information Directory.
7. To continue to arrange physical activities and health related workshops for people from the BME communities.
8. To review the business plan.

Targets are reviewed on an on-going basis.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

Financial Review

Principal Funding Sources

Doncaster MBC continues to support DIAL Doncaster with core funding.

The Big Lottery Fund has granted DIAL three year funding to provide a Helpline Adviser, BME Officer and Financial Inclusion Officer.

The Big Lottery Reaching Communities Fund continues to support Disability Awareness/Equality Training for school children and after school groups.

Funding for the DIAL On Line project and a Debt and Housing Advice Service from NHS Doncaster ceased from 31 March 2011.

The Coalfields Regeneration Trust funding has also ended which supported Welfare Benefits and Administration Officers.

Lloyds TSB has funded DIAL Doncaster for two years to provide a Personalisation Project.

Grants are generally for a maximum of three years and, as funders are not usually willing to finance existing projects, the Charity is still constantly searching for alternative sources of funding to enable it to continue these services and help towards sustainability.

Within DIAL's unrestricted funds there is an amount of £133,879 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. The sum is based upon operating costs for a period of three months and any redundancy costs. Fixed assets show an amount of £28,677 in unrestricted funds and £19,969 in restricted funds.

Donations have risen slightly, from £2,565 in 2009/10 to £4,274 in 2010/11. DIAL's core funding for developing existing services still remains extremely difficult and has again risen very little. The Wheelchair Hire Service is self supporting.

DIAL has had a successful year regarding funding but, as always, is still striving to look at ways of increasing its income to enable an extremely valuable service to continue for the local community.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

Investment Policy

Reserves policy

It is the policy of the organisation to maintain funds to provide reserves at a level which equates to approximately 3 months' run-down costs should the organisation lose its funding.

Plans for the future

DIAL Doncaster has a three-year Business Plan which sets out what the organisation is currently doing and how it intends to improve and develop over the next three years. The Plan is reviewed annually and brought to the Committee annually to discuss progress. The plan is drawn up following a one day workshop involving trustees, paid and unpaid staff.

From this it was agreed that DIAL Doncaster should research avenues to become more sustainable and not rely entirely on grants. DIAL Doncaster is looking at charity shops, the holiday lodge, wheelchair hire and services such as access audits to help towards this.

All services provided should continue to be developed to help the growing needs of disabled people and those with ill health in the Doncaster area.

Provision of information to auditors

So far as each of the trustees is aware at the time the report is approved

- There is no relevant audit information of which the company's auditors are unaware; and
- The trustees have taken all reasonable steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, PKF (UK) LLP, will be proposed for reappointment.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006.

Approved by the Management Committee on 19 September 2011 and signed on its behalf by:

Dr S P Ekins



DIAL DONCASTER

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2011

The trustees are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including its income and expenditure, of the charity for the year.

In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

DIAL DONCASTER

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DIAL DONCASTER

We have audited the financial statements of DIAL Doncaster for the year ended 31 March 2011 which comprise the statement of financial activities, the summary income and expenditure account, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law the Financial Reporting Standard for Smaller Entities (Effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charity's members as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of Trustees and Auditor

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. We have been appointed as auditor under the Companies Act 2006 and report in accordance with that Act. Our responsibility is to audit the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

DIAL DONCASTER
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
DIAL DONCASTER

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept in respect of the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements do not accord with the accounting records; or
- certain disclosures of Trustee's remuneration specified by law are not made; or
- any information or explanation to which we are entitled has not been afforded to us.
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the trustees' report.



Edward Shepherd
Senior statutory auditor
For and on behalf of PKF (UK) LLP, Statutory auditor
Sheffield, UK

21 October 2011

DIAL DONCASTER
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2011

| Incoming Resources | Notes | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2011 £ | Total Funds 2010 £ |
|---|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| Incoming resources from generated funds: | | | | | |
| Voluntary income | | | | | |
| Donations and grants | 2 | 4,274 | - | 4,274 | 2,565 |
| Activities for generating funds | | | | | |
| Shop income | | 185,136 | - | 185,136 | 147,043 |
| Investment income | 3 | 185 | - | 185 | 226 |
| Other income | | 12,919 | - | 12,919 | 9,348 |
| Incoming resources from charitable activities: | | | | | |
| Grants and contracts | 4 | 113,350 | 379,889 | 493,239 | 411,551 |
| Total Incoming Resources | | 315,864 | 379,889 | 695,753 | 570,733 |
| Resources expended | | | | | |
| Costs of generating funds | 5 | 29,851 | - | 29,851 | 29,860 |
| Charitable activities | 6 | 199,373 | 385,928 | 585,301 | 561,640 |
| Governance costs | 7 | 9,718 | - | 9,718 | 12,050 |
| Total resources expended | | 238,942 | 385,928 | 624,870 | 603,550 |
| Net incoming/(outgoing) resources | | 76,922 | (6,039) | 70,883 | (32,817) |
| Transfer between funds | | - | - | - | - |
| Balances brought forward at 1 April 2010 | | 244,683 | 49,472 | 294,155 | 326,972 |
| Balances carried forward at 31 March 2011 | | 321,605 | 43,433 | 365,038 | 294,155 |

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

DIAL DONCASTER
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REGISTERED NUMBER: 04436063

BALANCE SHEET
AS AT 31 MARCH 2011

| | Notes | £ | 2011 £ | £ | 2010 £ |
|---|-------|---------|-----------|---------|-----------|
| Fixed Assets | | | | | |
| Tangible assets | 13 | | 48,646 | | 60,539 |
| Current Assets | | | | | |
| Debtors | 14 | 9,587 | | 4,810 | |
| Cash at bank and in hand | | 324,433 | | 251,063 | |
| | | | 334,020 | | 255,873 |
| Creditors: amounts falling due within one year | 15 | 17,628 | | 22,257 | |
| | | | 316,392 | | 233,616 |
| Net Current Assets | | | 316,392 | | 233,616 |
| Net Assets | | | 365,038 | | 294,155 |
| Funds | | | | | |
| Restricted funds | 16 | | 43,433 | | 49,472 |
| Unrestricted funds: designated | 17 | | 133,879 | | 46,356 |
| other | | | 187,726 | | 198,327 |
| | | | 365,038 | | 294,155 |
| | 18 | | 365,038 | | 294,155 |

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 19 September 2011.

Dr S P Ekins
Chairperson



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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

1. ACCOUNTING POLICIES

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a) Basis of preparation of financial statements

The financial statements have been prepared under the historical cost basis and in accordance with the Financial Standard Reporting for Smaller Entities (effective April 2008) and the Statement of Recommended Practice – Accounting and Reporting for Charities (SORP 2005) issued by the Charity Commission in April 2005.

The financial statements have also been prepared in accordance with the Companies Act 2006 and the Charities (Accounts and Reports) Regulations 2008.

b) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of governance costs.

Designated funds are held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by the main grant providers.

c) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

1. ACCOUNTING POLICIES (continued)

d) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shops.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis, eg floor areas, per capita or estimated usage as set out in Note 8.

e) Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

| | |
|---|----------------------|
| Motor vehicles | 25% reducing balance |
| Fixtures, fittings and office equipment | 20% reducing balance |
| Computer equipment | 25% straight line |
| Blackpool holiday lodge | 10% straight line |

The charity has no 'de minimis' in respect of asset capitalisation.

f) Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities evenly over the period of each lease.

g) Pensions

The charity operates a defined contribution pension scheme and the pension charge in the profit and loss account represents the amounts payable by the charity to the fund in respect of the period.

h) Realised gains and losses

Realised gains and losses arising on disposal of tangible fixed assets are included in the Statement of Financial Activities as an incoming resource for a gain and as resources expended for a loss.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011**

2. DONATIONS

| | Unrestricted Funds 2011 £ | Restricted Funds 2011 £ | Total Funds 2011 £ | Total Funds 2010 £ |
|-----------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Donations | 4,274 | - | 4,274 | 2,565 |

3. INVESTMENT INCOME

| | 2011 £ | 2010 £ |
|---------------|-----------|-----------|
| Bank interest | 185 | 226 |

4. INCOMING RESOURCES FROM ACTIVITIES TO FURTHER THE CHARITY'S OBJECTIVES

| | Unrestricted Funds 2011 £ | Restricted Funds 2011 £ | Total Funds 2011 £ | Total Funds 2010 £ |
|--|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Big Lottery Fund Grant: | | | | |
| - Reaching Communities (1) | - | 55,579 | 55,579 | 54,019 |
| - Reaching Communities (2) | - | 127,738 | 127,738 | - |
| - Community Fund Helpline Adviser | - | - | - | 8,692 |
| - Doncaster Advice Service Partnership (DASP)- | | 50,426 | 50,426 | 50,177 |
| Coalfield Regeneration Trust: | | | | |
| - Financial Inclusion Officer | - | 21,200 | 21,200 | 24,221 |
| Department of Health | | | | |
| - Department of Health (ULO) | - | - | - | 964 |
| Doncaster New Deal for Communities | - | - | - | 37,240 |
| Doncaster Metropolitan Borough Council: | | | | |
| - Local Authority Grant | 113,350 | - | 113,350 | 111,899 |
| NHS Doncaster | | | | |
| - DIAL On Line | - | 62,090 | 62,090 | 62,092 |
| - Doncaster Debt/Money Advice Service | - | 50,356 | 50,356 | 50,077 |
| Department of Health | | | | |
| - Skilled for Health | - | - | - | 4,730 |
| Doncaster Partnership for Carers | - | - | - | 7,440 |
| Lloyds TSB - Personalisation | - | 12,500 | 12,500 | - |
| | 113,350 | 379,889 | 493,239 | 411,551 |

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

5. COSTS OF GENERATING FUNDS

| | Unrestricted Funds 2011 £ | Restricted Funds 2011 £ | Total Funds 2011 £ | Total Funds 2010 £ |
|--------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Payroll | 29,560 | - | 29,560 | 29,560 |
| Publications | 17 | - | 17 | - |
| Publicity & fund raising | 274 | - | 274 | 300 |
| | <u>29,851</u> | <u>-</u> | <u>29,851</u> | <u>29,860</u> |

6. DIRECT CHARITABLE EXPENDITURE

| | Unrestricted Funds 2011 £ | Restricted Funds 2011 £ | Total Funds 2011 £ | Total Funds 2010 £ |
|--------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Set up costs | 762 | - | 762 | 8,029 |
| Access audit costs | - | - | - | 721 |
| Blackpool holiday home | 8,755 | - | 8,755 | 4,636 |
| Wheelchair costs | 1,404 | - | 1,404 | 1,153 |
| Printing, stationery and advertising | 642 | 5,531 | 6,173 | 10,012 |
| Telephone and postage | 1,916 | 5,445 | 7,361 | 7,062 |
| Sundries | 2,366 | 3,338 | 5,704 | 5,995 |
| Repairs | 5,563 | 2,145 | 7,708 | 5,125 |
| Computer Supplies | 246 | - | 246 | 432 |
| Payroll | 103,453 | 280,672 | 384,125 | 372,681 |
| Staff training and expenses | 2,129 | 19,355 | 21,484 | 20,003 |
| Rent | 46,397 | 27,478 | 73,875 | 75,848 |
| Promotion | 3,269 | 13,043 | 16,312 | 4,336 |
| Motor expenses | 2,277 | 2,170 | 4,447 | - |
| Maintenance kiosks | - | 3,316 | 3,316 | 4,357 |
| Subscriptions | 1,779 | 288 | 2,067 | 694 |
| Volunteer expenses | 7,540 | 3,144 | 10,684 | 9,539 |
| Depreciation | 5,965 | 11,839 | 17,804 | 19,426 |
| Radar keys | 463 | - | 463 | 400 |
| Insurance | - | 2,793 | 2,793 | - |
| Professional charges | 1,226 | 1,193 | 2,419 | 2,597 |
| Recruitment | - | - | - | 1,600 |
| Ethnic minorities | 140 | 4,178 | 4,318 | 3,160 |
| Quality marks | 2,115 | - | 2,115 | 2,824 |
| P A Testing | 966 | - | 966 | 1,010 |
| | <u>199,373</u> | <u>385,928</u> | <u>585,301</u> | <u>561,640</u> |

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**NOTES TO THE FINANCIAL STATEMENTS
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7. GOVERNANCE COSTS

| | Unrestricted Funds 2011 £ | Restricted Funds 2011 £ | Total Funds 2011 £ | Total Funds 2010 £ |
|--------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Payroll | 5,560 | - | 5,560 | 5,560 |
| Professional | 2,600 | - | 2,600 | 2,600 |
| Insurance | 1,480 | - | 1,480 | 3,819 |
| Bank charges | 78 | - | 78 | 71 |
| | <u>9,718</u> | <u>-</u> | <u>9,718</u> | <u>12,050</u> |

8. GOVERNANCE COSTS (BASIS OF ALLOCATION)

Governance costs are calculated as follows:

- An apportionment of wages based on staff time of the wages of workers
- The audit fees for the organisation
- An apportionment of the insurance fees for the organisation
- The bank charges for the organisation

9. NET INCOMING RESOURCES FOR THE YEAR

| This is stated after charging: | 2011 £ | 2010 £ |
|--------------------------------|---------------|---------------|
| Depreciation | 17,804 | 19,426 |
| Auditors' remuneration: | | |
| - audit | 2,600 | 2,600 |
| - other services | 1,600 | 1,500 |
| | <u>22,004</u> | <u>23,526</u> |

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10. STAFF COSTS AND NUMBERS

| | 2011 | 2010 |
|--------------------------------|---------|---------|
| Staff costs were as follows: | £ | £ |
| Salaries and wages | 419,255 | 407,801 |
| Volunteers' expenses | 10,684 | 9,539 |
| Training costs and recruitment | 1,538 | 2,595 |
| | 431,477 | 419,935 |
| | 431,477 | 419,935 |

No employee earned more than £60,000 per annum.

| | 2011 | 2010 |
|-----------------------------|--------|--------|
| Average number of employees | Number | Number |
| Staff | 21 | 20 |
| Volunteers | 38 | 37 |

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No members of the Management Committee received any remuneration during the year. Travel costs amounting to £Nil (2010: £Nil) were reimbursed to 0 (2010: 0) members of the Management Committee.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2010: Nil).

12. TAXATION

No provision is made for taxation as the company is a charity entitled to the exemption afforded by Section 505 of the Income and Corporation Taxes Act 1988.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

13. TANGIBLE FIXED ASSETS

| | Motor vehicles, fixtures, fittings & computer equipment £ | Blackpool Holiday Lodge £ | Total £ |
|--------------------------|--|------------------------------------|------------|
| Cost or valuation | | | |
| At 1 April 2010 | 106,476 | 21,096 | 127,572 |
| Additions | 5,911 | - | 5,911 |
| | <hr/> | <hr/> | <hr/> |
| At 31 March 2011 | 112,387 | 21,096 | 133,483 |
| | <hr/> | <hr/> | <hr/> |
| Depreciation | | | |
| At 1 April 2010 | 60,863 | 6,170 | 67,033 |
| Charge for the year | 15,694 | 2,110 | 17,804 |
| | <hr/> | <hr/> | <hr/> |
| At 31 March 2011 | 76,557 | 8,280 | 84,837 |
| | <hr/> | <hr/> | <hr/> |
| Net book value | | | |
| At 31 March 2011 | 35,830 | 12,816 | 48,646 |
| | <hr/> | <hr/> | <hr/> |
| At 1 April 2010 | 45,613 | 14,926 | 60,539 |
| | <hr/> | <hr/> | <hr/> |

14. DEBTORS

| | 2011 £ | 2010 £ |
|--------------------------------|-----------|-----------|
| Prepayments and accrued income | 9,587 | 4,810 |
| | <hr/> | <hr/> |

15. CREDITORS

| | 2011 £ | 2010 £ |
|---|-----------|-----------|
| Amounts falling due within one year: | | |
| Taxation and social security | 8,810 | 8,969 |
| Other creditors and deferred income | 8,818 | 13,288 |
| | <hr/> | <hr/> |
| | 17,628 | 22,257 |
| | <hr/> | <hr/> |

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

16. RESTRICTED FUNDS

| | Balance 01.04.10 £ | Movement in resources | | Fund Transfer £ | Balance 31.03.11 £ |
|--|--------------------------|-----------------------|----------------|-----------------------|--------------------------|
| | | Incoming £ | Outgoing £ | | |
| Big Lottery Fund Grant: | | | | | |
| - Reaching Communities (1) | 1,097 | 55,579 | 55,891 | - | 785 |
| - Reaching Communities (2) | - | 127,738 | 127,738 | - | - |
| - Awards for All (Server) | 1,949 | - | 1,949 | - | - |
| - Doncaster Advice Service Partnership | 3,293 | 50,426 | 50,129 | - | 3,590 |
| Community Legal Services: | | | | | |
| - Helpline | 172 | - | 172 | - | - |
| Coalfield Regeneration Trust: | | | | | |
| - Welfare Benefits Officer | 47 | - | 47 | - | - |
| - Financial Inclusion Officer | 1,006 | 21,200 | 22,206 | - | - |
| - Van | 14,764 | - | 5,106 | - | 9,658 |
| - Security | 4,138 | - | 1,308 | - | 2,830 |
| South Yorkshire Key Fund | | | | | |
| - Shop | 2,528 | - | 2,417 | - | 111 |
| South Yorkshire Community Foundation | 4,710 | - | 1,352 | - | 3,358 |
| DMBC | | | | | |
| - Roller shutters | 498 | - | 340 | - | 158 |
| Wheelchair Hire Service | 7,291 | - | 228 | - | 7,063 |
| NHS Doncaster: | | | | | |
| - Dial on Line | - | 62,090 | 62,090 | - | - |
| - Doncaster debt/money Advice Service | - | 50,356 | 50,356 | - | - |
| Clothworkers Foundation | 7,979 | - | 2,044 | - | 5,935 |
| Lloyds TSB - Personalisation | - | 12,500 | 2,555 | - | 9,945 |
| | <u>49,472</u> | <u>379,889</u> | <u>385,928</u> | <u>-</u> | <u>43,433</u> |

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FOR THE YEAR ENDED 31 MARCH 2011

16. RESTRICTED FUNDS (continued)

Big Lottery Fund

The Big Lottery Fund has supported the following projects:

Reaching Communities (1) - Disability Awareness in Schools project, has proved to be very successful and popular with the children. This employs the Community Development Manager and 1 part time Administrator .

Reaching Communities (2) - Health, Fitness and Finance for Hard to Reach Groups project. This employs a Financial Inclusion Officer, who is working to alleviate poverty amongst disabled, vulnerable and disadvantaged people by teaching them to maximise their income and manage outgoings to reduce potential debt problems. The Helpline Adviser, who is providing help and assistance via the telephone helpline on subjects such as, welfare rights, services and opportunities available to disabled and vulnerable people. The Black and Minority Ethnic Officer who is providing information, advice and advocacy for clients within the ethnic minority communities via the telephone helpline, outreach venues and talks. A part time Administration Officer is supporting the project.

"Awards for All" has enabled the purchase of a new computer server, a capital item, which has a greater capacity and will enable better performance.

Doncaster Advice Service Partnership (DASP) is a network of agencies who provide specialist advice. The partnership includes, Doncaster CAB, Doncaster Housing Advice Centre along with DIAL Doncaster. This project will provide advice and support for housing, debt, welfare benefits and community care issues.

Community Legal Services

The Legal Aid Project was to provide capital equipment

This project was part of a National Helpline giving dedicated welfare benefits information directly to the public and employed two Specialist Welfare Benefits Advisers.

Coalfields Regeneration Trust

The Coalfields Regeneration Trust has supported the following projects:

One Welfare Benefits Officer and one part time Administrator to give advice and support on specific welfare benefits via the telephone, office visits, outreach surgeries and home visits. This project provided capital equipment.

One Financial Inclusion Officer to give advice and support on welfare benefits, debt and housing issues via the telephone, office visits, outreach surgeries and home visits.

Capital funding has been received for a van to enable DIAL's Charity Shops to make collections and deliveries, and to take equipment to schools for disability awareness training.

Funding was received for capital items to enable better security for the Armthorpe Charity Shop. This has provided an external security shutter, and internal alarm system.

South Yorkshire Key Fund

Funding received for capital items to set-up the charity shops.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

16. RESTRICTED FUNDS (continued)

South Yorkshire Community Foundation

This project supports evening sessions for Youth Groups, such as Cubs, Scouts and similar bodies to raise Disability Awareness. These sessions have proved very popular.

Doncaster Borough Metropolitan Council

Small Communities Grants have funded a capital item, electronic roller shutters, enabling greater security measures at the Woodlands Charity Shop.

Wheelchair Hire

The wheelchair hire generates income by hiring out wheelchairs on a short-term loan basis. This income keeps the wheelchairs in good working order with maintenance and repairs carried out regularly. As and when funds are available new wheelchairs are purchased.

NHS Doncaster

The NHS Doncaster supported the following:

The DIAL On Line project provides a detailed and informative website for the public to access up-to-date information and useful fact sheets.

The Debt/Money Advice Service provides support for people to maximise their income, increase financial capability, for them to manage their money more effectively. Debt advice also includes preparation and representation for court proceedings with referral to the appropriate agencies if necessary.

Clothworkers Foundation

Capital funding has been received for a new van to enable DIAL's Charity Shops to make collections and deliveries.

Lloyds TSB Foundation

This project employs 1 part time Personalisation Advice Worker, who is providing impartial information, advice and support with personal budgets, so that service users can make informed choices to enhance their lifestyle.

17. DESIGNATED FUNDS

A part of the accumulated balance of unrestricted funds is held as a provision against future costs arising from any necessary run down in activity due to reduction or withdrawal of funding of the charity by our main grant providers. The sum, which is estimated would be required, is based upon operating costs for a period of three months, together with the costs of staff redundancies.

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18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Included in the restricted fund balance of £43,433 above are fixed assets amounting to £19,969 held by the charity. The split of the restricted funds to include fixed assets is as follows:

| | Tangible Fixed Assets £ | Net Current Assets £ | Total £ |
|--------------------------------------|----------------------------------|-------------------------------|---------------|
| Reaching Communities | 785 | - | 785 |
| Doncaster Advice Service Partnership | 397 | 3,193 | 3,590 |
| Coalfields Regeneration Trust: | | | |
| - Financial Inclusion Officer | - | - | - |
| - Van | 8,809 | 849 | 9,658 |
| - Security | 2,830 | - | 2,830 |
| South Yorkshire Key Fund | 111 | - | 111 |
| South Yorkshire Community Foundation | - | 3,358 | 3,358 |
| DMBC - Roller shutters | 158 | - | 158 |
| Wheelchair Hire | 944 | 6,119 | 7,063 |
| Clothworkers Foundation | 5,935 | - | 5,935 |
| Lloyds TSB | - | 9,945 | 9,945 |
| | <hr/> 19,969 | <hr/> 23,464 | <hr/> 43,433 |
| Restricted funds | 19,969 | 23,464 | 43,433 |
| Designated funds | - | 133,879 | 133,879 |
| Unrestricted funds | 28,677 | 159,049 | 187,726 |
| | <hr/> 48,646 | <hr/> 316,392 | <hr/> 365,038 |

Due to the nature of the charity, it is impracticable to fully segregate fixed assets between those used for direct charitable purposes and those used for other purposes.

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19. OTHER COMMITMENTS

At 31 March 2011 the charity had annual commitments under operating leases as follows:

| | 2011 | 2010 |
|----------------------------|-------------------|-------------------|
| | £ | £ |
| Expiry date: | | |
| Within one year | - | - |
| Between one and five years | 38,437 | 23,500 |
| After five years | 15,000 | 10,000 |
| | <u> </u> | <u> </u> |

20. PENSION COMMITMENTS

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pensions cost charge represents contributions payable by the company to the fund and amounted to **£15,667** (2010 - £15,320). No contributions were included in creditors at the balance sheet date (2010 – £NIL).