

# **DIAL DONCASTER**

(A Company Limited by Guarantee)

(Company Number 04436063)

(Charity Number 1103621)

**ANNUAL REPORT**

**YEAR ENDED 31 MARCH 2012**

**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 2012**

The Trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2012.

**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 Business Park 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	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 (resigned 20 August 2012) Mrs B M Smith Mrs J Smith Ms E Ward

<b>Directors of the Company</b>	Dr S P Ekins Mrs A Laud
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<b>Company Secretary</b>	Mrs P Arrand
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**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

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2012**

<b>Auditor</b>	PKF (UK) LLP 2nd Floor Fountain Precinct Balm Green Sheffield S1 2JA
<b>Bankers</b>	Yorkshire Bank plc St Sepulchre Gate Doncaster DN1 1SJ
<b>Solicitors</b>	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 the charity's 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 2012**

**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 assets for hire, 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 2012**

**Organisational Structure**

The Committee meets bi-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 bi-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 23 paid staff and 46 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 long term health conditions (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.

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**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.

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. The service provides clear explanation of benefit decisions, and if required to challenge those decisions, up to first tier tribunal cover. 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 eighteenth 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.

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**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
- Hire of a holiday lodge on the Marton Mere site, Blackpool, that is fully adapted for disabled people
- Hire of a caravan on the Golden Sands site Mablethorpe
- Hire of a high dependency changing unit
- Support with Personalisation Programme
- Assistance with Blue Badge forms.

**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.

**Advice Quality Standard (Previously 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.

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**Customer First**

DIAL Doncaster was successful in achieving this quality standard in February 2012. The assessor stated that of those applying only 30% passed at the first attempt.

**Other Quality Marks**

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

**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 who may gift DIAL with a caravan and a people carrier.
3. To retain the standard that improved the quality of volunteering and acknowledged the enormous contribution made by volunteers.
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 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 and update the business plan.

**Achievements against these targets**

The Trustees, staff and volunteers have made strenuous efforts to achieve these targets

The achievements of the charity during the year include :-

- We have been awarded further funding to continue and support the Debt Service from the Big Lottery Fund.
- A caravan, people carrier and a high dependency changing unit have been gifted by the Aiming High Project.
- Three DIAL Welfare Rights Officers are now representing at Tribunals and 295 were done during the year.
- 5,000 Disability Information Directories were printed and distributed.
- An Away Day in February 2012 was arranged to review and update the Business Plan.
- We successfully achieved the Customer First Quality Standard in February 2012.

**DIAL DONCASTER**  
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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**Targets for April 2012 - March 2013**

To retain the standard that improved the quality of volunteering and acknowledged the enormous contribution made by volunteers.

To continue supporting disabled people through the complex application process of personal budgets for social care.

To continue to represent at Appeal Tribunals for people who have been refused eligible benefits.

To update and reprint DIAL's popular Disability Information Directory.

To continue to arrange physical activities and health related workshops for people from the BME communities.

To expand our premises to extend our services, e.g. more office visits for the welfare benefits clients, a counselling service and to hold in-house/external training sessions.

Targets are reviewed on an on-going basis.

**Financial Review**

**Principal Funding Sources**

Doncaster MBC continues to support DIAL Doncaster with core funding.

The Big Lottery Reaching Communities Fund continues to support a Helpline Adviser, BME Officer and Financial Inclusion Officer, and has granted additional funding for advice services to break the cycle of debt and deprivation.

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

The Coalfields Regeneration Trust Fund has granted funding for a volunteer co-ordinator.

Lloyds TSB continues to fund DIAL Doncaster 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 £163,372 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 £30,892 in unrestricted funds and £56,338 in restricted funds.

Donations have reduced from £4,274 in 2010/11 to £2,609 in 2011/12. DIAL's core funding for developing existing services still remains extremely difficult and has again risen very little. The office sales including the Wheelchair Hire Service, RADAR keys, Blue Badge photos and car stickers are 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.

**DIAL DONCASTER**  
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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**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, assets for 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 auditor**

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 auditor is 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 auditor is aware of that information.

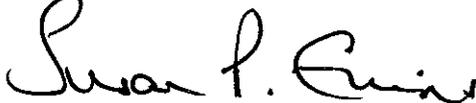
**Auditor**

The auditor, 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 17<sup>th</sup> Sept 2012 and signed on its behalf by:

Dr S P Ekins



## DIAL DONCASTER

### STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2012

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 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 accounting 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 corporate and 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 2012 which comprise the statement of financial activities, including 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 and 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 and express an opinion on 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 2012 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**

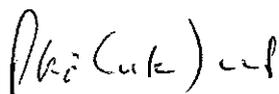
In our opinion the information given in the trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

**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
- we have not received all the information and explanations we require for our audit; or
- 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  
9 October 2012

PKF (UK) LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**DIAL DONCASTER**  
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**STATEMENT OF FINANCIAL ACTIVITIES**  
(Including Income and Expenditure Account)  
FOR THE YEAR ENDED 31 MARCH 2012

Incoming Resources	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
<b>Incoming resources from generated funds:</b>					
Voluntary income					
Donations	2	2,609	-	2,609	4,274
Activities for generating funds					
Shop income		218,120	-	218,120	185,136
Investment income	3	570	-	570	185
Other income		12,277	-	12,277	12,919
<b>Incoming resources from charitable activities:</b>					
Grants and contracts	4	116,659	409,789	526,448	493,239
<b>Total Incoming Resources</b>		<b>350,235</b>	<b>409,789</b>	<b>760,024</b>	<b>695,753</b>
<b>Resources expended</b>					
Costs of generating funds	5	172,267	-	172,267	163,427
Charitable activities	6	152,909	283,498	436,407	451,725
Governance costs	7	10,620	-	10,620	9,718
<b>Total resources expended</b>		<b>335,796</b>	<b>283,498</b>	<b>619,294</b>	<b>624,870</b>
Net incoming resources		14,439	126,291	140,730	70,883
Transfer between funds		-	-	-	-
Balances brought forward at 1 April 2011		321,605	43,433	365,038	294,155
<b>Balances carried forward at 31 March 2012</b>		<b>336,044</b>	<b>169,724</b>	<b>505,768</b>	<b>365,038</b>

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 2012**

	Notes	£	2012 £	£	2011 £
<b>Fixed Assets</b>					
Tangible assets	13		87,230		48,646
<b>Current Assets</b>					
Debtors	14	7,734		9,587	
Cash at bank and in hand		434,796		324,433	
			442,530	334,020	
<b>Creditors:</b> amounts falling due within one year	15	23,992		17,628	
			418,538	316,392	
<b>Net Current Assets</b>			418,538	316,392	
<b>Net Assets</b>			505,768	365,038	
<b>Funds</b>					
Restricted funds	16		169,724		43,433
Unrestricted funds: designated	17		163,372		133,879
other			172,672		187,726
			505,768	365,038	
	18		505,768	365,038	

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 17 September 2012.



**Dr S P Ekins**  
 Chairperson

**DIAL DONCASTER**  
(A COMPANY LIMITED BY GUARANTEE)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**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.
- Items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold.
- Donated assets, 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 2012**

**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

Assets for hire

- Blackpool holiday lodge
  - Mablethorpe holiday caravan
  - Mobile HDU
- |  |                      |
|--|----------------------|
|  | 10% straight line    |
|  | 10% straight line    |
|  | 25% reducing balance |

The charity does not capitalise assets that cost less than £500.

**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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**2. DONATIONS**

	Unrestricted Funds 2012 £	Restricted Funds 2012 £	Total Funds 2012 £	Total Funds 2011 £
Donations	2,609	-	2,609	4,274

**3. INVESTMENT INCOME**

	2012 £	2011 £
Bank interest	570	185

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

	Unrestricted Funds 2012 £	Restricted Funds 2012 £	Total Funds 2012 £	Total Funds 2011 £
Big Lottery Fund Grant:				
- Reaching Communities (1)	-	56,186	56,186	55,579
- Reaching Communities (2)	-	131,565	131,565	127,738
- Advice Services	-	65,656	65,656	-
- Supporting Change & Improvement (Schools)	-	9,779	9,779	-
- Supporting Change & Improvement (HBE)	-	9,900	9,900	-
- Doncaster Advice Service Partnership (DASP)	-	51,378	51,378	50,426
Coalfield Regeneration Trust:				
- Financial Inclusion Officer	-	-	-	21,200
- Volunteer Coordinator	-	13,095	13,095	-
Doncaster Metropolitan Borough Council:				
- Local Authority Grant	108,540	-	108,540	113,350
- Aiming High	-	50,000	50,000	-
NHS Doncaster				
- DIAL On Line	-	-	-	62,090
- Doncaster Debt/Money Advice Service	-	-	-	50,356
Doncaster PCT	8,119	-	8,119	-
Lloyds TSB - Personalisation	-	12,500	12,500	12,500
NLDC	-	6,999	6,999	-
Wheelchair hire	-	2,731	2,731	-
	<b>116,659</b>	<b>409,789</b>	<b>526,448</b>	<b>493,239</b>

**DiAL DONCASTER**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2012**

**5. COSTS OF GENERATING FUNDS**

	Unrestricted Funds 2012 £	Restricted Funds 2012 £	Total Funds 2012 £	Total Funds 2011 £
Premises and operating costs	80,434	-	80,434	87,069
Payroll	91,642	-	91,642	76,067
Publications & fund raising	191	-	191	291
	<u>172,267</u>	<u>-</u>	<u>172,267</u>	<u>163,427</u>

Costs of operating the charity shops have been included above. The 2011 comparatives have been restated for consistency.

**6. DIRECT CHARITABLE EXPENDITURE**

	Unrestricted Funds 2012 £	Restricted Funds 2012 £	Total Funds 2012 £	Total Funds 2011 £
Set up costs	-	-	-	762
Blackpool holiday home	5,857	-	5,857	8,755
Wheelchair costs	-	5,771	5,771	1,404
HDU	2,388	-	2,388	-
Mablethorpe holiday caravan	3,512	-	3,512	-
People carrier	1,095	-	1,095	-
Printing, stationery and advertising	346	1,944	2,290	6,173
Telephone and postage	2,116	4,876	6,992	7,361
Sundries	1,314	373	1,687	5,704
Repairs	663	8	671	7,708
Computer Supplies	448	-	448	246
Payroll	104,719	201,887	306,606	308,186
Staff training and expenses	224	4,109	4,333	21,484
Rent	15,405	6,061	21,466	16,238
Promotion	(2,313)	14,690	12,377	16,312
Motor expenses	604	12,722	13,326	4,447
Monitoring and evaluation	-	3,428	3,428	3,316
Subscriptions	407	-	407	2,067
Volunteer expenses	77	4,092	4,169	10,684
Depreciation	8,123	12,998	21,121	17,804
Loss on disposals	457	-	457	-
Radar keys	-	-	-	463
Insurance	1,334	2,660	3,994	2,793
Professional charges	121	2,593	2,714	2,419
Recruitment	396	399	795	-
Ethnic minorities	-	4,283	4,283	4,318
Quality marks	5,616	-	5,616	2,115
P A Testing	-	-	-	966
Publication	-	604	604	-
	<u>152,909</u>	<u>283,498</u>	<u>436,407</u>	<u>451,725</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2012**

**7. GOVERNANCE COSTS**

	Unrestricted Funds 2012 £	Restricted Funds 2012 £	Total Funds 2012 £	Total Funds 2011 £
Payroll	5,850	-	5,850	5,560
Professional	2,800	-	2,800	2,600
Insurance	1,860	-	1,860	1,480
Bank charges	110	-	110	78
	<u>10,620</u>	<u>-</u>	<u>10,620</u>	<u>9,718</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:	2012 £	2011 £
Depreciation	21,121	17,804
Loss on disposal of fixed assets	457	-
Auditor's remuneration:		
- audit	2,800	2,600
- other services	1,600	1,600
	<u>21,978</u>	<u>19,004</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2012**

**10. STAFF COSTS AND NUMBERS**

	<b>2012</b>	2011
	£	£
Staff costs were as follows:		
Salaries and wages	<b>416,109</b>	419,255
Volunteers' expenses	<b>12,233</b>	10,684
Training costs and recruitment	<b>5,268</b>	1,538
	<hr/> <b>433,610</b> <hr/>	<hr/> 431,477 <hr/>

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

	<b>2012</b>	2011
	Number	Number
<b>Average number of employees</b>		
Staff	<b>21</b>	21
Volunteers	<b>39</b>	38

**11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS**

No members of the Management Committee received any remuneration during the year. Travel costs amounting to **£Nil** (2011: £Nil) were reimbursed to **0** (2011: 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 (2011: 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.

**DIAL DONCASTER**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**13. TANGIBLE FIXED ASSETS**

	Motor vehicles, fixtures, fittings & computer equipment £	Assets for Hire £	Total £
<b>Cost or valuation</b>			
At 1 April 2011	112,387	21,096	133,483
Additions	23,162	37,000	60,162
Disposals	(905)	-	(905)
	<hr/>	<hr/>	<hr/>
<b>At 31 March 2012</b>	<b>134,644</b>	<b>58,096</b>	<b>192,740</b>
	<hr/>	<hr/>	<hr/>
<b>Depreciation</b>			
At 1 April 2011	76,557	8,280	84,837
Charge for the year	12,609	8,512	21,121
Eliminated on disposals	(448)	-	(448)
	<hr/>	<hr/>	<hr/>
<b>At 31 March 2012</b>	<b>88,718</b>	<b>16,792</b>	<b>105,510</b>
	<hr/>	<hr/>	<hr/>
<b>Net book value</b>			
<b>At 31 March 2012</b>	<b>45,926</b>	<b>41,304</b>	<b>87,230</b>
	<hr/>	<hr/>	<hr/>
At 1 April 2011	35,830	12,816	48,646
	<hr/>	<hr/>	<hr/>

**14. DEBTORS**

	2012 £	2011 £
Prepayments and accrued income	7,734	9,587
	<hr/>	<hr/>

**15. CREDITORS**

	2012 £	2011 £
<b>Amounts falling due within one year:</b>		
Taxation and social security	8,712	8,810
Other creditors and deferred income	15,280	8,818
	<hr/>	<hr/>
	<b>23,992</b>	<b>17,628</b>
	<hr/>	<hr/>

**DIAL DONCASTER**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**16. RESTRICTED FUNDS**

	Balance 01.04.11 £	Movement in resources		Fund Transfer £	Balance 31.03.12 £
		Incoming £	Outgoing £		
Big Lottery Fund Grant:					
- Reaching Communities (1)	785	56,186	56,971	-	-
- Reaching Communities (2)	-	131,565	131,565	-	-
- Advice Services	-	65,656	-	-	65,656
- Supporting Change & Improvement					
- Schools	-	9,779	-	-	9,779
- HBE	-	9,900	-	-	9,900
- Doncaster Advice Service Partnership	3,590	51,378	51,241	-	3,727
Lloyds TSB – personalisation	9,945	12,500	11,427	-	11,018
NLDC	-	6,999	216	-	6,783
Coalfield Regeneration Trust:					
- Van	9,658	-	2,208	-	7,450
- Security	2,830	-	566	-	2,264
- Volunteer Co-ordinator	-	13,095	10,736	-	2,359
South Yorkshire Key Fund					
- Shop	111	-	111	-	-
South Yorkshire Community Foundation	3,358	-	3,358	-	-
DMBC					
- Roller shutters	158	-	158	-	-
Wheelchair Hire Service	7,063	2,731	5,771	-	4,023
Clothworkers Foundation - Van	5,935	-	1,340	-	4,595
DMBC Aiming High					
- People Carrier	-	13,000	1,433	-	11,567
- HDU	-	25,000	5,325	-	19,675
- Mablethorpe Caravan	-	12,000	1,072	-	10,928
	<b>43,433</b>	<b>409,789</b>	<b>283,498</b>	<b>-</b>	<b>169,724</b>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**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.

Advice Services – this will fund 1 full time Debt Adviser and 1 part time Admin support. It will enable vulnerable people to break the cycle of debt and deprivation by being educated to budget money, maximise their incomes and plan future finances, helping to improve their quality of life and gain more independence and self esteem.

**Supporting Change & Improvement**

- This funding will allow DIAL Doncaster to conduct a full evaluation and review of the Disability Awareness training previously delivered in schools. To improve and outline any gaps for the benefit of the school children.
- This funding will enable further training for our Helpline staff with regard to the Personal Independence Payment training, the welfare benefit taking over from Disability Living Allowance. To enable further training on personalisation. To train Trustees and senior members of staff in managing change, moving from grants to contracts and working towards financial stability. An away day is to be held to reshape DIAL Doncaster's services.

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.

**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.

**Neighbourhood Learning in Deprived Communities**

This project will give volunteering opportunities to disabled people. The aim is to give training and mentoring to these people to enable them to gain confidence, learn new skills and have a better prospect of employment.

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2012**

**16. RESTRICTED FUNDS (continued)**

**Coalfields Regeneration Trust**

The Coalfields Regeneration Trust has supported the following projects:

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.

Volunteer Co-Ordinator - This project will employ 1 Volunteer Co-Ordinator who will work closely with the Volunteer Recruitment Team to recruit Volunteers. To co-ordinate and manage the volunteers and the relationships they come into contact with e.g. Charity Shop Managers, Line Managers and other Volunteers. They will support Volunteers and organise inductions, training programmes and placements. They will motivate and mentor Volunteers in their roles by offering advice and information.

**South Yorkshire Key Fund**

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

**South Yorkshire Community Foundation**

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

**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.

**Clothworkers Foundation**

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

**Doncaster Metropolitan Borough Council**

DIAL Doncaster is working in partnership with Childrens Disability Team Aiming High, for the Disabled Childrens Project. The Aiming High Team have gifted DIAL Doncaster with a People Carrier, a Mobile High Dependency Changing Unit and a Static Caravan at Mablethorpe. The Aiming High Team commission short breaks for disabled children and young people.

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**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.

**18. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Included in the restricted fund balance of **£169,724** above are fixed assets amounting to **£56,338** held by the charity. The split of the restricted funds to include fixed assets is as follows:

	Tangible Fixed Assets £	Net Current Assets £	Total £
Doncaster Advice Service Partnership	-	65,656	65,656
Supporting Change & Improvement – Schools	-	9,779	9,779
Supporting Change & Improvement – HBE	-	9,900	9,900
Doncaster Advice Service Partnership	-	3,727	3,727
Lloyds TSB - personalisation	-	11,018	11,018
NLDC	-	6,783	6,783
Coalfields Regeneration Trust			
- Van	6,601	849	7,450
- Security	2,264	-	2,264
- Volunteer Co-ordinator	-	2,359	2,359
Wheelchair Hire Service	708	3,315	4,023
Clothworkers Foundation – Van	4,595	-	4,595
DMBC Aiming High			
- People Carrier	11,567	-	11,567
- HDU	19,675	-	19,675
- Mablethorpe Caravan	10,928	-	10,928
	56,338	113,386	169,724
Restricted funds	56,338	113,386	169,724
Designated funds	-	163,372	163,372
Unrestricted funds	30,892	141,780	172,672
	87,230	418,538	505,768

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 2012 the charity had annual commitments under operating leases as follows:

	<b>2012</b>	2011
	<b>£</b>	<b>£</b>
<b>Expiry date:</b>		
Within one year	<b>13,750</b>	-
Between one and five years	<b>29,237</b>	38,437
After five years	<b>21,162</b>	15,000
	<hr/>	<hr/>

**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 **£13,740** (2011 - £15,667). No contributions were included in creditors at the balance sheet date (2011 – £NIL).