

REGISTERED COMPANY NUMBER: 04436063 (England and Wales)
REGISTERED CHARITY NUMBER: 1103621

Report of the Trustees and
Financial Statements For The Year Ended 31 March 2016
for
DIAL Doncaster

Allotts Business Services Ltd, Statutory Auditor
Chartered Accountants
Sidings Court
Lakeside
Doncaster
South Yorkshire
DN4 5NU

DIAL Doncaster

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For The Year Ended 31 March 2016

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DIAL Doncaster

Report of the Trustees
For The Year Ended 31 March 2016

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2016. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number

04436063 (England and Wales)

Registered Charity Number:

1103621

Registered office and operational address:

Unit 9/11 Shaw Wood Business Park
Shaw Wood Way
Doncaster
DN2 5TB

President

Rosie Winterton MP

Trustees

Chairperson - Dr S P Ekins
Vice Chairperson - Mrs J Smith
Mrs E Dunlop
Mr J Dunlop (resigned 31.03.16)
Mr M Henderson
Mrs S Hope
Mrs S Mackay
Ms K Maddison
Mrs B M Smith

Charitable Trustees

The trustees above also acted as charitable trustees of the charity.

Company Secretary

Mrs L Lee (Resigned 11.03.16)

Senior Management Team

Office Manager - Mr M Talbot
Finance Manager - Mrs P Barnett
Welfare Benefits and Tribunals Manager - Mr M Bond

Auditors

Allotts Business Services Ltd, Statutory Auditor
Chartered Accountants
Sidings Court
Lakeside
Doncaster
South Yorkshire
DN4 5NU

Bankers

Yorkshire Bank plc
St Sepulchre Gate
Doncaster
DN1 1SJ

Solicitors

Taylor Bracewell LLP
17-23 Thorne Road
Doncaster
DN1 2RP

DIAL Doncaster

Report of the Trustees For The Year Ended 31 March 2016

OBJECTIVES AND ACTIVITIES

Objectives and aims

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.

Significant activities

Information, Advice and Support

DIAL provides information, advice and support in order to empower disabled people and encourage 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, e-mail, personal contact (office or home visits), outreach surgeries and via DIAL's website and touch screen kiosks in the Doncaster Community. DIAL publishes fact sheets on a variety of subjects, including Equipment for Independent Living, Wheelchair Hire, Housing, Disabled Facilities Grant, Arts, Leisure, Personal Budgets, etc that service users can access. DIAL's service users often need help and support in making use of this information. Advice and advocacy involves staff members explaining the options available and empowering service users to decide on an appropriate course of action.

Welfare Benefits

DIAL Doncaster provides 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 representation. The Benefits Service can be accessed by service at DIAL's main office, one of its satellite locations or via a home visit. Telephone advice is also provided to clients and information can be obtained from DIAL's website.

BME Communities

DIAL Doncaster has a Black and Minority Ethnic Project Officer that provides advice and support for Doncaster's ethnic communities. This is done via the Helpline or workshops and events. Information days are also arranged and craft/leisure activities.

DIAL Doncaster

Report of the Trustees For The Year Ended 31 March 2016

OBJECTIVES AND ACTIVITIES

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
- Assistance with Blue Badge forms.

Quality Marks

DIAL Doncaster is committed to continuous improvement and has established a quality management system which provides a framework for measuring and improving performance. DIAL has adapted the following quality standards:

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

This standard is awarded to organisations that give advice to members of the public on legal issues. Dial has been able to demonstrate that the services are accessible and that the staff have the skills and knowledge to meet the needs of our clients.

ISO 9001

Quality standards achieved through quality management systems demonstrating that the organisation meets the needs of service users and stakeholders whilst making continuous improvement in working practices where appropriate.

Investing In Volunteers

The UK's quality standard for organisations that involve volunteers in their work. Achieving this standard has provided DIAL with a benchmark against which we can measure performance whilst delivering, promoting and recognising the valuable contribution our volunteers make to the organisation.

Other Quality Marks

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

Public benefit

The Trustees have had regard to the guidance issues 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 2011.

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, local business 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.

DIAL Doncaster

Report of the Trustees
For The Year Ended 31 March 2016

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Targets for April 2015 - March 2016

To continue to provide an advice link in the community and to look at ways of making it easier for people to access the service.

To continue to add value through the recruitment, training and development of volunteers.

To develop Information Communication Technology to bridge the digital divide and to promote DIAL services using social media outlets.

To support Carers with advice and assistance to raise awareness of local support.

To continue with craft sessions and health related workshops to engage with the BME community and to develop innovative activities to promote health and exercise.

To upgrade the DIAL website to make it more accessible.

To continue to support service users at Appeals Tribunals and to navigate the welfare reform changes.

Targets are reviewed on an on-going basis.

Achievements against these targets

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

We have upskilled our volunteers through training sessions and have they developed better computer skills.

Via a pilot project we did support Carers with advice and awareness of local support.

We have continued to offer craft sessions and health related workshops that have engaged with the BME community.

We upgraded the DIAL Doncaster website to a more easily accessible site.

We have continued to support service users at appeals Tribunals.

Targets for April 2016 to March 2017

To continue to provide an advice link in the community and to look at ways of making it easier for people to access the service.

To continue to add value through the recruitment, training and development of volunteers.

To develop Information Communication Technology to bridge the digital divide and to promote DIAL services using social media outlets.

To continue to support Carers with advice and assistance to raise awareness of local support.

To continue with craft sessions and health related sessions to engage with the BME community and to develop innovative activities to promote health and exercise.

To continue to support service users with the complex welfare benefits system

To continue to support clients at Appeals Tribunals and to navigate the welfare reform changes.

To develop a telephone service to assist service users with debt issues.

Targets are reviewed on an on-going basis.

DIAL Doncaster

Report of the Trustees For The Year Ended 31 March 2016

FINANCIAL REVIEW

Principal funding sources

Doncaster Local Authority

DIAL currently has a contract in place to deliver Welfare Benefits Advice and a Tribunal Service to support adults under the age of 65 who have a disability or long term health condition and their carers. This service was funded until March 2016. A 6 months extension has been awarded to allow the tender process to take place.

DIAL was successful with the Innovation Fund to deliver a new triage drop in and outreach information and advice service. It also provides a hub of information in the form of a self help kiosk.

DIAL was also successful with the Innovation Fund for a Carers pilot project, to assist and support carers in their caring roles and offer after bereavement sessions.

Big Lottery Fund

Reaching Communities - Health, Fitness and Finance for Hard to Reach Groups project. This project is working to alleviate poverty amongst disabled, vulnerable and disadvantaged people by maximising their income. It provides help and assistance via a telephone helpline on subjects such as, welfare rights, services, facilities and opportunities available to disabled and vulnerable people. The project also supports the BME community by offering information, advice and advocacy, via the telephone helpline and at outreach surgeries. The project helps to bring together different ethnic groups using creativity sessions.

Welfare Benefits Appeals Service - this project aims to assist vulnerable people through the complex welfare reform process, right up to and including Tribunal representation.

DYPAS (Doncaster Young People's Advice Service)

A free independent advice service for 16-25 year olds who need advice on welfare, housing or debt. This is a partnership project with DIAL, M25 Housing and Support Group and Doncaster CAB.

Within DIAL's unrestricted funds there is an amount of £103,240 held as a provision against costs arising from any necessary run down in activity due to reduction or withdrawal of funding. This sum is based upon average operating costs of the last two years (excluding the charity shops) for a period of three months together with the costs of staff redundancies. Fixed assets include an amount of £4,250 in unrestricted funds and £33,064 in restricted funds.

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.

Principal risks and uncertainties

The principal risk facing the charity is the obtaining of adequate funding. The Trustees review the cash flow projections at their regular meetings to ensure adequate resources are available.

FUTURE PLANS

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.

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.

DIAL Doncaster

Report of the Trustees For The Year Ended 31 March 2016

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

DIAL Doncaster is a company limited by guarantee, and governed by its Memorandum of Articles. It is registered as a charity with the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of new trustees

DIAL Doncaster is managed by the Management Committee comprising up to 15 elected Trustees. The Trustees form the governing body of the charity and are responsible for ensuring the organisation is working within the bounds of the Memorandum and Articles.

Management Committee Members are elected at the charity's Annual General Meeting.

Our Trustees have a wealth and diversity of professional skills, experience and knowledge to contribute to the development of the organisation, and are committed to the concept and values of DIAL Doncaster.

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

Organisational structure

The Committee meets monthly and receives detailed reports from the Senior Management team and Finance Manager. The volunteers have a representative on the Committee. At present this position is vacant.

Senior Managers of the company are:

Office Manager
Finance Manager
Welfare Benefits and Tribunals Manager

The Senior Managers are responsible to the Trustees via monthly meetings. All Team Leaders line manage staff and volunteers.

There are currently 15 paid staff and 46 volunteers.

Induction and training of new trustees

All new Trustees and Management Committee 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 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.
- 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.

Wider network

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.

DIAL Doncaster

Report of the Trustees
For The Year Ended 31 March 2016

AUDITORS

The auditors, Allotts Business Services Ltd will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 28 November 2016 and signed on its behalf by:


.....
Dr S P Ekins - Trustee

DIAL Doncaster

Statement of Trustees Responsibilities
For The Year Ended 31 March 2016

The trustees (who are also the directors of DIAL Doncaster for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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 Charity 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 charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Report of the Independent Auditors to the Members of
DIAL Doncaster

We have audited the financial statements of DIAL Doncaster for the year ended 31 March 2016 which comprise the Statement of Financial Activities, 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 January 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable 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.

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 charitable company'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 Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 charitable company's affairs as at 31 March 2016 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 matter prescribed by the Companies Act 2006

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

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 or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' 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 from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.



Steven Pepper FCA (Senior Statutory Auditor)
for and on behalf of Allotts Business Services Ltd, Statutory Auditor
Chartered Accountants
Sidings Court
Lakeside
Doncaster
South Yorkshire
DN4 5NU

Date 2 December 2016

DIAL Doncaster

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For The Year Ended 31 March 2016

		Unrestricted funds	Restricted funds	Total	2016 funds	Total	2015 funds
	Not es	£	£	£	£	£	£
INCOME AND ENDOWMENTS FROM							
Donations and legacies	2	3,531	-	3,531		6,398	
Charitable activities	5						
Welfare Benefits and Tribunal Service		103,497	-	103,497		103,000	
Other grants and contracts		-	322,225	322,225		320,472	
Other trading activities	3	237,703	1,778	239,481		240,157	
Investment income	4	<u>818</u>	<u>-</u>	<u>818</u>		<u>693</u>	
Total		345,549	324,003	669,552		670,720	
EXPENDITURE ON							
Raising funds	6	201,222	3,938	205,160		198,117	
Charitable activities	7						
Charitable activities		<u>194,046</u>	<u>308,544</u>	<u>502,590</u>		<u>446,565</u>	
Total		<u>395,268</u>	<u>312,482</u>	<u>707,750</u>		<u>644,682</u>	
NET INCOME/(EXPENDITURE)		(49,719)	11,521	(38,198)		26,038	
RECONCILIATION OF FUNDS							
Total funds brought forward		315,331	42,188	357,519		331,481	
TOTAL FUNDS CARRIED FORWARD		<u>265,612</u>	<u>53,709</u>	<u>319,321</u>		<u>357,519</u>	

The notes form part of these financial statements

DIAL Doncaster

Balance Sheet
At 31 March 2016

	Notes	2016 £	2015 £
FIXED ASSETS			
Tangible assets	12	37,314	45,838
CURRENT ASSETS			
Debtors	13	22,642	18,514
Cash at bank and in hand		<u>272,143</u>	<u>308,889</u>
		294,785	327,403
CREDITORS			
Amounts falling due within one year	14	(12,778)	(15,722)
		<u>282,007</u>	<u>311,681</u>
NET CURRENT ASSETS			
		319,321	357,519
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>319,321</u>	<u>357,519</u>
NET ASSETS			
		<u>319,321</u>	<u>357,519</u>
FUNDS	16		
Unrestricted funds:			
General fund		162,373	170,068
Designated fund		<u>103,240</u>	<u>145,263</u>
		265,613	315,331
Restricted funds		<u>53,708</u>	<u>42,188</u>
TOTAL FUNDS		<u>319,321</u>	<u>357,519</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 28 November 2016, and were signed on its behalf by:


Dr S P Ekins -Trustee

DIAL Doncaster

Notes to the Financial Statements For The Year Ended 31 March 2016

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRSSE) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015)', the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

- Income received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable.

- 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 funding, where related to performance and specific deliverables are accounted for as the charity earns the right to consideration by its performance. Funding where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the funding.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

- Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fund raising purposes including the charity's shops..

- Expenditure on charitable activities 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.

Allocation and apportionment of costs

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources e.g. Floor area, per capita or estimated usage.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Assets on hire	- 10% or 20% on cost
Fixtures and fittings	- 20% on reducing balance
Motor vehicles	- 25% on reducing balance
Computer equipment	- 25% on cost

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

Taxation

The charity is exempt from corporation tax on its charitable activities.

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

A designated fund 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 the main grant providers.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Stocks

Goods sold at the charity shops are donated by the general public. The Trustees have considered the relative costs and benefits of valuing the donated goods at the time of receipt for inclusion in the financial statements. This would be in line with new accounting regulations which will be applicable to the charity in future years. The Trustees consider that items in stock on sale for less than £20 can only be considered to have a fair value to the charity at the point of sale. The Trustees have reviewed stock holding in the shops for items on sale for over £20. They have concluded that at any point in time the total value of such items is below £5,000 and inclusion therefore in the financial statements would not have a material effect on the view given by the financial statements.

In these circumstances the Trustees will continue to include the value of donated goods only at the point of sale. The Trustees will review this policy annually or should there be a significant change in circumstances.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2016	2015
	£	£
Donations	<u>3,531</u>	<u>6,398</u>

3. OTHER TRADING ACTIVITIES

	2016	2015
	£	£
Fundraising events	1,943	2,589
Shop income	215,906	219,336
Other income	<u>21,632</u>	<u>18,232</u>
	<u>239,481</u>	<u>240,157</u>

4. INVESTMENT INCOME

	2016	2015
	£	£
Deposit account interest	<u>818</u>	<u>693</u>

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2016 £	2015 £
Grants and contracts	Welfare Benefits and Tribunal Service	103,497	103,000
Grants and contracts	Other grants and contracts	<u>322,225</u>	<u>320,472</u>
		<u>425,722</u>	<u>423,472</u>

6. RAISING FUNDS

Raising donations and legacies

	2016 £	2015 £
Staff costs	114,693	113,135
Other operating leases	52,463	49,099
Utilities	9,019	7,233
Insurance	2,227	1,212
Light and heat	2,740	946
Telephone	1,774	1,523
Postage and stationery	-	327
Sundries	3,378	4,937
Travel and van expenses	13,370	18,117
Repairs	3,712	-
Interest payable and similar charges	<u>1,784</u>	<u>1,588</u>
	<u>205,160</u>	<u>198,117</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct costs £	Support costs (See note 8) £	Totals £
Charitable activities	<u>420,934</u>	<u>81,656</u>	<u>502,590</u>

The main components of direct costs are as follows

	£
Staff costs	346,887
Costs associated with assets for hire	16,674
Depreciation and adjustment on disposal of assets	29,727
Other operating costs	<u>27,646</u>
	<u>420,934</u>

8. SUPPORT COSTS

	Management £	Finance £	Human resources £	Governance costs £	Totals £
Charitable activities	<u>63,771</u>	<u>281</u>	<u>7,740</u>	<u>9,864</u>	<u>81,656</u>

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2016	2015
	£	£
Auditor's remuneration	2,050	2,000
Auditor's remuneration for none audit work	1,250	1,200
Depreciation - owned assets	14,458	16,678
Other operating leases	85,418	76,689
Deficit on disposal of fixed asset	<u>15,269</u>	<u>1,084</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2016 nor for the year ended 31 March 2015.

Trustees' expenses

	2016	2015
	£	£
Trustees' expenses	<u>281</u>	<u>-</u>

The expenses were paid to one trustee in respect of travelling expenses.

11. STAFF COSTS

	2016	2015
	£	£
Wages and salaries	423,985	392,370
Social security costs	28,858	30,982
Other pension costs	<u>15,238</u>	<u>15,351</u>
	<u>468,081</u>	<u>438,703</u>

The average monthly number of employees during the year was as follows:

	2016	2015
Staff	22	22
Volunteers	<u>44</u>	<u>51</u>
	<u>66</u>	<u>73</u>

No employees received emoluments in excess of £60,000.

Wages and salaries include £29,430 in respect of redundancy costs.

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

12. TANGIBLE FIXED ASSETS

	Assets on hire £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2015	64,565	77,216	36,004	4,823	182,608
Additions	-	21,203	-	-	21,203
Disposals	<u>(31,468)</u>	<u>(20,240)</u>	<u>-</u>	<u>-</u>	<u>(51,708)</u>
At 31 March 2016	<u>33,097</u>	<u>78,179</u>	<u>36,004</u>	<u>4,823</u>	<u>152,103</u>
DEPRECIATION					
At 1 April 2015	44,153	59,862	31,281	1,474	136,770
Charge for year	8,763	3,306	1,181	1,208	14,458
Eliminated on disposal	<u>(24,831)</u>	<u>(11,608)</u>	<u>-</u>	<u>-</u>	<u>(36,439)</u>
At 31 March 2016	<u>28,085</u>	<u>51,560</u>	<u>32,462</u>	<u>2,682</u>	<u>114,789</u>
NET BOOK VALUE					
At 31 March 2016	<u>5,012</u>	<u>26,619</u>	<u>3,542</u>	<u>2,141</u>	<u>37,314</u>
At 31 March 2015	<u>20,412</u>	<u>17,354</u>	<u>4,723</u>	<u>3,349</u>	<u>45,838</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016 £	2015 £
Trade debtors	11,128	11,503
Other debtors	<u>11,514</u>	<u>7,011</u>
	<u>22,642</u>	<u>18,514</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016 £	2015 £
Taxation and social security	6,157	7,637
Other creditors	<u>6,621</u>	<u>8,085</u>
	<u>12,778</u>	<u>15,722</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2016 Total funds £	2015 Total funds £
Fixed assets	4,250	33,064	37,314	45,838
Current assets	273,974	20,811	294,785	327,403
Current liabilities	<u>(12,612)</u>	<u>(166)</u>	<u>(12,778)</u>	<u>(15,722)</u>
	<u>265,612</u>	<u>53,709</u>	<u>319,321</u>	<u>357,519</u>

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

16. MOVEMENT IN FUNDS

	At 1.4.15	Net movement in funds	Transfers between funds	At 31.3.16
	£	£	£	£
Unrestricted funds				
General fund	170,068	(49,718)	42,023	162,373
Designated fund	145,263	-	(42,023)	103,240
	<u>315,331</u>	<u>(49,718)</u>	-	<u>265,613</u>
Restricted funds				
Big Lottery Fund - Reaching Communities	2,522	(504)	-	2,018
Big Lottery Fund - Reaching Communities (2)	3,323	2,254	-	5,577
Clothworkers Foundation - Van	1,938	(485)	-	1,453
Coalfield Regeneration Trust - Van	2,785	(696)	-	2,089
DMBC- Aiming High - HDU	8,300	(8,300)	-	-
DMBC- Aiming High- Mablethorpe Caravan	7,328	(4,578)	-	2,750
DMBC - Innovation Fund -Triage	5,035	(967)	-	4,068
Facilitation Fund (DPULO)	555	(175)	-	380
NLDC	7,914	(3,914)	-	4,000
Wheelchair Hire Service	2,488	(2,086)	-	402
DMBC - Kiosks	-	16,397	-	16,397
Charitable Trust	-	14,574	-	14,574
	<u>42,188</u>	<u>11,520</u>	-	<u>53,708</u>
TOTAL FUNDS	<u>357,519</u>	<u>(38,198)</u>	<u>-</u>	<u>319,321</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	345,549	(395,267)	(49,718)
Restricted funds			
Big Lottery Fund - Reaching Communities (2)	114,711	(112,457)	2,254
Big Lottery Fund - Welfare Benefits Appeal Service	84,198	(84,198)	-
Big Lottery Fund - DYPAS	25,026	(25,026)	-
DMBC - Innovation Fund - Carers	22,254	(22,254)	-
DMBC - Innovation Fund -Triage	26,560	(27,527)	(967)
Facilitation Fund (DPULO)	-	(175)	(175)
NLDC	7,096	(11,010)	(3,914)
Wheelchair Hire Service	1,776	(3,862)	(2,086)
DMBC - Kiosks	18,966	(2,569)	16,397
Charitable Trust	15,000	(426)	14,574
Sheffield Futures Talent March	8,416	(8,416)	-
Big Lottery Fund - Reaching Communities	-	(504)	(504)
Clothworkers Foundation - Van	-	(485)	(485)
Coalfield Regeneration Trust - Van	-	(696)	(696)
DMBC- Aiming High - HDU	-	(8,300)	(8,300)
DMBC- Aiming High- Mablethorpe Caravan	-	(4,578)	(4,578)
	<u>324,003</u>	<u>(312,483)</u>	<u>11,520</u>
TOTAL FUNDS	<u>669,552</u>	<u>(707,750)</u>	<u>(38,198)</u>

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

16. MOVEMENT IN FUNDS - continued

Designated Funds

A part of the accumulated balance of unrestricted funds is held as 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 to be required, is based upon operating costs (excluding the charity shops) for a period of three months together with the costs of staff redundancies and contingencies.

Restricted funds

The Big Lottery Fund has supported the following projects:

a) Reaching Communities -

Health, Fitness and Finance for Hard to Reach Groups project. This project is working to alleviate poverty amongst disabled, vulnerable and disadvantaged people by maximising their income. It provided help and assistance via a telephone helpline on subjects such as welfare rights, services, facilities and opportunities available to disabled and vulnerable people. The project also supports the BME Community by offering information, advice and advocacy, via the telephone Helpline and at outreach surgeries. The project aims to bring together different ethnic groups using creativity sessions.

b) Welfare Benefits Appeals Service -

This project aims to assist vulnerable people through the complex welfare reform process, right up to and including Tribunal representation.

c) DYPAS

Doncaster Young Person's Advice Service is a network of agencies providing specialist advice to support young people aged between 16 - 25 years. The partnership includes Doncaster CAB, M25 and DIAL Doncaster. This project provides advice and support around housing, debt, welfare benefits and community care issues.

Other major funds comprise:

Disabled People's User Led Organisation - Facilitation Fund -

This project is supporting volunteers to develop new skills and build capacity for the organisation.

Neighbourhood Learning in Deprived Communities (NLDC)

This project is providing volunteering placement opportunities to disabled people. The aim is to provide training and mentoring so that they can gain confidence, learn new skills and have a better prospect of moving forward to gain employment.

Coalfields Regeneration Trust

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

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

Doncaster Metropolitan Borough Council

DIAL Doncaster is working in partnership with DMBC Aiming High project. The Aiming High Team have gifted DIAL Doncaster a Mobile High Dependency Changing Unit and a Static Caravan at Mablethorpe.

Innovation Fund - Triage

The project is to provide a Triage Drop in and interactive Information and Advice Hub.

DIAL Doncaster

Notes to the Financial Statements - continued
For The Year Ended 31 March 2016

16. MOVEMENT IN FUNDS - continued

Innovation Fund - Carers' Support

The project is to provide support to the carers and friends of people who have long term illness or disability.

Sheffield Futures Talent Match

This fund has paid the salaries for 2 retail assistants for 6 months, so that they have an opportunity to learn retail skills and gain experience.

Charitable Trust

The fund provides for terminally ill service users to ensure that they receive support with the welfare benefits application forms under special rules (DS1500)

DMBC Kiosks

3 Kiosks have been purchased and placed in the libraries at Balby, Stainforth and Mexborough to provide links to DIAL Doncaster website for local organisations and support groups, with links to the welfare benefits calculator (Turn2us), the money advice service website and DMBC services..

17. CONTINGENT LIABILITIES

At 31 March 2016 the charity had the following contingent liability

	2016	2015
	£	£
Shop dilapidation costs	<u>10,000</u>	<u>10,000</u>

18. OTHER FINANCIAL COMMITMENTS

At 31 March 2016 the charity had annual commitments under operating leases as follows :

	2016	2015
	£	£
Expiry date:		
Within one year	-	20,708
Between one and five years	45,640	12,000
After five years	<u>9,162</u>	<u>9,162</u>

19. RELATED PARTY DISCLOSURES

Ms K Maddison (Trustee) is an employee of Taylor Bracewell LLP. The charity obtained legal services to the value of £795 during the year from Taylor Bracewell LLP.