

Charity Registration No. 1089250

Company Registration No. 04255588 (England and Wales)

DIAL PETERBOROUGH
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

DIAL PETERBOROUGH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A J Dunham N Hampshaw J O Hopgood L Staples J Watling - Chairperson R A Smith	(Appointed 15 December 2021)
Charity number	1089250	
Company number	04255588	
Registered office	John Mansfield Centre Western Avenue Dogsthorpe Peterborough United Kingdom PE1 4HX	
Independent examiner	Mr Mark Jackson FCA DChA Azets Ruthlyn House 90 Lincoln Road Peterborough Cambridgeshire United Kingdom PE1 2SP	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent United Kingdom ME19 4JQ	

DIAL PETERBOROUGH

CONTENTS

	Page
Chairman's statement	1 - 2
Trustees' report	3 - 10
Independent examiner's report	11
Statement of financial activities	12 - 13
Balance sheet	14
Notes to the financial statements	15 - 23

DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

I am extremely proud of the achievements of our staff and volunteers during this most challenging of years. The pandemic created a fast-moving and complicated situation, with demands on our services that we have never encountered before. Everyone in our charity had to learn, adapt, persist, take risks, and innovate, while operating under huge challenges and pressures in a rapidly changing environment. Keeping vital services running has been one of the most complex parts of our work.

Disabled people experienced the fear and distress of a little understood and deadly virus and the severe limitations of their first lockdown. Our staff spent valuable time in the first few weeks making thousands of wellbeing calls, finding out what problems disabled people were facing and importantly what we could offer in terms of new service delivery to help overcome this. Much of the work was very sensitive as the disabled people being contacted may have loved ones in hospital or have suffered a bereavement.

The disproportionate impact of the COVID pandemic on disabled people has been well documented. Being proactive, flexible, and innovative was essential to our work delivering services to disabled people in our community.

Many disabled people felt left off the national government list for those most clinically at risk and did not receive food parcels or any type of statutory aid. Others felt they did not want to be on the list as the fears of not getting access to a ventilator in hospital, if the worst should happen, became a real concern.

Our dedicated team took a whole person approach, as well as information about services available they delivered food, medicines, aids and equipment, wellbeing activities, and emotional support to help combat social isolation. In addition, they had to set up home offices, sourced PPE and balanced digital services with home visit and alternatives for those who were digitally excluded and had no help from statutory sources, family, or friends.

As a charity our resources were diverted to COVID so we had to prioritise which services needed to continue and what new ones needed to be implemented, the work was fast-paced and unrelenting. All of this at a time when core funding from the local authority had ceased.

We came across people who had not had bedding changed for months as they couldn't manage to do this themselves, light bulbs that needed replacing and a host of other everyday jobs that our handyperson service stepped in to support. Health and Safety and Safeguarding became a real concern as we found disabled people downplayed the difficulties they were experiencing as they feared placement into a care home setting with no return. Our staff and volunteers provided ongoing support and reassurance throughout the pandemic and went above and beyond what was expected of them.

COVID-19 was a unprecedented challenge for all organisations, national, regional, and local, and often there were dilemmas about the best path to take. Our CEO worked with the local COVID-19 VCS response group and nationally with the Disability Rights UK "Our Voices" group that brought together leaders from Disabled Peoples User Led Organisations across the country.

Our work demonstrated the power of supporting each other and showing solidarity with our colleagues in the VCSE sector. In addition, our CEO worked with the government Cabinet Office on policy issues faced by disabled people from mask wearing to accessing food and other essential services. Demonstrating the value of effective national strategy and local implementation was only achievable by listening to the voices of disabled people and having a close working relationship with policy makers. As a result of shared experience and learning between national and local organisations there have been improvements throughout the year.

DIAL PETERBOROUGH

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

A huge expression of thanks to all the funders who have made our work in supporting disabled people possible.

And finally, I would like to thank everyone in our charity for their determination in delivering our work through such a difficult period of time, and for the support and kindness they have shown both clients and each other. The past year has reminded us that their expertise, dedication, and thoughtfulness is our most precious asset. I am extremely proud of what we have achieved together.

Jason Watling

Chairman

Dated: 15 December 2021

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The charity's objectives are to relieve people with disabilities living in Greater Peterborough so that they may lead active and fulfilling lives integrated in society.

Our Aim - Disability/DIAL Peterborough (DP) exists to make Peterborough a place where disabled people have the same opportunities as everyone else.

- **Our vision** - a society where people with a disability are valued equally, listened to and included.
- **Our objectives** - providing services where people with disabilities live fully integrated lives economically and socially.
- **Our mission** - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The four core functions of Disability Peterborough:

1. Support disabled people to access their rights
2. Identify local needs and issues of disabled people
3. Enable the views of disabled people to be represented effectively at policy, strategic planning and service delivery levels of our statutory partners
4. Ensure disability issues are kept high on local and government agendas

These functions are performed by the delivery of a wide range of services to clients, which include:

- Independent disability advice
- Wellbeing calls
- Consultation, involvement, and inclusion
- Regular newsletters
- Wheelchair and scooter services (Shopmobility)
- Accessible sport and leisure activities
- Disability Discrimination advice
- Welfare Benefits services (case work and appeals/representation)
- Advocacy and Care Plan advice
- Hate Crime reporting
- Health, Wellbeing and Social Care advice
- Aids, adaptations, and access information
- Assisted Technology and equipment advice
- Financial and legal guidance
- Employment advice and support
- Education and employment links
- Influencing policy, practice, and services (national and Local)
- Disability Awareness Training
- Finding alternative service provision to statutory services
- Wellbeing activities

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Service provisions

Information, Advice and Guidance (IAG)

This year we have dealt with over 10,000 IAG queries. Having staff and volunteers with lived experience of disability is an asset and we believe essential for service delivery. All of our staff are suitably trained to deliver our services and support diverse needs. This ensures that disabled people have access to good quality information and advice service, we tailor our services to meet individual needs, fully embedding equality and diversity considerations.

Effective IAG is essential for enabling disabled people to make choices and have control in their lives. everyone who accesses our services are supported in making informed choices

The main IAG enquiries this year included.

- Access to food and medicines
- Clarification on COVID rules
- Welfare Benefits Advice
- Health services
- PPE provision
- Continuing Care
- Vaccinations
- Access to statutory services
- Shopping
- Essential repairs
- Furlough scheme
- Digital exclusion (inability to use services without access to computer or smart phone)
- Access to money (those shielding and unable to go out to a bank etc)
- Community Services
- Wellbeing activities
- Volunteering

Handyperson Service

Thanks to the National Lottery Funding we were able to provide physically disabled people in Peterborough with a handyperson service. This was in direct response to the COVID19 pandemic as we realised that getting help with small jobs in the home was exceedingly difficult. In a 10-month period we carried out 324 jobs, the services included:

- small domestic appliance repairs
- one off gardening for accessibility
- help to change bedsheets and remake bed
- help to install and set up new appliances (to replace broken items) and dispose of old appliance
- returning unneeded items of medical equipment
- guttering cleared (bungalows only)
- small plumbing repairs
- garden gate/fence essential repairs
- setting timers and replacing batteries
- essential decorating repairs
- pressure wash slippery paths or patios
- shopping for essential items

“Just to let you know that I greatly appreciated the work your Handyperson did for me and well done for getting the service up and running.”

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Wellbeing Service

In direct response to the COVID situation we understood that disabled people could face a challenging time. In response we established a wellbeing service for disabled people who felt isolated and would benefit from a support phone call.

We made over 5,000 calls, targeting disabled people in the first instance that lived on their own and people who were digitally excluded.

We found that offering a gentle word of support and listening in a non-judgemental way could make all the difference. We encouraged our clients to tell their story in their own way and at their own pace, letting them know that they would be supported.

Clients who needed ongoing support received weekly phone calls and anyone requesting practical help were passed onto our case workers or handyperson service who worked with them to co-produce action plans to identify the problem and help to find solutions.

The calls also put us in a position to highlight common problems to policy makers. We identified problems including:

- scarcity of continence products and no new referrals taken for the service
- doorstep deliveries of food parcels for those shielding meant some disabled people unable to pick these up and take them into the house
- information from government not given in accessible formats
- withdrawal by the NHS of services such as physiotherapy and foot care
- digital exclusion resulted in some disabled people having extreme difficulties getting access to food shopping

"My thanks to you all. But especially Jannet who has supported me throughout. Listened to me go on about family, friends, and problems. I cannot say or give enough to cover my thanks. God bless you all".

Benefits Advice

The Benefits Advice Project has continued to be in high demand over the last twelve months and the service has adapted to allow it to operate within the Covid guidelines. Over the last year the project has supported 531 clients with welfare benefits advice through a combination of remote telephone assistance, office appointments and home visits as appropriate.

As a result of this project an extra £866,240.72 in additional social security benefits has been raised for these clients throughout the year.

It has been very noticeable over the last year how clients are struggling with multiple issues, deteriorating physical health intertwined with covid related anxiety impacting mental health and often with additional language barriers or facing poverty. Clients are repeatedly telling us of their frustration together with how they feel "lost" in the ever-changing reforms of the Social Security system and how they appreciate the practical help and support through the advice service provided by Disability Peterborough which is so important in improving the wellbeing of our clients.

We also hold Alternative Office status from the DWP meaning that we can verify paperwork on behalf of clients meaning they don't have to send off original documents in the post.

The comprehensive approach to the needs of clients, their families or carers provided by Disability Peterborough is vital in making a difference to the lives of our clients.

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

"Grateful thanks for the recent help I have been given from DIAL. Recent issues have now been completed and it has made my life so much more comfortable."

"Regardless of the outcome of my recent claim, I would just like to say how impressed I was with your colleague when she visited my home. She was extremely professional, polite and seemed to make everything straightforward and took it all in her stride. She spoke to me with the utmost kindness and made me feel important. I've no doubt she is a great asset to your team and long may it continue."

Specialise MS Benefits Advice and Case Work

For a number of years we have run a specialist benefits case work service for people with MS, funded by our local MS Society group.

This year we saw 54 clients with referral coming from a variety of sources including Health Professionals, MS Society, other advice providers and relative/self-referrals. We noticed a sharp decline in the referrals we would normally see from Health Professionals and the MS nurses as access to health services was dramatically affected by COVID.

As a result of this project an extra £93,265 in additional social security benefits has been raised for these clients throughout the year. £4,331 was gained through appeal work.

Case example:

A client was supported with a planned review of his PIP. As a result, the award was increased from the standard rate mobility to enhanced rate mobility and standard rate for daily living. Because of MS the client had been shielding throughout lockdown and his partner had been furloughed from her work (21hours weekly). However, his wife was being pressurized to return to work with alterations to her old shift pattern. Both the client and his wife were anxious about the new proposed working hours plus ongoing fears that by returning to work there was an increased risk of Covid infection. We explained that the revised PIP award would allow his wife to claim Carers Allowance and went through better off calculations to show what their income would be. With this knowledge the wife felt confident in going ahead with the decision to stop work.

"Thank you for all the help you gave me in sorting my PIP claim it was very much appreciated, I certainly couldn't have done it without you and your team."

Benefit Appeals

Our benefit appeals worker concentrates mainly on Personal Independence Payment mandatory reconsiderations (MR) and appeals. During lockdown getting case papers to and from clients became a difficult task but ways round the problem were found. Clients who have been refused benefits are often very distressed and don't know which way to turn.

MR and appeals work is very complex and time consuming, the majority of clients have either filled in the claim forms themselves or had help from other agencies. The MR and appeals work have had over a 90% success rate with the average client gaining £5,230 per annual increase and the average amount of arrears paid was £2,355.

Case example:

A 22-year-old gentleman who had a serious injury to his right hand. He made a new claim to PIP and was awarded 6 points for Daily Living. According to the assessor, he successfully washes himself using his elbow! He had the same award at Mandatory Reconsideration. With the help of an interpreter from the Red Cross I obtained the evidence and sent submission to DWP and registered an appeal. The appeal was late as the client had moved to Time Stop hostel and the appeal form for his signature was sent to his old address. Both Time Stop and the Red Cross were extremely helpful in communicating with the client who pre appeal was awarded Standard Daily Living. The GP was also persuaded to forgo his £120 fee for a supporting letter. Annual amount gained was £3,104.

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Case Work

As we went into the pandemic it quickly became apparent that some clients with disabilities needed ongoing and intense case work. This was especially true of clients who had suffered a bereavement. We assigned a case worker to work in depth with some clients, co-producing an action plan to achieve the outcome they needed. Over the year we worked with 50 clients. This work was not designed to create reliance but to give people the guidance and support they needed through difficult situations. We carried out home visits, wearing protective PPE and respecting social distancing as disabled people living on their own really appreciated this method of service delivery, especially when other agencies had totally withdrawn all face-to-face contact.

The casework ranged widely from helping to plan funerals to organising household bill paying and arranging care packages. This was not our usual type of case work but very much needed during COVID pandemic and extremely appreciated by our clients who often felt completely alone and abandoned by other organisations.

Policy Influencing

We work with local and national government on policy that directly affects disabled people. The COVID crisis made this more important than ever and our CEO spent a great deal of time feeding into local and national policy issues. She worked with the Cabinet Office, the Disability Minister, Major food retailers, DWP, Disability Rights UK our Voices and Disabled Peoples Organisations Forum to name but a few.

The DPO forum looked at;

- Supporting smaller local organisations to be part of delivery of services, such as employment support provision, as the contracting process often favours larger organisations
- Resourcing for DPOs is important as many have closed over the last 10 years due to loss of funding and Covid has made things worse
- Return of benefit conditionality and sanctions with no uprating of legacy benefits
- The importance of independent advocacy
- Increase in hate crime towards disabled people during Covid
- Concerns over use of 'vulnerable' and 'disabled' and the use of the medical rather than the social model
- Communications around face covering exemptions not as clear as the guidance
- Intersectionality of disability and the needs of BAME disabled people must be included
- Putting lived experience central to policy/decision making

The group also fed back thoughts and observations for the development of the National Strategy for Disabled People:

- All of the suggested themes should include the role of local DPOs
- Should not forget about support/services needed right now during a time of crisis along with the longer-term work of the National Strategy
- Agreeing a programme of work and how we input strategically, including sharing more specific information and asks to enable us to go out to our networks and provide quality information
- UNCRPD provides a framework for engagement with disabled people and it is important to have co-production and opportunity to shape what is being consulted on and not just be part of the consultation

DWP Green Paper

The DWP Green Paper consultation included a focus on user experience, trust and advocacy to support claimants. It looked at improving user experience; improving employment outcomes; and supporting healthier lives. It also explored the different ways of working during the pandemic to identify what had and hadn't worked and what the barriers were for disabled people.

We worked with government on *Keeping Communities Safe* with the Covid Task Force team in the Cabinet Office looking at four reviews of areas related to the roadmap to lifting the lockdown and fed into the call for evidence.

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Disability Awareness Training

During this year we provided Disability awareness training to staff and volunteers from over 25 voluntary and statutory agencies. We shared the presentation slides with the participants in order to gain extra reach. The training included:

- the definition of disability
- different types of disability including visible and invisible disabilities
- the Medical and Social Model of Disability
- the law and obligations
- reasonable adjustments
- barrier removal
- access and Inclusion
- disability myths and misconceptions
- changes in communication style and behaviour (including zoom meetings and written documents)
- the importance of language and avoiding assumptions
- might I cause offence if I offer to help a person with a disability?
- helping your staff/volunteers/clients, become open about their impairment or health condition and their access need
- COVID specific issues

“Many thanks for yesterday's informative and helpful training.”

“The training was great and really informative, thank you.”

Wellbeing Activities

COVID-19 affected daily life in unprecedented ways, responses to stressful events are unique and varied. Disabled people in particular worried about their own safety and the safety of their loved ones, how they will get their basic needs met (e.g., food, shelter, clothing, care needs met), and uncertainties for the future.

Ongoing access to news and social media about the pandemic and constant conversation about threats to public safety, especially the vulnerability of some disabled people to COVID, undoubtedly caused additional stress.

From our wellbeing calls we discovered that many isolated disabled people who were able to access the internet could find a host of activities to get involved with, many of our clients were completely digitally excluded.

We set up wellbeing activities (delivered to clients homes when necessary) including:

- Jigsaws
- Craft materials
- Colouring and positive messages
- Food parcels & food exchange
- Dog Walking
- Magazines and books
- Newsletters
- Quiz sheets

Shopmobility

Our Shopmobility service offers wheelchairs and scooters to get around the City Centre. During this year we had to unfortunately close down the service for several months as the shopping centre it is based in was closed down. During this time, we loaned the wheelchairs to vaccination centres and GP practices to help them with transporting disabled people around the buildings.

We found that when we could open up the service again many disabled people chose not to use the service as many of them were afraid to go out even when the tight restrictions were lifted.

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Reach Out at Home

We found that disabled people were quickly losing physical fitness as they were unable to carry on with physiotherapy or get to any exercise sessions during the pandemic. We applied for funding from Sport England through DRUK and were successful in gaining funding,

The Personal Trainer we employed, who has lived experience, went into the participants' homes after a briefing on their situation from us. She assessed their particular needs and created bespoke exercise routines that they could perform within their homes, providing simple pieces of exercise equipment when needed.

She recorded what the clients wanted to gain from the sessions, one lady just wanted to be able to navigate the patio door step so she could sit in the garden when the weather was nice. She took base line measurements of current physical and mental wellbeing and also current levels of activity to measure if this increased over the course of the bespoke activities along with other indicators of progression. We worked with 10 disabled individuals, providing each with 6 sessions over 10 weeks.

The PT captured on our case management system what activities have been carried out as well as flagging up any areas of concern that other DP staff needed to be aware of and any case work needed in other areas of our service delivery (e.g. safeguarding/money problems/need for equipment etc).

The project was a huge success with all participants reporting improvement through a range of indicators.

"Hi Becky, just wanted to say how much I appreciated your PT sessions. In particular it really benefited my left arm and my walking. I would like to note that one to one therapy & your patience has really made a big difference. Thank you and Disability Peterborough very much."

Thank you to all our wonderful funders this year who have made all the activities possible:

- Disability Awareness Training grant through PCVS
- Peterborough City Council – 3 months funding benefits worker Winter Pressure funding
- Charity Aid Foundation – case worker funding
- Disability Action – COVID emergency funding
- Towns Womens guild – donation from funds
- Multiple Sclerosis Society – SLA for benefits worker
- Cambridge Community Fund – Special Olympics funding
- HealthXchange – COVID case work
- Disability Rights UK TIF – Reach Out at Home project funding
- Stuart Lesley Garratt – COVID case work
- Childwick Trust – COVID case work
- O&H – Donation
- BGL - donation
- Rank TTS – intern funding
- National Lottery CF – disability case work and Handy person project
- Garfield Weston – donation to core costs
- CAF - emergency fund
- Cams COVID fund – delivery essential services
- Strangward Trust – activities for disabled people
- Leathersellers - grant
- Queensgate – Shopmobility funding
- Peterborough City Council - Shopmobility funding

DIAL PETERBOROUGH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees has assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a company limited by guarantee, its governing document being the Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

A J Dunham

N Hampshaw

J O Hopgood

L Staples

J Watling - Chairperson

D Wait

R A Smith

(Appointed 15 December 2021)

We seek to bring new trustees onto the board who can complement the skills base of the existing members of the board. Invitation is made at the Annual General Meeting and at other times throughout the year. Interested parties are invited to meet with the Chairperson and other trustees to obtain an understanding of the charity, its aims and objectives and how they may be able to further the development of the charity.

The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees meet on a regular basis, normally bi-monthly to consider and decide the strategic direction and policy of the charity. The board also take the opportunity to consider issues such as legal, premises, planning and staffing matters which have arisen between meetings.

The trustees also meet regularly with representatives from those responsible for the operational management of the charity on a day to day basis, ensuring that the charity delivers the services specified and that progress is made in achieving the charity's objectives.

The trustees' report was approved by the Board of Trustees.

J Watling - Chairperson

Trustee

Dated: 15 December 2021

DIAL PETERBOROUGH

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF DIAL PETERBOROUGH

I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act;
or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Mr Mark Jackson FCA DChA

Azets
Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP
United Kingdom

Dated: 17 December 2021

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	3	36,278	-	-	36,278	25,045
Charitable activities	4	175,536	31,288	42,818	249,642	199,199
Total income		<u>211,814</u>	<u>31,288</u>	<u>42,818</u>	<u>285,920</u>	<u>224,244</u>
Expenditure on:						
Raising funds	5	14,520	-	-	14,520	7,158
Charitable activities	6	144,839	28,421	50,136	223,396	269,048
Total resources expended		<u>159,359</u>	<u>28,421</u>	<u>50,136</u>	<u>237,916</u>	<u>276,206</u>
Net incoming/(outgoing) resources before transfers		52,455	2,867	(7,318)	48,004	(51,962)
Gross transfers between funds		(14,500)	14,500	-	-	-
Net income/(expenditure) for the year/ Net movement in funds		<u>37,955</u>	<u>17,367</u>	<u>(7,318)</u>	<u>48,004</u>	<u>(51,962)</u>
Fund balances at 1 April 2020		<u>111,212</u>	<u>78,911</u>	<u>24,105</u>	<u>214,228</u>	<u>266,190</u>
Fund balances at 31 March 2021		<u><u>149,167</u></u>	<u><u>96,278</u></u>	<u><u>16,787</u></u>	<u><u>262,232</u></u>	<u><u>214,228</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year

		Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes				
<u>Income from:</u>					
Donations and legacies	3	25,045	-	-	25,045
Charitable activities	4	101,953	36,752	60,494	199,199
Total income		<u>126,998</u>	<u>36,752</u>	<u>60,494</u>	<u>224,244</u>
<u>Expenditure on:</u>					
Raising funds	5	7,158	-	-	7,158
Charitable activities	6	165,155	34,415	69,478	269,048
Total resources expended		<u>172,313</u>	<u>34,415</u>	<u>69,478</u>	<u>276,206</u>
Net incoming/(outgoing) resources before transfers		(45,315)	2,337	(8,984)	(51,962)
Gross transfers between funds		5,008	(5,008)	-	-
Net income/(expenditure) for the year/ Net movement in funds		<u>(40,307)</u>	<u>(2,671)</u>	<u>(8,984)</u>	<u>(51,962)</u>
Fund balances at 1 April 2019		<u>151,519</u>	<u>81,582</u>	<u>33,089</u>	<u>266,190</u>
Fund balances at 31 March 2020		<u><u>111,212</u></u>	<u><u>78,911</u></u>	<u><u>24,105</u></u>	<u><u>214,228</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DIAL PETERBOROUGH

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	10		3,758		6,254
Current assets					
Debtors	12	8,616		7,271	
Cash at bank and in hand		263,666		210,611	
		<u>272,282</u>		<u>217,882</u>	
Creditors: amounts falling due within one year	13	<u>(13,808)</u>		<u>(9,908)</u>	
Net current assets			258,474		207,974
Total assets less current liabilities			<u>262,232</u>		<u>214,228</u>
Income funds					
Restricted funds	14		16,787		24,105
<u>Unrestricted funds</u>					
Designated funds	15	96,278		78,911	
General unrestricted funds		149,167		111,212	
		<u>245,445</u>		<u>190,123</u>	
			<u>262,232</u>		<u>214,228</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 15 December 2021

J Watling - Chairperson
Trustee

Company Registration No. 04255588

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Dial Peterborough is a private company limited by guarantee incorporated in England and Wales. The registered office is John Mansfield Centre, Western Avenue, Dogsthorpe, Peterborough, PE1 4HX, United Kingdom.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. In arriving at this conclusion, the trustees have considered the impact of the Coronavirus epidemic on the charity. Whilst the full impact of the epidemic is unknown, the trustees are confident that the impact on income can be managed by taking action to mitigate costs and using reserves.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and gifts are included in full in the statement of financial activities when receivable. The value of services provided by volunteers has not been included.

Grants are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included when receivable.

1.5 Resources expended

Expenditure is recognised in the period in which it is incurred. Expenditure is directly attributed to the relevant heading where possible. However, where costs are attributable to more than one heading, they are apportioned across these headings using an allocation based on time spent by staff in each heading.

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers and equipment	25% p.a. straight line
-------------------------	------------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2021	2020
	£	£
Donations and gifts	22,240	25,045
Coronavirus job retention scheme income	14,038	-
	<u>36,278</u>	<u>25,045</u>

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Core activities	97,316	-	97,316	78,763
Shopmobility	31,288	-	31,288	84,942
Inspire Projects	-	-	-	1,361
Horner Foundation	-	-	-	6,307
MS Society - Welfare rights	-	6,400	6,400	6,400
Time to Shine	-	4,593	4,593	11,426
Small Lottery Grant	-	-	-	10,000
Craft	152	-	152	-
Garfield Weston	20,000	-	20,000	-
National Lottery Covid Fund	49,368	-	49,368	-
CAF Emergency Fund	3,700	-	3,700	-
Cambs Covid Fund	5,000	-	5,000	-
Case work	-	21,175	21,175	-
DRUK Tackling Inequalities	-	6,650	6,650	-
PCVS	-	4,000	4,000	-
	<u>206,824</u>	<u>42,818</u>	<u>249,642</u>	<u>199,199</u>
Analysis by fund				
Unrestricted funds	175,536	-	175,536	101,953
Designated funds	31,288	-	31,288	36,752
Restricted funds	-	42,818	42,818	60,494
	<u>206,824</u>	<u>42,818</u>	<u>249,642</u>	<u>199,199</u>

5 Raising funds

	2021	2020
	£	£
Fundraising costs	14,520	7,158
	<u>14,520</u>	<u>7,158</u>

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

6 Charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Staff costs	112,317	45,709	158,026	151,616
Consultancy	18,089	1,620	19,709	64,807
Staff training and welfare	987	-	987	1,564
Travelling expenses	7,421	-	7,421	2,858
Venue costs and volunteer expenses	364	-	364	6,693
MS Society - Welfare rights	1,711	-	1,711	-
Sports coaching	-	-	-	7,019
Other charitable expenditure	-	-	-	2,569
	<u>140,889</u>	<u>47,329</u>	<u>188,218</u>	<u>237,126</u>
Share of support costs (see note 7)	26,461	892	27,353	23,577
Share of governance costs (see note 7)	5,910	1,915	7,825	8,345
	<u>173,260</u>	<u>50,136</u>	<u>223,396</u>	<u>269,048</u>

7 Support costs

	Support costs	Governance costs	2021	2020
	£	£	£	£
Depreciation	2,496	-	2,496	2,496
Publications and subscriptions	2,119	-	2,119	1,570
Website costs	-	-	-	468
Insurance	3,231	-	3,231	3,137
Telephone	5,804	-	5,804	6,157
Printing, postage and stationery	4,389	-	4,389	3,591
Computer expenses	1,447	-	1,447	2,108
Repairs and maintenance	-	-	-	1,922
Sundries	3,909	-	3,909	2,128
HR services	3,758	-	3,758	-
Charitable donation	200	-	200	-
Legal and professional	-	1,825	1,825	2,765
Independent examiner's fee	-	1,680	1,680	1,620
Bookkeeping fees	-	4,320	4,320	3,960
	<u>27,353</u>	<u>7,825</u>	<u>35,178</u>	<u>31,922</u>
Analysed between				
Charitable activities	<u>27,353</u>	<u>7,825</u>	<u>35,178</u>	<u>31,922</u>

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but one trustee was reimbursed a total of £nil travelling expenses (2020 - one trustee was reimbursed £48).

9 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	9	8
	<u>9</u>	<u>8</u>
Employment costs	2021	2020
	£	£
Wages and salaries	145,081	141,440
Social security costs	10,548	7,779
Other pension costs	2,397	2,397
	<u>158,026</u>	<u>151,616</u>
	<u>158,026</u>	<u>151,616</u>

10 Tangible fixed assets

	Computers and equipment £
Cost	
At 1 April 2020	29,424
At 31 March 2021	<u>29,424</u>
Depreciation and impairment	
At 1 April 2020	23,170
Depreciation charged in the year	2,496
At 31 March 2021	<u>25,666</u>
Carrying amount	
At 31 March 2021	<u>3,758</u>
At 31 March 2020	<u>6,254</u>

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

11	Financial instruments	2021	2020
		£	£
	Carrying amount of financial assets		
	Trade debtors	3,200	-
	Cash at bank	263,666	210,611
		<hr/>	<hr/>
	Measured at cost	266,866	210,611
		<hr/>	<hr/>
	Carrying amount of financial liabilities		
	Trade creditors	5,621	928
	Accruals	4,630	5,710
		<hr/>	<hr/>
	Measured at cost	10,251	6,638
		<hr/>	<hr/>
12	Debtors	2021	2020
		£	£
	Amounts falling due within one year:		
	Trade debtors	3,200	-
	Prepayments and accrued income	5,416	7,271
		<hr/>	<hr/>
		8,616	7,271
		<hr/>	<hr/>
13	Creditors: amounts falling due within one year	2021	2020
		£	£
	Other taxation and social security	3,103	2,861
	Trade creditors	5,621	928
	Other creditors	454	409
	Accruals and deferred income	4,630	5,710
		<hr/>	<hr/>
		13,808	9,908
		<hr/>	<hr/>

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Balance at 31 March 2021 £
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	
MS Society - Welfare rights	-	6,400	(6,400)	-
Horner Foundation	7,516	-	(7,225)	291
Hub & Apartments	621	-	-	621
Time to Shine	6,743	4,593	(11,336)	-
Small Lottery Grant	9,225	-	-	9,225
Case Work	-	21,175	(21,175)	-
DRUK Tackling Inequalities	-	6,650	-	6,650
PCVS	-	4,000	(4,000)	-
	<u>24,105</u>	<u>42,818</u>	<u>(50,136)</u>	<u>16,787</u>

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Balance at 31 March 2021 £
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	
Shopmobility	22,657	31,288	(25,925)	(4,500)	23,520
Service protection fund	50,000	-	-	-	50,000
Fixed asset fund	6,254	-	(2,496)	-	3,758
Case worker fund	-	-	-	19,000	19,000
	<u>78,911</u>	<u>31,288</u>	<u>(28,421)</u>	<u>14,500</u>	<u>96,278</u>

The shopmobility fund represents funding for the shopmobility scheme in the shopping centre.

The service protection fund has been created to protect core services for a period of time in light of uncertainty around future funding for those services.

The fixed asset fund represents the net book value of fixed assets.

The case worker fund is there to support the work of a caseworker for one year.

DIAL PETERBOROUGH

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

16 Analysis of net assets between funds

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:					
Tangible assets	-	3,758	-	3,758	6,254
Current assets/(liabilities)	149,167	92,520	16,787	258,474	207,974
	<u>149,167</u>	<u>96,278</u>	<u>16,787</u>	<u>262,232</u>	<u>214,228</u>

17 Related party transactions

During the year Dial Peterborough purchased goods and services of £848 (2020: £1,117) from The Mobility Aids Centre, in which Mr Watling is a director.

18 Control

No one individual has control of the charitable company.