

Charity registration number 1089250

Company registration number 04255588 (England and Wales)

**DIAL PETERBOROUGH**  
**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

# DIAL PETERBOROUGH

## LEGAL AND ADMINISTRATIVE INFORMATION

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

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# DIAL PETERBOROUGH

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# DIAL PETERBOROUGH

## CHAIRMAN'S STATEMENT

**FOR THE YEAR ENDED 31 MARCH 2022**

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In this report you will hear what Disability Peterborough has achieved and the outcomes of our work in this reporting period. I am immensely proud of everyone. Our dedicated staff and volunteers have adapted with agility to the unprecedented changes the pandemic has brought about, to ensure that the local physically disabled people get the support they need during these ongoing difficult times.

I would like to thank the dedicated and unified approach from my fellow trustees, staff, volunteers and our supporters for their commitment and great work they do. I am grateful to have had the opportunity to meet and work alongside some truly amazing people. It has been a gathering of like-minded individuals who work determinedly towards a single goal, that is to ensure the local physically disabled people we support can live their best lives.

This year, due to the ground-breaking work and exceptional knowledge of our CEO, Sandie Burns, we have also taken on more of a policy and influencing role both at a local and national level. The National Outdoors for All Working Group highlighted our "Walks on Wednesdays" as an exemplar of best practice. Policy work can be disheartening as despite all the energy and effort we put in the decisions are in the hands of government, policy makers and businesses but having a seat at the table to represent the voices of disabled people is vital to bring about meaningful change.

In December 2021 the Minister for Disabled People invited Sandie Burns our CEO to number 10 Downing Street for a special roundtable meeting to hear views on themes including how to strengthen participation for disabled people across public life, employed life, and everyday life.

We then heard the wonderful news that Sandie was to be awarded an MBE in the Queens Birthday Honours List for her dedicated work for over 30 years at Disability Peterborough. I know that you will all join me in saying how pleased we are that her outstanding work has been given national recognition that it deserves.

This annual report is a glimpse into the work carried out during the year. I would like to draw your attention to the Volunteer story who writes a powerful and moving account of how our charity helped her to overcome obstacles and how she wanted to give something back. It reminds us all on the huge and dramatic changes advice and support delivered by the right people can bring.

Thank you to the Trustees, Staff, Volunteers and our supporters for their dedication and great work they do in making this happen. Thank you to all of our funders and a special mention goes to Heidi our Lottery Officer who helped us to gain funding and make this work possible.

We look forward to year ahead, we can achieve so much when we all work together.



.....  
**Jason Watling**  
Chairman  
Dated: 15-12-22

# DIAL PETERBOROUGH

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2022

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The trustees present their annual report and financial statements for the year ended 31 March 2022.

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**

Disability Peterborough provide services, opportunities and a voice to people living with physical disability and long-term health conditions and their families in Peterborough. We are a user led charity and the majority of our staff, trustees and volunteers lived experience of disability and long-term health conditions. During the year 2021-22, we have been continuing to deliver our services in a world that has changed since the pandemic began. Our service delivery is based on what local disabled people have told us they need. Our specialism has been founded on a deep rooted knowledge and experience of disability, and an understanding of what is required for our advice services, support services and policy work.

**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 were 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.

Through our services we provide the opportunity for people with lived experience of physical disability or long-term conditions to be part of community life and part of our organisation. We want to make sure that disabled people have a voice, and that voice is heard at all levels of decision making. "Nothing about us without us" is a phrase that has been used for many years but it has even greater importance now as we know that the Covid pandemic has had a more negative affect on disabled people. The pandemic has brought about many challenges and as a trusted charity we will be there to offer support and advice in an accessible way to help navigate through difficult times.

#### **CEO Report**

No one will argue with me when I say we have all been through very difficult times. The pandemic meant that disabled people, including some who had to shield for two years, could feel more isolated than ever before. We fully recognise the disproportionate impact the pandemic has had on people living with disability and long-term conditions. We were there for disabled people during this time. During the COVID pandemic statutory services concentrated on those people deemed to be "*extremely medically vulnerable*" leaving disabled people who did not fit the stringent criteria in often very vulnerable situations.

As with many organisations the pandemic tested us in ways that could never have been anticipated. Our staff and volunteers have been nothing short of amazing, they have been committed to delivering services, opportunities and giving a voice to people living with a physical disability and long-term conditions in Peterborough. To make sure this was the case, we radically changed the way we delivered support, with wellbeing at the heart of all of our services. Codesign and coproduction is at the centre of all of our service delivery.

We understand that being listened to is more than just being heard. It is an expectation that the service will act on the experiences and needs expressed by the disabled person. Our workers need to be able to provide informed advice and help to discuss risks. They need discussions and shared decision-making with our benefit and support staff who have lived experience of disability or long-term health conditions, who then act on their choices.

The feedback from physically disabled people who use our service has been extremely positive. Our office manager said that collecting the comments was very moving and reinforced why our services were so important.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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*"My weekly call from Jannet made me feel that someone cared about me."*

*"We love that you are a one stop shop and we can turn to you for advice when needed"*

*"I had help with getting Attendance Allowance, then help with getting a memory assessment. We got the help quickly and our worry was reduced. The handyman put in a key safe which is very reassuring"*

*"I can tell you anything and know that I won't be judged, you will believe me and offer impartial advice"*

*"Filling in disability forms is a nightmare, without help I wouldn't have managed. That help made a tremendous difference and brought so much relief"*

*"Your services have meant an improvement from what has been a lonely lifestyle"*

Before the pandemic we saw social gatherings as a "nice to have" but not an essential part of our offering. We now know from the feedback how important this is for some disabled people who may not see anyone else all week. This part of our service delivery is now an essential part of our service offer moving forward

At the start of the year, we had a request from the Disability Minister, Chloe Smith, asking if she could come and visit our charity. She wanted to find out more about the services we offered and hear from staff and service users what was important to them. We acknowledged the fact that we knew she wouldn't have a magic wand with her, to her credit she did spend time listening and noting down points that were made. Our welfare benefits workers raised the point that using the normal DWP routes it often took weeks or even months to sort out complex disability benefit issues when things had gone wrong. The minister put us in direct contact with the regional DWP manager who has given our staff a direct route to her, so that she can look into cases that need direct action. This has worked really well taking just a matter of days to sort out issues and made a vast difference to clients who without this intervention would have been left in a vulnerable situation.

We also worked with the Shadow Disability Minister, Vicky Foxcroft who was eager to speak to as many disabled people, charities, disabled people organisations, unions and other civil society organisations as possible to help develop a comprehensive response to the Government's [National Strategy for Disabled People](#) and a disability benefits green paper.

We have continued our close relationship with disabled people's organisations across the country, through our involvement with the Disability Rights UK Our Voices group and with the Regional Stakeholder Network (RSN) of the government Disability Unit. A list of our working relationships with other agencies can be found later in this report

As the world rebuilds for a better future, it's essential people with disabilities have their voices heard and we will fight to ensure this is the case. I'm really proud of everything we've achieved this year and hope you will enjoy reading how we have impacted the lives of physically disabled people and risen to the unique challenges that we have faced.

#### **Welfare Benefits**

When someone is turned down for a disability benefit what they are hearing from the DWP is "you're not disabled enough" and this can be very traumatising. It takes an experienced advisor to support the person through what can be a long and complex piece of case work to attain a positive outcome. This year we have assisted more than 1200 clients with benefit checks, help to complete benefit forms and taken on mandatory reconsideration and appeals (including tribunal representation). Benefit work very often is only the tip of the iceberg and will lead to discovery of a much more complex social situation that will be dealt with by the case workers.

People need clarity around what realistic 'choices' they may have when it comes to welfare benefit advice. Our three benefits advisors have over 50 years of experience between them and are experts in the field of disability welfare rights. Some disabled people have told us that their fears of how they will be treated based on past experience with non-specialist advisors. Access, provision, and outcomes are the corner stones of what we provide.

*"Disability Peterborough initially helped me with my disability benefit, which my friend talked me into. They were marvellous and made the process so easy for me. They kept in touch throughout the pandemic to see if I was ok and knew they were only a phone call away if I needed them. They continue to support me to help me to remain independent and in control of my own life. I praise all of them for what they do for the community"*

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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#### Case Study

Mr B is a 62-year-old gentleman, with no family to support him, was referred to us through a social prescriber at his GP surgery. He has club hands and had a stroke resulting in left sided weakness and was initially discharged from hospital to his home with no care package. His friend could not contact him, since his discharge, so after two days he called the police for a 'welfare check' on him and he was found on his bed, still in his hospital gown, in extreme poor health and was readmitted into hospital for a further month.

Mr B is on basic Universal Credit. Our benefits advisor attended his home to help him with his disability benefit claim (PIP) and to apply for him to be in the 'support group' for his employment status. Due to the nature of his disabilities and circumstances, we contacted the Vulnerable Client Caseworker at DWP to get his UC claim dealt with over the phone as he has no access to the internet and is now house bound.

As a part of his claim, we had requested a copy of his Care Package and assessment, this also highlighted that he was assessed for needing access to groceries, but no action put in place. This was passed to our caseworker immediately who contacted Adult Social Care to correct this, and she filled in, doing his grocery shopping until the new care plan was implemented. During these visits, she discovered that Mr B has extreme toothache which is why he was only eating soft foods. He was not registered with a dentist and could not find an NHS one, so we contacted the Dental Access Centre, who gave him an appointment the next day and we were able to provide transport to and from the appointment for him. This initial visit has resulted in them putting in a schedule of treatment and working towards him having dentures.

#### Case Study

Mrs P is a lady in her 50's who has a history of mental health problems but had been able to work until she had covid in 2021. She was left with long covid, causing her to have extreme fatigue, breathlessness, dizziness, joint pains and mood swings. The devastating impact of long covid left her unable to work and needing help with many aspects of her personal care and had a huge impact on the couple's finances with the drop in income.

She applied for Personal Independence Payment herself, with the help of her husband, as they did not know they could get help. The application was refused in November 2021. Mrs P then phoned the DWP to request the decision be looked at again, but they felt out of their depth and overwhelmed to know how to proceed without help.

Mrs P got to hear about Disability Peterborough and contacted us for help. We notified DWP we were now involved and said to expect extra evidence to be sent in. While we were looking at her case, the DWP refused the couple's PIP mandatory reconsideration request in an unusually rapid time, without waiting for medical evidence from us, and so we immediately worked with Mrs P and her husband, to lodge an appeal.

In the meantime, the financial situation for Mrs P and her partner got worse as her initial 12-months ESA came to an end in July, before she had her work capability assessment. We supported with the work capability assessment paperwork and her telephone assessment took place in August and Mrs P was placed in the support group, meaning her ESA could be reinstated and a higher award could be paid and be backdated.

Finally, in August, after months of waiting, the PIP appeal was held, with the Disability Peterborough caseworker joining the couple on the conference call hearing, with written arguments and supporting evidence being submitted by DP ahead of the hearing. The appeal was successful, and the standard rate of the daily living and the enhanced rate of mobility components were awarded.

Payment of the PIP arrears were received, along with the new ongoing 4-weekly payments. This in turn meant that Mrs P was entitled to the £150 Disability Cost of Living Payment for winter fuel bills, a blue badge and road tax exemption for their vehicle, along with access to the Motability Scheme.

The long waits involved for her benefits to get sorted out and loss of household income in the meantime had taken a toll on Mrs P's health, with her experiencing feelings of guilt that her health issues meant she could not work. Now the PIP and ESA have been awarded hopefully Mrs P can have more peace of mind that they can afford to cover the household bills, and this can only help her physical and mental health.

Total PIP & ESA arrears received = £12,506.12

Total PIP and ESA ongoing payments = £240.95 per week, £12,592.40 per year

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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#### **Volunteers Story**

I was in a deep, dark hole with a severe physical disability, no friends, no income and turning to alcohol to pass the days away.

An acquaintance of mine suggested I telephone Disability Peterborough because she was aware they helped people with disabilities who couldn't work, to perhaps see if I was entitled to any disability income. It took me some while to pluck up the courage to make a telephone call but eventually I did, and an appointment was made for me to see one of their advisers in this regard. A friendly face greeted me at the appointment and took me through the necessary forms required resulting in approval of ESA - this was such a weight off my mind.

After a fall, leading to hospitalisation, I was again referred to Disability Peterborough for help on my return home, as I couldn't leave the house and manage alone. Disability Peterborough stepped in again and gave me the opportunity for someone to do my shopping which was a total success. Again, a friendly face appeared at my door alleviating my worries further.

I was now adjusting and gaining confidence with these visits when Disability Peterborough came again to my rescue with "a handyman service" I couldn't do simple jobs like change a light bulb, mend my toilet seat - all this was done by the lovely handyman who carried out the work in a professional and high standard- he's a huge credit to the charity.

I asked the charity if I could be a volunteer because I wanted to give them back something for the wonderful help I had received over the previous months. I was offered a couple of volunteer positions which unfortunately did not suit my needs but was then asked to help out on a weekly basis at a craft group- I haven't looked back since I took the step to do this. I thoroughly enjoy this volunteer work and have made some special friends through this.

During my time with Disability Peterborough and volunteering, as I say, I've made some special friends and in-fact I have spoken to members attending the groups how Disability Peterborough have helped them to gain confidence to face life again!

I cannot thank Disability Peterborough enough for their help and sincere kindness which they have shown me and it's been a huge contributory factor to my alcohol abstinence and with their marvellous staff they've treat me with respect and kindness, which has allowed me to regain confidence and realise life is indeed worth living and to look forward to what it has to come.

#### **Crafting and wellbeing**

Throughout most of this year, we reluctantly continued to pause our crafting sessions to keep our client safe. However, with restrictions being lifted and society beginning to open up again, in we put on 4 Crafting taster sessions, to see how disabled people felt about mixing again, we invited not only previous attendees but also new one who we had identified throughout the year. The uptake was very positive, we put client welfare at the forefront of our mind, which included safety measures such as hand sanitiser and separated seating. Due to this positive uptake, we sought and was granted funding to be able to continue to run a further 40 crafting and well-being sessions, this was thanks to Cambridgeshire Community Fund. The attendee numbers went up from 7-8 a session in February when it started to 10-12 a session in the following month.

All attendees commented on it being a friendly, welcoming and non-judgemental group saying "I was apprehensive at first but I have never felt so welcomed at a group before". Before long the group were sharing information about crafts, other groups they might like to attend and if they had come across a scam, so others would be aware and not become a victim. Group leaders are one of the benefits advisors and the outreach caseworker, who also supported attendees with benefits related matters.

#### **Outreach casework**

After listening to our clients, we realised that some physically disabled people need individual support, other than benefits, and this was needed in a 'home visiting' format. Our Outreach Caseworker took on 308 individual cases with a wide variety of needs. Several were needing help and support at home, when their spouse passed away, who was their main carer and ran the household matters. In one case the client was visually and hearing impaired as well as physically disabled and not digitally connected, so we support with the process of registering the death, through to the funeral arrangements, and then organising the utility bills and other such paperwork in the home into a format the client could understand and see herself. Some needed side-by side help to get out of the home after lockdown and to re-establish themselves back into the wider world, while others needed to be connected with other agencies or group that they would benefit from.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

We carried out 936 individual wellbeing calls and visit have continued throughout the year to client, as they adjust to a new way of living, with many of them finding the phone calls or home visits a welcome break from solitude and a chance to connect with others again.

#### Policy Work

The policy work that we undertake has grown beyond any recognition. The CEO meets regularly with the Cabinet Office, DRUK, National Voices, Peterborough, PCC Scrutiny committee and Cambridge Disability Forums and The Crown Representative Taskforce, to feed in information gained from disabled people who use our services and to get local voices heard at levels of decision making both at a local and nation level. There is strong evidence from disabled people that use our service think that decision makers and statutory service providers are out of touch *"I don't think they've talked to people about how it feels". "How can they know what we need if they're not hearing from us?"* Going forward the policy work will be a large and important part of our service offer.

#### Disability Peterborough Representation External Boards/Meetings/Events

Boards Represented on	Purpose/Description	Frequency	Comments
<b>Disability Campaign Reference Group Cabinet Office/ Saatchi</b>	Work with government and Saatchi to create media campaign.  Get non-disabled people with positive attitudes.  to behave correctly around disabled people.  By inspiring them with the right advice.	Monthly - ongoing	Support the development of the campaign by providing insight and expertise on the targeting and creative elements of the campaign to help ensure an effective message is developed and delivered.
<b>Nene Park Access Forum</b>	Help to make Nene Park more accessible for disabled people.	Bimonthly - ongoing	See attached overview.
<b>Disability Policy Centre</b>	The first think tank of its kind in the UK, dedicated to the development and advancement of policy, ensuring that accessibility is at the heart of legislation.	Ad Hoc	Launch picture and story: <a href="https://thedisabilitypolicycentre.org/our-story">https://thedisabilitypolicycentre.org/our-story</a>

# DIAL PETERBOROUGH

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

FOR THE YEAR ENDED 31 MARCH 2022

<p><b>National Voices</b></p>	<p><b>Understand and advocate</b> for what matters to people, especially those who have greater health or care needs</p> <p><b>Find common cause</b> across communities and conditions by working with member charities and those they support</p> <p><b>Connect and convene</b> charities, decision makers and citizens to work together to change health and care for good</p>	<p>Monthly</p>	<ul style="list-style-type: none"> <li>• Supporting national policy and system design</li> <li>• Supporting the vital role that the Voluntary, Community and Social Enterprise sector plays in health and care</li> <li>• Supporting the adoption and spread of person-centred approach</li> </ul>
<p><b>Our Voices</b></p>	<p>The Group is made up of a number of Disabled People's Organisations from across England, that are members of Disability Rights UK. The group of Disability CEO's came together at the start of the pandemic to represent the interests of disabled people and to enable learning and mutual support</p>	<p>Monthly</p>	<p>Minister for Disabled People affirms importance of engagement with DPOs</p> <p><a href="https://www.disabilityrightsuk.org/news/2022/february/minister-disabled-people-affirms-importance-engagement-dpos">https://www.disabilityrightsuk.org/news/2022/february/minister-disabled-people-affirms-importance-engagement-dpos</a></p>
<p><b>Crown Representative Taskforce</b></p>	<p>Joint BAME Taskforce, Women's Resource Centre, and Disability Commissioning Taskforce Roundtable</p>	<p>Quarterly</p>	<p>Increasing VCSE participation in public procurement, aim to get a fairer commissioning process that DPO's will have more of a chance to access Government funding</p>
<p><b>Physical Disability Partnership Board (Healthwatch)</b></p>	<p>This Board helps to improve services for people with physical disabilities in Cambridgeshire and Peterborough.</p>	<p>Quarterly</p>	<p>The Board's role is to support and improve care for people who use health and adult social care services. They do this by including some of the people who use these services in their design, delivery, and evaluation. Social care includes providing social work, personal care, protection or social support services to children or adults in need or at risk, or adults in need due to illness, disability, old age or poverty.</p>

# DIAL PETERBOROUGH

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

FOR THE YEAR ENDED 31 MARCH 2022

<b>Peterborough Disability Forum</b>	Meets regularly to share important information and discuss issues affecting disabled people, their families, and carers.	Bimonthly	Forum made up of senior level workers from the voluntary sector across Peterborough. Statutory body workers are invited to participate when relevant topics are on the agenda e.g. City Centre Access, placement of Changing Places facilities and digital exclusion
<b>COVID 19 Public Enquiry</b>	Group of disability charities brought together by DRUK to work with Bhatt Murphy solicitors (Shamik Dutta) state's response to COVID19 had a vastly disproportionate impact on Disabled people both in the proportion of deaths as well as the impact of measures to control the virus. Disabled people made up 59.5% of all deaths involving COVID-19.	Ad hoc	Worked on making sure the Terms of Reference for the enquiry made adequate reference to the disproportionate effect of the pandemic on disabled people and to apply for Core Participant status.  Enquiry did make changes to the TOR that we recommended and also the Chair of the enquiry wrote back to our group saying that DPO's had an important part to play in the process. DRUK has now been granted Core Participant status and the other DPO's will continue to feed in information based on real life experience of the pandemic.
<b>Living Sport</b>	To work with Living Sport to create a new Disability Strategy for Cambridge and Peterborough	monthly	Completed Theory of Change document. Put together draft framework to improve the way we all work together to ensure opportunities to be physically active are equitable and inclusive. It is time to make a real change for disabled people to access sport, physical activity and leisure in the way they want, when they want with no barriers placed on them by society.
<b>Adult and Health Scrutiny committee PCC</b>	Independent co-opted board member	quarterly	Scrutinise the work of Peterborough City Council to ensure that the Council is discharging its functions effectively.  Bring any specialist knowledge, skills, experience, and expertise they may have to the work of the Scrutiny Committee.  Ensure that there is an effective independent challenge to the Council on matters relating to the remit of the specific committee that they are co-opted to and that this challenge is constructive to support the Council in carrying out its role.

# DIAL PETERBOROUGH

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

FOR THE YEAR ENDED 31 MARCH 2022

<p><b>Building Better Opportunities</b></p>	<p>Chair of Board</p> <p>The BBO Employability project offers an innovative programme design based on a personalised approach with a tailored package of barrier-busting and support interventions which are designed and commissioned with participants aimed at helping people into work or training</p>	<p>quarterly</p>	<p>The project is now in its third year, proactively tackling inequality by targeting underrepresented groups and those with additional barriers to foster greater social inclusion both in terms of economic and community participation.</p>
<p><b>DWP</b></p>	<p>We hold an Alternative Office Status issued by the Secretary of State</p>	<p>annual</p>	<p>'Alternative Office' status enables our workers to;</p> <p>Issue benefit applications to claimants or third parties regarding specified benefits.</p> <p>Accept claims / applications from people for specified social security benefits sent or delivered to an Alternative Office.</p> <p>Collect information and supporting evidence in respect of those claims / applications.</p> <p>Provide appropriate advice, information and guidance to support a direct 'online' or telephone application for specified social security benefits.</p> <p>Record the date a claim / application form (or, where appropriate, an intention to claim / apply, or a request for a claim / application form) is received at an Alternative Office.</p> <p>Forward completed forms to DWP</p>
<p><b>Eastern Region Stakeholder Network (Cabinet Office)</b></p>	<p>The Government Disability Unit has set up a Regional Stakeholder Network to help build a picture of the lived experience of disabled people in England</p>	<p>Bi monthly</p>	<p>Each region in the network is tasked with amplifying the voices of disabled people and disability organisations in their regions reporting back to the government on a range of issues including transport, housing and employment helping to develop the new National Strategy for Disabled People</p>

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

#### Website & Phone lines

The new website has been a challenge, we wanted a site that was easily accessible for all with different fonts and colours and sizes, that could easily be read by screen readers for the visually impaired and that also could be translated into different languages. After a great deal of user involvement and testing, our new site is up and running. We still see this as a work in progress and will make changes to it based on now a much larger feedback pool. Where information is provided, it needs to be consistent and in a usable format for everyone. Online information and advice have worked well for some people, but it does not work for everyone, and we will continue to provide our services in a variety of ways. We have learnt how much our clients appreciate that our phone lines are staffed and never put people into an automated system with a holding mode or ask clients to press different buttons, all of which can cause great confusion and stress for those with hearing or memory problems or who are anxious.

You can find our new website at [www.disabilitypeterborough.org](http://www.disabilitypeterborough.org) please do give us feedback.

#### Handyperson

Our Handyperson service has proved to be very popular carrying out 445 jobs for clients and is a pathway into the other services that we offer including benefits, keeping warm & well and energy efficiency within the home. It can also help with accessing grants including the Disabled Facilities Grant (DFG) and charitable funding where possible. We deliver practical solutions to disabled people living in their own home, so they can remain safe, independent and enjoy it more. Many of our clients have been waiting over two years for small repairs such as replacing and fitting a broken toilet seat or making an adjustment on a shower that is angled wrong and flooding the bathroom.

*"Really valuable service, one that is needed. It nice to have consistent help as it is not like having strangers in your house all the time".*

*"He goes above and beyond for me, he picked up some groceries when I was struggling as I has just come out of hospital."*

Social landlords often expect tenants to carry out small repairs themselves regardless of the fact they are disabled and that trying to find a tradesman to carry out a small job is almost impossible. Feedback from clients shows that the gardening service is also appreciated. A garden becoming increasingly overgrown can be a great worry and it also advertises that a vulnerable, often older, person lives there. Our service started at the beginning of the pandemic but the feedback and picking up on case work that is needed for the clients using the provision has convinced us that this is not a "nice to have" service but an important and integral part of our larger service offer

*"He has made my house a home by putting up blinds, pictures, and clocks for me".*

Feedback from 30 DP clients chosen at random

How would you rate the level of support you have received from DP?	Very Poor	Poor	Average	Good	Excellent
				2%	98%
<b>Comments</b> <i>I don't know what I would have done without your support; I was struggling and your service has changed my life, thank you; Very grateful for the information, your worker was very professional; I felt very comfortable during the interview</i>					

# DIAL PETERBOROUGH

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

FOR THE YEAR ENDED 31 MARCH 2022

<p>Do you feel staff at DP understood the nature of your enquiry?</p> <p><b>Comments</b></p> <p><i>I was so lucky to get access to such a knowledgeable advisor</i></p> <p><i>It meant so much to me to have a home visit, your worker was very approachable, understanding and kind</i></p>	Not at All	A little	Not Sure	A lot	A great deal
					100%
<p>Has your contact with DP made a positive difference to your life?</p> <p><b>Comments</b></p> <p><i>Had years of trying to sort out my benefits, your service was amazing</i></p> <p><i>Your service is absolutely great has made such a difference to my life</i></p> <p><i>I have recommended your service to others</i></p> <p><i>Your Handyperson service has allowed me to stay in my home</i></p>	Not at All	A Little	Not sure	A lot	A great deal
				5%	95%
<p>Has your contact with DP made you feel less isolated?</p> <p><b>Comments</b></p> <p><i>The information you gave me was invaluable, didn't know any of this and didn't know where to turn</i></p> <p><i>I very much appreciated your phone calls you made me feel supported</i></p>	Not at All	A little	Not sure	A lot	A great deal
		2%		4%	94%
<p>Has your contact with DP made you feel more positive about life?</p> <p><b>Comments</b></p> <p><i>I was struggling and your service has changed my life, thank you</i></p> <p><i>Its very difficult to be positive when you have to rely on carers coming in to help you with things you used to do for yourself</i></p>	Not at all	A little	Not sure	A lot	A great deal
		1%		3%	96%
<p>Do you feel the support received made you feel more positive about tackling any future issues?</p> <p><b>Comments</b></p> <p><i>Excellent service, you will never know how much this has changed my life</i></p> <p><i>I have made a note to that if I have any future issues, I will phone Disability Peterborough for advice</i></p>	Not at all	A little	Not sure	A lot	A great deal
		1%			99%

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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	<i>Not at All</i>	<i>A little</i>	<i>Not sure</i>	<i>A lot</i>	<i>A great deal</i>
Has the info we provided you with enabled you to make contact with other service providers					
Comments		6%		12%	82%
<i>I now know about Safe Local Traders</i>					

#### Shopmobility

During the numerous lockdowns we were totally unable to run the service due to pandemic restrictions. Unfortunately, during this time, we lost some volunteers due to worries about coming in and mixing with other people and sadly some deaths. The service manager also decided that now would be a good time to retire as she had her own family matters to deal with.

Our funding over the last few years has dropped by over 70%, mainly due to the local authority grant withdrawal. It would have been the easiest decision to stop the service at this time but we know how important it is for disabled people to have access to mobility scooters and wheelchairs for them to be able get out and about. However, we managed to keep the service going by key members of staff taking over the management and running of the service. The volunteers that remained were also very committed to maintaining the running of Shopmobility and credit goes to them for their unwavering commitment.

When we reopened it was a slow start with only a few disabled people venturing out into the city Centre, but it gradually started to take off again. The responses we had from people using the service was that it made them feel independent again, getting out and about like everyone else.

Thanks go to Queensgate Shopping Centre who provide a room free rent for the service and a small grant to run the service and to the staff members who have stepped in and somehow managed to run the service on top of their normal job roles.

We are determined to keep this important service running, especially because it was three people from Peterborough who initially invented the service and the blue print from that has now gone worldwide.

#### Nene Park Disability Access and Walks on Wednesdays

Susan Evans Nene Park's Project Development Officer (access) reflects on progress over the last 10 years of making the Park accessible to everyone in the community.

Last November marked 10 years since the Trust received its first access audit of Nene Park. The Park is intended to benefit everyone in the community and whilst we know accessibility is vital to making this happen, 10 years ago we didn't have a detailed knowledge in this area to know how.

Working with Disability Peterborough we started to discuss how the Park could better meet the needs of disabled people. The first thing they supported us with was finding an access auditor to review the Park. It was clear we needed to understand how accessible, or otherwise, the facilities and services were and where opportunities for improvement lay. Disability Peterborough helped us choose an auditor who would not only undertake the work of surveying the Park and advising the Trust using accessibility standards and guidelines, but also engage with local disabled people in the process.

We were delighted to work with Access Matters UK who with Disability Peterborough helped Nene Park make connections with local disability organisations, groups and individuals to take part in surveys, interviews and workshops. Getting the opinions of both visitors and non-visitors, ensured we understood the barriers to accessing the Park disabled people were experiencing, this was fundamental.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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The work took a number of months and a comprehensive report was delivered to the Trust in November 2011. It contained a host of recommendations from simple improvements such as installing coat hooks in toilets through to larger scale and longer-term building refurbishment. It also considered our communications, staff training and awareness and management issues.

Since then, the Trust has worked on many of the recommendations but we also continue to review the accessibility of the Park as facilities and services have changed. We also add new suggestions and opportunities for improvement as they arise.

Jan Loveless of Access Matters UK says "Nene Park Trust has progressed a long way from the initial stages of this ongoing journey and has been consistently rigorous in its approach to access. In my many years experience as an access consultant it really stands out as a shining example of best practice."

Key access highlights delivered since 2011 include:

- Improved range of seating including wheelchair accessible picnic tables.
- Improved accessibility in the refurbished building at Lakeside, Ferry Meadows including an accessible changing facility within Nene Outdoors.
- Induction loops at many of the visitor buildings at Ferry Meadows.
- Listening devices available for Nene Park Trust guided walks.
- RNIB Map for All (a map designed to be read by sight and touch) located outside the Discovery Den Education Centre and Lakeside of Ferry Meadows.
- Parklife magazine available in audio format.
- Accessible wildlife viewing platforms.
- Events, activity and volunteer teams who work with individuals and groups to adapt their offer to individual requirements.
- Dedicated [Accessibility pages](#) of our website providing a wealth of visitor information about the accessibility across Nene Park.
- A publically available commitment to accessibility through our [Access Policy](#).

Some projects with accessibility features currently under development include:

- **Lakeside Activity Centre.** A new and exciting facility with an Olympic standard climbing wall and one of the country's largest clip and climb provisions. We are ensuring accessibility throughout the building design such as accessible toilets and hopefully a Changing Place facility, accessible changing and lift to the second floor, accessible parking provision and inclusive climbing sessions.
- **Your Community Greenspace Project.** This National Lottery Heritage Fund project has proposals that include a wide ranging programme of activities and events with an aim to be inclusive to all, including sensory guided walks and culture-themed activities alongside travel opportunities to support groups getting to and around Nene Park. It also includes improvements to the main welcome area in Ferry Meadows, renovation of the toilet block in this area and inclusion of a Changing Places facility, replacing Pontoon Bridge with a wider, fixed structure, improving volunteer and community hub space and a new Nene Nursery amongst a whole raft of proposals.
- **Ferry Meadows Café Toilets.** Works are underway to deliver high quality individual toilet cubicles providing more space, a new accessible toilet and a quiet room incorporating an accessible baby change facility which will be a safe and clean space to suit a variety of needs of our visitors.
- **Accessible Boat Trips.** To ensure our new facility is accessible as possible a gently sloping boarding ramp onto a hydraulic platform, enabling up to two wheelchair users on board at any time, is currently under development.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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One of the key things the access audit process provided was starting ongoing conversations with disabled people and organisations in the community. Many people who contributed to the audit process were interested in continuing to work with the Trust to help make Nene Park more accessible and so the Nene Park Access Forum was formed. The Trust also works regularly with other experts such as local disability organisations and access consultants, to help inform our work and decisions as well as deliver inclusive activities such as Disability Peterborough's Walks on Wednesday and Peterborough Sailability. Whilst the views amongst individuals often differ, what we have established through ongoing discussion and involvement is a greater understanding of each other's perspective and of how decisions about access have been reached.

Sandie Burns, CEO of Disability Peterborough says:

"Disability Peterborough is extremely proud of the achievements made by Nene Park in terms of accessibility over the last 10 years, they are an excellent role model. The report highlights what can be achieved by organisations when accessibility truly becomes part of an internal culture. The ongoing and continuous improvement of Nene Park highlights that accessibility is a process that can only be achieved with a commitment to fully involve disabled people at all stages of development. They have gone beyond merely communicating to 'connecting' with disabled people and recognising that improving access is an undertaking that is never complete.

As a Disabled Peoples User Led Organisation, we see Nene Park as an exemplar of what can be achieved by true co-production, moving beyond a strategy, and bringing possibilities to life. Making the park more accessible is in everyone's interest and we are delighted to be involved in this continuous journey with them."

We are proud of our progress to date but as we say in our access policy; "*we recognise improving access is a continuous process and an undertaking that is never complete*" so we know we have much more to do and it makes me wonder what can be achieved in the next 10 years?!

#### **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 have 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.

#### **Plans for future periods**

Although times remain financially challenging the Charity plans to continue the activities outlined above in the forthcoming year subject to satisfactory funding. It will also continue to seek funding to develop plans and services identified by the disabled people we serve, working wherever possible with other partners to support delivery of quality services. It will also continue to focus on a range of fundraising activities. We believe equal access to our services is vital for our success and vital to community wellbeing. Therefore we will continue to strive to learn, adapt and break-down barriers and co-produce services with disabled people for disabled people.

#### **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

(Resigned 15 December 2021)

(Appointed 15 December 2021 and resigned 27 September 2022)

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2022

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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.

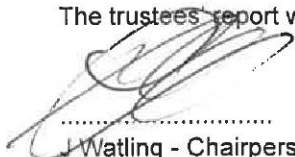
The chairperson formally proposes any new trustee to the full board and, if approved, the new trustee is invited to join the board of trustees.

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

Date: 15-12-22.....

# DIAL PETERBOROUGH

## INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF DIAL PETERBOROUGH

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I report to the trustees on my examination of the financial statements of Dial Peterborough (the charity) for the year ended 31 March 2022.

### 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

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: 15.12.2022

# DIAL PETERBOROUGH

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

### Current financial year

	Notes	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
<b>Income from:</b>						
Donations and legacies	3	21,545	-	-	21,545	36,278
Charitable activities	4	142,676	13,731	10,540	166,947	249,642
<b>Total income</b>		<b>164,221</b>	<b>13,731</b>	<b>10,540</b>	<b>188,492</b>	<b>285,920</b>
<b>Expenditure on:</b>						
Raising funds	5	18,040	-	-	18,040	14,520
Charitable activities	6	163,598	46,614	14,676	224,888	223,396
<b>Total resources expended</b>		<b>181,638</b>	<b>46,614</b>	<b>14,676</b>	<b>242,928</b>	<b>237,916</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(17,417)</b>	<b>(32,883)</b>	<b>(4,136)</b>	<b>(54,436)</b>	<b>48,004</b>
Gross transfers between funds		(739)	739	-	-	-
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(18,156)</b>	<b>(32,144)</b>	<b>(4,136)</b>	<b>(54,436)</b>	<b>48,004</b>
Fund balances at 1 April 2021		149,167	96,278	16,787	262,232	214,228
<b>Fund balances at 31 March 2022</b>		<b>131,011</b>	<b>64,134</b>	<b>12,651</b>	<b>207,796</b>	<b>262,232</b>

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 2022

### Prior financial year

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

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 2022

	Notes	2022 £	£	2021 £	£
<b>Fixed assets</b>					
Tangible assets	10		1,262		3,758
<b>Current assets</b>					
Debtors	12	4,584		8,616	
Cash at bank and in hand		214,655		263,666	
		<u>219,239</u>		<u>272,282</u>	
<b>Creditors: amounts falling due within one year</b>	13	<u>(12,705)</u>		<u>(13,808)</u>	
Net current assets			206,534		258,474
<b>Total assets less current liabilities</b>			<u>207,796</u>		<u>262,232</u>
<b>Income funds</b>					
Restricted funds	14		12,651		16,787
<u>Unrestricted funds</u>					
Designated funds	15	64,134		96,278	
General unrestricted funds		<u>131,011</u>		<u>149,167</u>	
			195,145		245,445
			<u>207,796</u>		<u>262,232</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 2022.

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 15-12-22

  
.....  
J Watling - Chairperson  
Trustee

Company Registration No. 04255588

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 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.

#### 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.

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 1 Accounting policies

(Continued)

##### 1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

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.

##### 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 the statement of financial activities.

##### 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.

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 1 Accounting policies

(Continued)

#### **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.

#### **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

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Donations and gifts	13,867	22,240
Coronavirus job retention scheme income	7,678	14,038
	<u>21,545</u>	<u>36,278</u>

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 4 Charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Core activities	137,425	-	137,425	97,316
Shopmobility	13,731	-	13,731	31,288
MS Society - Welfare rights	-	6,400	6,400	6,400
Tackling Inequalities Fund	-	4,140	4,140	6,650
Craft	5,251	-	5,251	152
Time to Shine	-	-	-	4,593
Garfield Weston	-	-	-	20,000
National Lottery Covid Fund	-	-	-	49,368
CAF Emergency Fund	-	-	-	3,700
Cambs Covid Fund	-	-	-	5,000
Case work	-	-	-	21,175
PCVS	-	-	-	4,000
	<u>156,407</u>	<u>10,540</u>	<u>166,947</u>	<u>249,642</u>
Analysis by fund				
Unrestricted funds	142,676	-	142,676	175,536
Designated funds	13,731	-	13,731	31,288
Restricted funds	-	10,540	10,540	42,818
	<u>156,407</u>	<u>10,540</u>	<u>166,947</u>	<u>249,642</u>

### 5 Raising funds

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Fundraising costs	18,040	14,520
	<u>18,040</u>	<u>14,520</u>

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 6 Charitable activities

	Unrestricted	Restricted	Total	Total
	£	£	2022	2021
			£	£
Staff costs	163,664	4,267	167,931	158,026
Consultancy	8,133	1,860	9,993	19,709
Staff training and welfare	2,202	-	2,202	987
Travelling expenses	5,419	603	6,022	7,421
Venue costs and volunteer expenses	4,483	-	4,483	364
Sports coaching	-	2,735	2,735	1,711
	<u>183,901</u>	<u>9,465</u>	<u>193,366</u>	<u>188,218</u>
Share of support costs (see note 7)	19,074	5,211	24,285	27,353
Share of governance costs (see note 7)	7,237	-	7,237	7,825
	<u>210,212</u>	<u>14,676</u>	<u>224,888</u>	<u>223,396</u>

### 7 Support costs

	Support	Governance	2022	2021
	costs	costs	£	£
	£	£		
Depreciation	2,496	-	2,496	2,496
Publications and subscriptions	1,385	-	1,385	2,119
Insurance	3,368	-	3,368	3,231
Telephone	4,599	-	4,599	5,804
Printing, postage and stationery	2,456	-	2,456	4,389
Computer expenses	4,385	-	4,385	1,447
Repairs and maintenance	796	-	796	-
Sundries	1,920	-	1,920	3,909
HR services	2,880	-	2,880	3,758
Charitable donation	-	-	-	200
Legal and professional	-	1,177	1,177	1,825
Independent examiner's fee	-	1,725	1,725	1,680
Bookkeeping fees	-	4,335	4,335	4,320
	<u>24,285</u>	<u>7,237</u>	<u>31,522</u>	<u>35,178</u>
Analysed between				
Charitable activities	<u>24,285</u>	<u>7,237</u>	<u>31,522</u>	<u>35,178</u>

### 8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 9 Employees

The average monthly number of employees during the year was:

	<b>2022</b>	<b>2021</b>
	<b>Number</b>	<b>Number</b>
	9	9
	<u>9</u>	<u>9</u>
<b>Employment costs</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Wages and salaries	153,554	145,081
Social security costs	11,666	10,548
Other pension costs	2,711	2,397
	<u>167,931</u>	<u>158,026</u>

There were no employees whose annual remuneration was more than £60,000.

#### 10 Tangible fixed assets

	<b>Computers and equipment</b>
	<b>£</b>
<b>Cost</b>	
At 1 April 2021	29,424
At 31 March 2022	<u>29,424</u>
<b>Depreciation and impairment</b>	
At 1 April 2021	25,666
Depreciation charged in the year	2,496
At 31 March 2022	<u>28,162</u>
<b>Carrying amount</b>	
At 31 March 2022	<u>1,262</u>
At 31 March 2021	<u>3,758</u>

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

<b>11</b>	<b>Financial instruments</b>	<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
	<b>Carrying amount of financial assets</b>		
	Trade debtors	-	3,200
	Cash at bank	214,655	263,666
		<u>214,655</u>	<u>266,866</u>
	Measured at cost	<u>214,655</u>	<u>266,866</u>
	<b>Carrying amount of financial liabilities</b>		
	Trade creditors	4,555	5,621
	Accruals	4,360	4,630
		<u>8,915</u>	<u>10,251</u>
	Measured at cost	<u>8,915</u>	<u>10,251</u>
<b>12</b>	<b>Debtors</b>	<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
	<b>Amounts falling due within one year:</b>		
	Trade debtors	-	3,200
	Prepayments and accrued income	4,584	5,416
		<u>4,584</u>	<u>8,616</u>
		<u>4,584</u>	<u>8,616</u>
<b>13</b>	<b>Creditors: amounts falling due within one year</b>	<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
	Other taxation and social security	3,243	3,103
	Trade creditors	4,555	5,621
	Other creditors	547	454
	Accruals and deferred income	4,360	4,630
		<u>12,705</u>	<u>13,808</u>
		<u>12,705</u>	<u>13,808</u>

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 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 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 1 April 2021 £	Incoming resources £	Resources expended 31 March 2022 £	Balance at 31 March 2022 £
MS Society - Welfare rights	-	6,400	(6,400)	-	6,400	(4,267)	2,133
Cambridgeshire Community Foundation	7,516	-	(7,225)	291	-	(291)	-
Hub & Apartments	621	-	-	621	-	-	621
Time to Shine	6,743	4,593	(11,336)	-	-	-	-
Small Lottery Grant	9,225	-	-	9,225	-	(5,480)	3,745
Case Work	-	21,175	(21,175)	-	-	-	-
Tackling Inequalities Fund	-	6,650	-	6,650	4,140	(4,638)	6,152
PCVS	-	4,000	(4,000)	-	-	-	-
	24,105	42,818	(50,136)	16,787	10,540	(14,676)	12,651

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 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:

	Balance at 1 April 2020		Movement in funds			Balance at 1 April 2021			Movement in funds			Balance at 31 March 2022	
	£	£	Incoming resources	Resources expended	Transfers	Incoming resources	Resources expended	Transfers	Incoming resources	Resources expended	Transfers	£	£
Shopmobility	22,657	31,288	31,288	(25,925)	(4,500)	23,520	(25,118)	739	13,731	(25,118)	739	12,872	50,000
Service protection fund	50,000	-	-	-	-	50,000	-	-	-	-	-	-	1,262
Fixed asset fund	6,254	-	-	(2,496)	-	3,758	(2,496)	-	-	(2,496)	-	-	-
Case worker fund	-	-	-	-	19,000	19,000	(19,000)	-	-	(19,000)	-	-	-
	78,911	31,288	31,288	(28,421)	14,500	96,278	(46,614)	739	13,731	(46,614)	739	64,134	

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 2022

### 16 Analysis of net assets between funds

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:					
Tangible assets	-	1,262	-	1,262	3,758
Current assets/(liabilities)	131,011	62,872	12,651	206,534	258,474
	<u>131,011</u>	<u>64,134</u>	<u>12,651</u>	<u>207,796</u>	<u>262,232</u>

### 17 Related party transactions

During the year Dial Peterborough purchased goods and services of £446 (2021: £848) from The Mobility Aids Centre, in which Mr Watling is a director.

### 18 Control

No one individual has control of the charitable company.