

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 2024**

# DIAL PETERBOROUGH

## LEGAL AND ADMINISTRATIVE INFORMATION

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|-----------------------------|---|
| <b>Trustees</b>             | A J Dunham<br>N Hampshaw<br>J O Hopgood<br>J Watling - Chairperson  |
| <b>Charity number</b>       | 1089250   |
| <b>Company number</b>       | 04255588  |
| <b>Registered office</b>    | The Fleet<br>Fleet Way<br>Old Fletton<br>Peterborough<br>Cambridgeshire<br>United Kingdom<br>PE2 8DL                        |
| <b>Independent examiner</b> | Mr Mark Jackson FCA DChA<br>Azets<br>Westpoint<br>Lynch Wood<br>Peterborough<br>Cambridgeshire<br>United Kingdom<br>PE2 6FZ |
| <b>Bankers</b>              | CAF Bank<br>25 Kings Hill Avenue<br>Kings Hill<br>West Malling<br>Kent<br>United Kingdom<br>ME19 4JQ                        |

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# DIAL PETERBOROUGH

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# DIAL PETERBOROUGH

## CHAIRMAN'S STATEMENT

### FOR THE YEAR ENDED 31 MARCH 2024

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Disability (DIAL) Peterborough is a small but very active grassroots charity that was established over 30 years ago as a local Disabled People's User Led Organisation (DPULO). The Management Committee, paid staff and volunteers have lived experience of disability, who sustain this unique community initiative built on the involvement of disabled people.

We aim to be representative of the people who use or are likely to use our services including people with physical disabilities, sensory impairments or long-term health conditions. Our work has its roots in the social model of disability and ensuring equality, diversity and inclusion. Our work is all about maximising choice and control for disabled people over their lives.

Client feedback - *"Thank-you from the bottom of my heart. I appreciate what you have done. You will never know how much stress you have taken off my shoulders"*

This year cost-of-living crisis has continued to create extremely difficult and worrying times for many disabled people, with disability related expenditure adding extra worry to often already stretched household budgets. This year we managed to secure funding from the local council for a Household Support fund that has meant we can directly allocate money to help disabled people with food, energy bills and wider essentials. The impact of our work goes far beyond those we help directly and includes families, friends, and carers.

Client feedback - *"I really cannot thank-you enough for helping me with my brother. The visit on Wednesday with TD was really fantastic"*

Funding sources have also become more competitive and harder to come by for charities with fewer funders in a position to meet the requests and demands on services ever increasing. I am extremely grateful to all our funders, but special thanks go to the National Lottery who have made it possible for us to continue our work with disabled people for the next three years.

I am extremely proud of the staff and volunteers who have continued to not only to deliver Disability Peterborough's services to a high standard through these difficult times but with their commitment and hard work, they have continued to support disabled people by going above and beyond as the demand on our services have grown. For this I am immensely grateful and offer them all my heartfelt thanks.

Client feedback - *"I am so impressed with Disability Peterborough. I did not think that there were organisations that did all this. Something that is so needed in a community"*

Finally, I would like to thank everyone who has contributed to delivering our services and to everyone who has supported us over the last year.

.....

**Jason Watling**

Chairman

Dated: .....

# DIAL PETERBOROUGH

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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The trustees present their annual report and financial statements for the year ended 31 March 2024.

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. 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.

#### **Values**

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.

We believe in a **Social Model of Disability** that says that people with impairments are disabled by the way society is run and organised

**Independent Living** - We believe in independent living in its fullest sense as defined by the UN Convention on the Rights of Disabled People (UNCRDP), that disabled people should enjoy the same life opportunities, independence and choices as non-disabled people.

We have systems in place for consultation and feedback and deliver services that our users need. We believe in being responsive to the changing needs of disabled people. We have a culture based on trust, respect, integrity and openness and we embrace diversity and equality of opportunity.

**Working in Partnership** - we recognise that working in partnership to share expertise results in better services for disabled people.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2024

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#### CEO Report

I am extremely proud of this year's achievements. Our team of workers and volunteers are committed to making sure that local disabled people are offered services that meet identified needs. We have continued to work at a local, regional and national level making sure that the voices of disabled people are heard and inequalities addressed. All our work is evidence-based, project-led and responds to the real needs of disabled people

Our small team of staff and volunteers very often go the extra mile to offer support and help where it is most needed. We have experienced staff members taking the calls that come into our office. This helps to ensure that the right help is offered at the right time. We have stayed away from automated queuing and call back systems. Disabled people have told us how much they appreciated the chance to speak directly with someone who will explore the problem and possible solutions with them rather than having to leave a message and wait days for someone to get back to them

Client feedback - *"I was so surprised when someone actually answered the phone! I have tried other agencies and either the phone call wasn't answered, or I have been given alternative phone numbers for agencies that could not help me at all. You are the first agency that have listened and tried to help me, I am so grateful."*

The continuing cost of living crisis has meant that more disabled people than ever have reached out to our charity for help and support. Disabled people are all too often "excluded from full economic participation", with disabled people much less likely to be employed than the wider population. As reported by the Office for National Statistics (ONS), the employment rate for disabled people is 54%, compared to 82% for non-disabled. In addition to earning less, disabled people often face 'extra costs' in their day-to-day lives to mitigate the impact of their disability. This often takes the form of significant bills for assistive equipment, care and therapies. Disabled people and their households also tend to spend more on essential goods and services, such as heating, food and transport.

We are privileged to have some of the regions most experienced, talented and compassionate welfare benefit staff working with us. They provide accessible high quality and tailored benefit support and case work that meets the needs of the whole person resulting in greater positive impact and more cost-effective interventions. The results they achieve speak for themselves as this year alone they brought in over **£1,700,000** for local disabled people.

Client feedback - *"Thank you so much for your time helping to complete my PIP review form, I am truly grateful for your help and absolutely brilliant skills"*.

The new Hub we have set up this year has made it possible for local disabled people to request help with food vouchers, help with bills, white goods and wider essentials. We are grateful to Peterborough City Council for giving us the autonomy to distribute the funding to where it is most needed.

This year we have continued our work at local, regional and national levels. I have worked alongside other Disabled Peoples Organisations (DPO's) Chief Executives with Disability Rights UK (DRUK) on "The Accessible Communities Charter" We decided to move forward together as a group to develop a pan-impairment joint charter for accessible communities by consensus. DPOs often play a key role in making local services more accessible and actively enable public bodies to meet their Equality Act duties The charter will be shared with Councils all over the country when complete as a guide to good practice making towns and cities more accessible for disabled people.

I also worked with DRUK on the DPO Capacity Building Project to help improve the internal capacity, activities, strategies, and procedures of Disabled People's Organizations in the UK.

DRUK feedback - *"As a steering board member for the DPO Capacity Building project, your expertise and unique perspective on the DPO sector make your insights invaluable to this project, and we would be honoured to include your voice"*.

I joined the Personalised Care Strategy Task and Finish Group organised by the Integrated Care Board. They wanted to gain insight into how the health and wellbeing of local people throughout their lives can be improved ensuring personalised care was embedded across the system. We became co-signatories for the "Vision for the Future of Primary Care" strategy document.

Amongst many other activities this year we carried out walk through access audits of at local theatres and churches. The BBC filmed an interview with us at the Peterborough Cathedral for the Disability and the Divine Exhibition. We represented at regular local and national Disability Forums. We took part in the Disability Forum Exhibition held at the Peterborough Museum.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2024

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The regional disability forum that we attend feeds straight into the disability minister and the Cabinet Office. We also attended meetings of the Diversity Taskforce Roundtable, Claire Dove, the Kings Representative. I took the National Consortium for Societal Resilience Conference in Manchester and put together a presentation on issues around digital exclusion and the challenges disabled people face in emergency arrangements.

Our work is always interesting and varied and our specialism has been founded on a deep rooted knowledge and experience of disability, and an understanding of what is required for our advice/support services and policy work. We invite you to explore the stories and successes in this years report. Our staff and volunteers as always have shown resilience, ingenuity and commitment make our work possible. I extend deepest gratitude to all our supporters and funders, especially the National Lottery, your generosity means we can approach our future with renewed confidence.

Sandie Burns MBE

CEO Disability Peterborough

### Cost of Living Support Hub

This year we had our application to become a Cost-of-Living Hub approved by Peterborough City council. The funding enabled us to provide disabled people with help towards food costs, water and utility bills, white goods and wider essentials. From June 2023 to March 2024 we helped 358 disabled people who were finding it difficult to manage due to financial pressures.

We decide early in the project that we would issue Hygiene packs as hygiene poverty disproportionately affects disabled people. Hygiene poverty is not being able to afford basic yet essential hygiene and grooming products. Many of us take for granted brushing our teeth and hair, not having to improvise because we can't afford sanitary/continence products, or to worry about when we will next be able to wash our hair or clothes. Feeling clean shouldn't be a luxury or privilege yet unfortunately for some it is. We order in bulk purchases of hygiene products at very low prices from another charity and let our clients choose what products would be useful from a list. In addition we supply microwaves, fridges, food vouchers and various wider essentials to help disabled people who are in financial difficulties.

We also offer full welfare benefit checks and accompanying case work if that is relevant. The messages of appreciation from clients receiving products and services are extremely touching.

*"I just wanted to thank you for your kindness and generosity helping me in my time of need. I will sleep so much better tonight"*

*"I just found, through my door, two gift cards for Asda. I am overcome with gratitude. Many thanks too in how you have helped, and are helping me, in my time of great struggling financially".*

### Welfare Rights

Disabled people are three times more likely to live in poverty, and the UK benefits system has become more complicated, making it harder for disabled people to access their Welfare Rights.

This year our welfare benefits workers have helped over 750 disabled people to gain £1,718,514. This is a tremendous result, and we are incredibly proud of their achievements, they make a huge difference to disabled peoples lives.

Our specialist welfare rights service helps people with physical disabilities, their families and carers to access the benefits they're entitled to. Our aim is to improve income for disabled in Peterborough and in doing so this provides a better quality of life. We give free independent and impartial advice and support on all welfare benefits.

For many disabled people, having expert advice and support can make all the difference to successfully claiming your welfare rights or challenging an unfair decision.

# DIAL PETERBOROUGH

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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To help remove barriers we can help with:

- giving general guidance and support.
- completing better off calculations
- completion of welfare benefit forms.
- offer representation at appeal tribunals at court.
- giving advice and support for people who have overpayments of benefits.
- benefits payments when they cease or are reduced.
- offering appointments to discuss any help with benefits issues.
- offering home visits (where appropriate).

We also promote uptake of benefits entitlements, through all our outreach and community engagement.

### Case Study 1

Mr C rang through to the office looking for advice on purchasing an adjustable bed table for his partner as what he had seen were over £200 and he felt this was out of his budget.

The advisor was able to find him a suitable alternative for £46 for which he was very grateful. Whilst he said he and his partner was already getting Attendance Allowance and help with housing benefit a benefits check was suggested and he agreed to get details of his income and savings.

Based on the information given I explained I would expect to see a higher level of financial support in place and a home visit was arranged to go through their award notices. The assessments showed an error had been made in the calculation of their housing benefit award and they had been underpaid housing benefit for over 2 years and had also missed out on council tax support and pension credit

I was able to put in place a revision of their housing benefit and council tax awards resulting in arrears of £3,854.73 which was paid to them. I also submitted a pension credit application which was successful.

The overall increase in weekly income because of the benefits check resulted in an overall increase in benefits of £79.87 and meant that the couple now qualified for a free TV licence due to the pension credit.

### Case study 2

Mr S approached Disability Peterborough for help as he was extremely upset that he was about to lose his Motability car because of the PIP decision to reduce his mobility component down from the enhanced rate to the standard rate.

He lives in a rural area and cannot use public transport because of his physical health conditions, meaning that he would be stuck at home and having to spend out on expensive taxis to go anywhere, including to his medical appointments. His wife reported that he had become anxious and very down and did not have the energy to fight for his PIP to be restored to the previous level and so keep the much-needed car.

Mr S had declared a new health condition to PIP which had triggered a review of his award, despite there being no change in his daily living and mobility needs. He was devastated that he was going to lose the Motability car and was often tearful in the phone conversations with TD and at his office appointment. It was clear that the PIP decision and its implications had had a huge impact on his health and would impact on his future quality of life.

He had been able to keep the car during the mandatory reconsideration process, but that had not been successful, and he faced losing the car on 8th March. TD lodged a detailed appeal in February with Her Majesties Court and Tribunal Service and within 3 weeks the DWP had overturned their decision and reinstated the enhanced rate of the mobility component, without a need for a prolonged wait for an appeal hearing. All of this occurred with just 2 days to spare before the car needed to be returned to Motability.

Mr S was very emotional and thankful to Disability Peterborough for getting the matter resolved so quickly, so that he had not had to give up his car. He had been advised by Motability that he would have a 6 month wait for a new car if his PIP had not been restored to its previous level until after he had needed to return it in March; a situation he was desperate to avoid.

# DIAL PETERBOROUGH

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### Case study 3

Mr Z was introduced to Disability Peterborough by the officer at Peterborough Cathedral running the Ukrainian Support Project following a talk given by us to the project. He had been awarded universal credit and Personal Independence Payment (PIP) but the level of his mobility issues was not fully reflected in his PIP award and he did not know how to go about challenging the decision.

Our benefits worker undertook a home visit alongside the Ukrainian Support Project Worker to gather information from Mr Z to lodge and support the PIP appeal. It became clear at the home visit that the home he had been provided with was furnished with only the bare minimum. He was sleeping on a bare mattress with no pillow, sheets or duvet, just a throw. His clothing was in carrier bags and his bedside table for a lamp was a chair he had taken from the dining room table.

Our benefits worker arranged with the Ukrainian Support Project for them to contact Care Zone to deliver a set of drawers, a bedside table and a new bed. Meanwhile she accessed a duvet, pillow, sheets, towels and a bag of socks and delivered these to Mr Z.

He was totally overwhelmed by the support he has received from Disability Peterborough, who he had thought would just be able to support him with his PIP appeal, and he could not thank us enough. His words were that he could have never expected so much help.

The PIP appeal is still ongoing, and our benefits worker will be representing him at the forthcoming hearing.

### Case study 4

Mr and Mrs S approached DP for support with a Personal Independence Payment (PIP) application. Mr S had originally come to the UK from Iran as a refugee and had initially been supported by the Red Cross and was on the standard daily living rate of PIP. Benefit had since been suspended due to further issues with his immigration which had now been resolved.

Assistance was given to complete the new PIP application – daily living and mobility needs had increased since his previous assessment so supporting evidence was gathered to support the new application. PIP was subsequently awarded at the standard rates for both daily living and mobility but based on our predicted award the award made by PIP appeared too low so a mandatory reconsideration was lodged – the mandatory reconsideration was refused so we advised and supported the client to lodge an appeal. As a result of registering the appeal the client was awarded the enhanced rates of both daily living and mobility without the need for a court hearing.

A follow up benefits check was completed looking at the Universal Credit (UC) award. This showed that at the time the UC claim began his wife was getting carers allowance and the carers allowance was being deducted as an income however no carer element had ever been included in the UC calculations which meant that the family had been underpaid UC since 2019.

Assistance was given to raise this with DWP and DWP agreed that arrears of the carer element should have been paid from 2019 – arrears have now been paid from April 2022 and DWP are currently looking to correct the award from the earlier date before calculating the final amount to be paid to Mr and Mrs S

Comments from Mrs S - "I have been in this country for 12-13 years now and I know very little so I need help and the only organisations I can rely on are Disability Peterborough and Red Cross. We are so thankful for the continued help."

### Shopmobility Service

The project has been running for 40 years since the opening of the Queensgate shopping centre who host the project. We took over running the service 8 years ago. The day-to-day running is covered by volunteers and a staff member oversees the project, supporting the loyal volunteers. It has been a challenge this year to keep the service running as the funding from Queensgate remained at the reduced rate and with no other funding stream, it meant that the project was continued to run on reduced hours with only 5 volunteers, meaning the project manager covering 1 of the 4 days we open. However, the disabled people who use the service, continue to be grateful for the service allowing them to come into the city centre to purchase necessary items and to attend appointments. Others have used it to allow them to meet up with friends, stating if the service folded, they would remain at home.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2024

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*"I can no longer manage public transport, but they wouldn't allow me on with a scooter anyway. I get a taxi into town twice a week to either browse the shops or meet up with friends, without it I would barely see anyone. The volunteers are always friends and we have a little chat when I collect the scooter"*

*"I am not able to use the computer as I am fearful of scams, so all my shopping is done in the city centre, without Shopmobility I honestly do not know what I would do, as this keeps me independent"*

Volunteers continue to get to know the disabled people using the service and ensure they have achieved everything they wanted to, even helping with taking shopping to the car for them or phoning for a taxi. Our long-term hire part of the project has increased, especially for those who have had an operation, which temporarily affects their mobility. We continue to hire them out at an affordable rate to keep the person mobile and able to continue with their life while they recover. This gives them the ability to get out and about ensuring improved well-being and reduced isolation.

#### **Walks on Wednesday**

Nene Park Trust and Disability Peterborough, have been working together for over 12 years to ensure that the Peterborough-based parks in the Trust's care, are accessible and welcoming to everyone. Working in true partnership has been the key to unlocking the potential that this park has to offer. With initial funding from Sport England, Disability Peterborough formalised the walking group, named Walks on Wednesday, to support local Disabled people to keep fit, whilst enjoying the beauty and tranquillity of Nene Park.

Over the years, people with a range of impairments have – and still – attend. Being a wheelchair user, or hearing impaired, or having a learning disability is irrelevant. Everyone is welcome, supported, and free to appreciate the benefits of the park, and to enjoy the wellbeing and social benefits that the group offers. A huge thankyou goes to our loyal volunteers who make everyone welcome lead the walks in all weathers.

#### **Wellbeing/Crafting sessions**

Our crafting sessions have continued to be very popular; a couple of our more elderly clients have not been able to continue to attend, due to poor health, however we have kept in touch with them and other attendees have been and visited them at home. We now have a more diverse range of ages attending the group, which has diversified the types of craft, and we have been able to share among the group, who have been able to try them, as we have purchased small kits as a sampler.

Being a DPO our staff understand the benefits of crafting as a way of taking your mind off any discomfort arising from disability/long term health condition. We continue to give tips and advise about how to adapt your crafting to your ability. We put together small kits for individual who are lonely to give them something to do in between sessions.

*"I haven't knitted for years as I was struggling and gave all my wool and needles away, staff and others in the group have ignited my interest again and I am managing slowly to knit with the bigger, wooden needles, which they have given me"*

The group has continued to have 20+ disabled people attend, they find the group welcoming and accessible and there is always a staff member on hand to support with any non-craft disability matters. We support with a range of queries, from sourcing Safe Local Trade people through to where to buy disability aids from. Individuals will seek IT support and check if something is scam, as they feel comfortable to be able to do this.

#### **Multiple Sclerosis Society Project**

The Local MS Society funds Disability Peterborough to provide free confidential benefits advice to people affected by MS in Peterborough and the surrounding areas. Referrals are from the MS nurses, MS society and self-referrals. Home visits are a vital part of this work.

This has been another very successful year in term of welfare benefits claimed. We have helped 51 people with MS access benefits of £68,223 with £7,233 from appeal work.

# DIAL PETERBOROUGH

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

### FOR THE YEAR ENDED 31 MARCH 2024

#### Case history:

A new client was referred to the service by the MS nurse for advice. The lady with MS was in her 70's and already on the high rate of Attendance Allowance. She lived with her partner, and they had never looked at the possibility of any means tested benefits. They were living off state pensions and a modest occupational pension and a small amount of savings. The benefits check identified that they were entitled to housing benefit, council tax support and pension credit. These applications were made and the increase in the couples weekly income has had a significant positive impact on their finances and wellbeing.

*"Thank you for all your help, I couldn't have done it without you"*

#### Handyperson

Our Handyperson service has once again proved to be very popular carrying out over 400 jobs and repairs for physically disabled clients and is often an entry into the other services that we offer. Small repairs and minor adaptations can vastly reduce the risk of falls and enable independent living.

Trying to find local trades people to carry out tasks that disabled people find difficult is almost impossible. It can be that the cost is prohibitive, or the trades people do not think is worthwhile turning out for a small job. Disabled people place great value on services that offer them "that little extra bit of help" and enable them to remain living independently in their own homes.

The evaluation of our Handyperson service has shown that it offers an important safety net for disabled people and is consistently highly rated by disabled people who use our service. Feedback from clients shows that the service is valued for its trustworthiness, reliability, quality, and crucially for the skills and respectful attitudes of our handyman.

Client feedback - *"The handyman service from Disability Peterborough has been a life changer for me. They have put me a key safe on my wall, put a large curtain rod in one of my bedrooms and hung the curtains and recently built and installed two outdoor steps to replace wonky ones. Jeff is the man who has done all these jobs and he is the most cheerful person and I always feel better after a visit from him. Disability Peterborough are an invaluable source of information and help to many, many of us who are no longer able to do jobs for ourselves. Long may they be able to operate these services"*.

| Boards Represented on              | Purpose/Description   | Comments   |
|------------------------------------|---|--|
| Community Resilience Working Group | The Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) is a multi-agency group made up of emergency services, local authorities, military, public health organisations and others who would all have a role to play should a disaster or major emergency occur. | <p><i>Knowing that disabled people would be disproportionately negatively affected by emergency situations we thought it important to get issues raised at these meetings. Our CEO presented a societal resilience webinar entitled "The Digital Divide and Disability" Many disabled people do not use or have access to internet technology. Disabled people may be managing very well with formal or informal networks.</i></p> <p><i>In an emergency these networks may well break down or be inaccessible. Communication is vital for emergency planning.</i></p> |

# DIAL PETERBOROUGH

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

FOR THE YEAR ENDED 31 MARCH 2024

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| <p><b>Disability Campaign Reference Group Cabinet Office/ Saatchi</b></p> | <p>Work with government and Saatchi to create media campaign.</p> <p>Get non-disabled people with positive attitudes, to act appropriately around disabled people by inspiring them with the right advice.</p>   | <p>Campaign called “<b>Ask, Don’t Assume</b>” launched on September 26th 2023 aimed to start conversations about the everyday assumptions that disabled people face about their lives and capabilities; along with simple ways for non-disabled people to become allies</p> <p>Disability Unit feedback</p> <p><i>“Thank you for your support and input developing our campaign. We appreciate your time, input and expertise to help us define the direction and the key campaign principles on which we developed the campaign. It was because of your advice that the ensuring campaign centres disabled voices and creators and we hope will lead to the message being understood by our target audience and improving lives for disabled people”</i></p> |
| <p><b>Disability Unit Cabinet Office: Emergency &amp; Resilience</b></p>  | <p>Disability Action Planning.</p> <p>DU proposes to work with relevant policy teams across government and other relevant partners to ensure stronger engagement with disabled people in resilience and emergency planning. This will help to magnify disabled people’s voices and the experiences of disabled people and support more disability-inclusive policy making.</p> | <p><b>Generic preparedness advice:</b> actions that disabled people could consider taking to support their specific needs, for example, staying informed about risks and latest advice; letting others know that they could need additional support; making a plan for when an emergency happens.</p> <p><b>Mobility impairments and conditions:</b> additional preparedness actions for people who have mobility issues.</p>   |
| <p><b>NHS Personalised Care Assessment Framework</b></p>                  | <p>A proactive and universal offer of support to people with long-term physical and mental health conditions to build knowledge, skills and confidence and to live well with their health condition.</p>   | <p>We are the VCS representative working with the NHS and ICB on a new Assessment Framework. Framework now completed.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> <li>• Named Personalised Care (PC) lead who works with all partners, to co-create an effective local personalised care ecosystem and plan with local partners.</li> <li>• Community grants are widely available to local groups and voluntary organisations, to support the development of new community activities and services.</li> <li>• All relevant partners, including personalised care roles, are involved in the planning and development of community resources.</li> </ul>  |
| <p><b>Nene Park Access Forum</b></p>                                      | <p>Help to make Nene Park more accessible for disabled people.</p>   | <p>We have worked with the park for over 10 years helping them to make the park more accessible for disabled people and remove barriers.</p> <p><a href="https://www.nenepark.org.uk/blog/making-the-park-accessible-to-all">https://www.nenepark.org.uk/blog/making-the-park-accessible-to-all</a></p>   |
| <p><b>Bank of England Citizens panel</b></p>                              | <p>Opportunity to question the Bank’s Governors and Executive Directors about the decisions taken by the Bank to support the economy.</p>  | <p>Citizens’ Panels, which have been running since 2018, were devised to improve the way the Bank communicates with people across the UK. This gives us the opportunity to raise matters that directly relate to disability issues.</p> <p><a href="https://www.bankofengland.co.uk/about/get-involved/citizens-panels">https://www.bankofengland.co.uk/about/get-involved/citizens-panels</a></p>  |

# DIAL PETERBOROUGH

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

FOR THE YEAR ENDED 31 MARCH 2024

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|--|--|---|
| <b>Steering Board, DPO Capacity Building project</b>       | Working closely with Head of Advice & Information and DRUK Development Manager.  | Helping DPOs identify their key strengths and opportunities for growth and sustainability. Sharing examples of best practice.   |
| <b>National Voices</b>                                     | <b>Understand and advocate</b> for what matters to people, especially those who have greater health or care needs.<br><b>Find common cause</b> across communities and conditions by working with member charities and those they support.<br><b>Connect and convene</b> charities, decision makers and citizens to work together to change health and care for good. | <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>   |
| <b>Our Voices</b>  | The Group is made up of several Disabled People's Organisations (DPO's) from across England, that are members of Disability Rights UK.   | Minister for Disabled People affirms importance of engagement with DPOs.<br><br><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>   |
| <b>Crown Representative Taskforce</b>                      | Joint BAME Taskforce, Women's Resource Centre, and Disability Commissioning Taskforce Roundtable.  | 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.  |
| <b>Physical Disability Partnership Board (Healthwatch)</b> | This Board helps to improve services for people with physical disabilities in Cambridgeshire and Peterborough.   | 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.   |
| <b>Peterborough Disability Forum</b>                       | Meets regularly to share important information and discuss issues affecting disabled people, their families, and carers.   | 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>Accessible Communities Working Group DRUK</b>           | Meet with other DPO leaders to discuss the future of accessible communities and help identify the topics should be considering for the future.   | Collective working group to bring strength and unity to the calls of the disability movement for greater accessibility of our communities wherever they may be and allow us to lobby central and local government for change more effectively.  |
| <b>Adult and Health Scrutiny committee PCC</b>             | Independent co-opted board member.   | Scrutinise the work of Peterborough City Council to ensure that the Council is discharging its functions effectively.<br>Bring any specialist knowledge, skills, experience, and expertise they may have to the work of the Scrutiny Committee.<br>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 2024

|   |   |   |
|---|---|---|
| DWP   | We hold an Alternative Office Status issued by the Secretary of State   | Alternative Office' status enables our workers to; <ul style="list-style-type: none"> <li>• Issue benefit applications to claimants or third parties regarding specified benefits.</li> <li>• Accept claims / applications from people for specified social security benefits sent or delivered to an Alternative Office.</li> <li>• Collect information and supporting evidence in respect of those claims / applications.</li> <li>• Provide appropriate advice, information and guidance to support a direct 'online' or telephone application for specified social security benefits.</li> <li>• 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.</li> <li>• Forward completed forms to DWP.</li> </ul> |
| Eastern Region Stakeholder Network (Cabinet Office) | 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. | Each region in the network is tasked with amplifying the voices of disabled people and disability organisations in their regions.<br><br>reporting back to the government on a range of issues including transport, housing and employment.   |

### 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.

# DIAL PETERBOROUGH

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2024*

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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

(Resigned 13 December 2023)

J Watling - Chairperson

D Rowell

(Resigned 13 December 2023)

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**

29 January 2025

# 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 2024.

### **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  
Westpoint  
Lynch Wood  
Peterborough  
Cambridgeshire  
PE2 6FZ  
United Kingdom

Dated: 29 January 2025

# DIAL PETERBOROUGH

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

**FOR THE YEAR ENDED 31 MARCH 2024**

### Current financial year

|   |       | Unrestricted<br>funds<br>2024<br>£ | Designated<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|---|-------|------------------------------------|----------------------------------|----------------------------------|--------------------|--------------------|
|   | Notes |                                    |                                  |                                  |                    |                    |
| <b>Income from:</b>   |       |                                    |                                  |                                  |                    |                    |
| Donations and legacies  | 3     | 18,784                             | -                                | -                                | 18,784             | 13,751             |
| Charitable activities   | 4     | 80,397                             | 16,494                           | 189,668                          | 286,559            | 183,615            |
| Investments   | 5     | 247                                | -                                | -                                | 247                | 248                |
| <b>Total income</b>   |       | <u>99,428</u>                      | <u>16,494</u>                    | <u>189,668</u>                   | <u>305,590</u>     | <u>197,614</u>     |
| <b>Expenditure on:</b>  |       |                                    |                                  |                                  |                    |                    |
| Raising funds   | 6     | 14,400                             | -                                | 2,880                            | 17,280             | 17,280             |
| Charitable activities   | 7     | 23,669                             | 16,832                           | 187,719                          | 228,220            | 234,252            |
| <b>Total resources expended</b>   |       | <u>38,069</u>                      | <u>16,832</u>                    | <u>190,599</u>                   | <u>245,500</u>     | <u>251,532</u>     |
| <b>Net income/(expenditure) for the year/<br/>Net movement in funds</b> |       | 61,359                             | (338)                            | (931)                            | 60,090             | (53,918)           |
| Fund balances at 1 April 2023   |       | 70,802                             | 65,061                           | 18,015                           | 153,878            | 207,796            |
| <b>Fund balances at 31 March 2024</b>                                   |       | <u>132,161</u>                     | <u>64,723</u>                    | <u>17,084</u>                    | <u>213,968</u>     | <u>153,878</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 2024

Prior financial year

|   |       | Unrestricted<br>funds<br>2023<br>£ | Designated<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>2023<br>£    |
|---|-------|------------------------------------|----------------------------------|----------------------------------|-----------------------|
|   | Notes |                                    |                                  |                                  |                       |
| <b>Income from:</b>   |       |                                    |                                  |                                  |                       |
| Donations and legacies  | 3     | 13,751                             | -                                | -                                | 13,751                |
| Charitable activities   | 4     | 17,310                             | 17,801                           | 148,504                          | 183,615               |
| Investments   | 5     | 248                                | -                                | -                                | 248                   |
| <b>Total income</b>   |       | <u>31,309</u>                      | <u>17,801</u>                    | <u>148,504</u>                   | <u>197,614</u>        |
| <b>Expenditure on:</b>  |       |                                    |                                  |                                  |                       |
| Raising funds   | 6     | 17,280                             | -                                | -                                | 17,280                |
| Charitable activities   | 7     | 74,238                             | 16,874                           | 143,140                          | 234,252               |
| <b>Total resources expended</b>   |       | <u>91,518</u>                      | <u>16,874</u>                    | <u>143,140</u>                   | <u>251,532</u>        |
| <b>Net incoming/(outgoing) resources before transfers</b>               |       | (60,209)                           | 927                              | 5,364                            | (53,918)              |
| Gross transfers between funds   |       | -                                  | -                                | -                                | -                     |
| <b>Net income/(expenditure) for the year/<br/>Net movement in funds</b> |       | <u>(60,209)</u>                    | <u>927</u>                       | <u>5,364</u>                     | <u>(53,918)</u>       |
| Fund balances at 1 April 2022   |       | <u>131,011</u>                     | <u>64,134</u>                    | <u>12,651</u>                    | <u>207,796</u>        |
| <b>Fund balances at 31 March 2023</b>                                   |       | <u><u>70,802</u></u>               | <u><u>65,061</u></u>             | <u><u>18,015</u></u>             | <u><u>153,878</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 2024

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|   | Notes | 2024<br>£      | £              | 2023<br>£      | £              |
|---|-------|----------------|----------------|----------------|----------------|
| <b>Current assets</b>                                 |       |                |                |                |                |
| Debtors   | 14    | 5,438          |                | 1,462          |                |
| Cash at bank and in hand                              |       | 218,094        |                | 162,473        |                |
|   |       | <u>223,532</u> |                | <u>163,935</u> |                |
| <b>Creditors: amounts falling due within one year</b> | 15    | (9,564)        |                | (10,057)       |                |
| Net current assets                                    |       |                | 213,968        |                | 153,878        |
|   |       |                | <u>213,968</u> |                | <u>153,878</u> |
| <b>Income funds</b>                                   |       |                |                |                |                |
| Restricted funds                                      | 16    |                | 17,084         |                | 18,015         |
| <u>Unrestricted funds</u>                             |       |                |                |                |                |
| Designated funds                                      | 17    | 64,723         |                | 65,061         |                |
| General unrestricted funds                            |       | 132,161        |                | 70,802         |                |
|   |       |                | 196,884        |                | 135,863        |
|   |       |                | <u>196,884</u> |                | <u>135,863</u> |
|   |       |                | 213,968        |                | 153,878        |
|   |       |                | <u>213,968</u> |                | <u>153,878</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 2024.

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 29 January 2025

J Watling - Chairperson  
Trustee

Company Registration No. 04255588

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2024

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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 The Fleet, Fleet Way, Old Fletton, Peterborough, Cambridgeshire, PE2 8DL, 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. 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. In common with many charities, they are dependent upon continuing to receive funding to cover core costs. The trustees believe that they will be able to source sufficient funding and therefore they 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 2024

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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 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.

#### 1.8 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 2024

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#### 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.

#### 1.9 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<br>funds<br>2024<br>£ | Unrestricted<br>funds<br>2023<br>£ |
|---------------------|------------------------------------|------------------------------------|
| Donations and gifts | 18,784                             | 13,751                             |

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 4 Charitable activities

|                             | Unrestricted  | Restricted     | Total          | Unrestricted  | Restricted     | Total          |
|-----------------------------|---------------|----------------|----------------|---------------|----------------|----------------|
|                             | 2024          | 2024           | 2024           | 2023          | 2023           | 2023           |
|                             | £             | £              | £              | £             | £              | £              |
| Core activities             | 59,800        | -              | 59,800         | 15,000        | 10,000         | 25,000         |
| The National Lottery        | -             | 169,768        | 169,768        | -             | 125,304        | 125,304        |
| Shopmobility                | 16,494        | -              | 16,494         | 17,801        | -              | 17,801         |
| Hyde Charitable Trust       | -             | 13,500         | 13,500         | -             | -              | -              |
| MS Society - Welfare rights | -             | 6,400          | 6,400          | -             | 3,200          | 3,200          |
| Tackling Inequalities Fund  | -             | -              | -              | 500           | -              | 500            |
| Screwfix Foundation         | -             | -              | -              | -             | 5,000          | 5,000          |
| Grocers Charity             | -             | -              | -              | -             | 5,000          | 5,000          |
| Wellbeing activities        | 20,270        | -              | 20,270         | 1,690         | -              | 1,690          |
| Walks on Wednesday          | 327           | -              | 327            | 120           | -              | 120            |
|                             | <u>96,891</u> | <u>189,668</u> | <u>286,559</u> | <u>35,111</u> | <u>148,504</u> | <u>183,615</u> |
| Analysis by fund            |               |                |                |               |                |                |
| Unrestricted funds          | 80,397        | -              | 80,397         | 17,310        | -              | 17,310         |
| Designated funds            | 16,494        | -              | 16,494         | 17,801        | -              | 17,801         |
| Restricted funds            | -             | 189,668        | 189,668        | -             | 148,504        | 148,504        |
|                             | <u>96,891</u> | <u>189,668</u> | <u>286,559</u> | <u>35,111</u> | <u>148,504</u> | <u>183,615</u> |

### 5 Investments

|                     | Unrestricted funds | Unrestricted funds |
|---------------------|--------------------|--------------------|
|                     | 2024               | 2023               |
|                     | £                  | £                  |
| Interest receivable | <u>247</u>         | <u>248</u>         |

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 6 Raising funds

|                   | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ | Unrestricted<br>funds<br>2023<br>£ |
|-------------------|------------------------------------|----------------------------------|--------------------|------------------------------------|
| Fundraising costs | 14,400                             | 2,880                            | 17,280             | 17,280                             |
|                   | <u>14,400</u>                      | <u>2,880</u>                     | <u>17,280</u>      | <u>17,280</u>                      |

### 7 Charitable activities

|  | Unrestricted<br>£ | Restricted<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|--|-------------------|-----------------|--------------------|--------------------|
| Staff costs                            | 908               | 161,296         | 162,204            | 181,944            |
| Consultancy                            | 225               | -               | 225                | 1,860              |
| Staff training and welfare             | 751               | -               | 751                | 496                |
| Travelling expenses                    | 3,647             | 708             | 4,355              | 6,238              |
| Venue costs and volunteer expenses     | 6,978             | 456             | 7,434              | 7,483              |
| Sports coaching                        | -                 | -               | -                  | 789                |
| Other project costs                    | -                 | 22,465          | 22,465             | 3,111              |
|  | <u>12,509</u>     | <u>184,925</u>  | <u>197,434</u>     | <u>201,921</u>     |
| Share of support costs (see note 8)    | 20,726            | 2,794           | 23,520             | 25,263             |
| Share of governance costs (see note 8) | 7,266             | -               | 7,266              | 7,068              |
|  | <u>40,501</u>     | <u>187,719</u>  | <u>228,220</u>     | <u>234,252</u>     |

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 8 Support costs

|                                  | Support costs | Governance costs | 2024          | 2023          |
|----------------------------------|---------------|------------------|---------------|---------------|
|                                  | £             | £                | £             | £             |
| Depreciation                     | -             | -                | -             | 1,262         |
| Publications and subscriptions   | 1,637         | -                | 1,637         | 2,085         |
| Insurance                        | 3,611         | -                | 3,611         | 3,450         |
| Telephone and internet           | 8,480         | -                | 8,480         | 7,400         |
| Printing, postage and stationery | 3,376         | -                | 3,376         | 3,365         |
| Computer expenses                | 1,282         | -                | 1,282         | 3,266         |
| Repairs and maintenance          | 133           | -                | 133           | 665           |
| Sundries                         | 1,906         | -                | 1,906         | 794           |
| HR services                      | 3,095         | -                | 3,095         | 2,976         |
| Legal and professional           | -             | 936              | 936           | 918           |
| Independent examiner's fee       | -             | 2,010            | 2,010         | 1,830         |
| Bookkeeping fees                 | -             | 4,320            | 4,320         | 4,320         |
|                                  | <u>23,520</u> | <u>7,266</u>     | <u>30,786</u> | <u>32,331</u> |
| Analysed between                 |               |                  |               |               |
| Charitable activities            | <u>23,520</u> | <u>7,266</u>     | <u>30,786</u> | <u>32,331</u> |

### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but one of them were reimbursed a total of £95 travelling expenses (2023 - £65).

### 10 Employees

The average monthly number of employees during the year was:

|                         | 2024           | 2023           |
|-------------------------|----------------|----------------|
|                         | Number         | Number         |
|                         | 7              | 8              |
|                         | <u>7</u>       | <u>8</u>       |
| <b>Employment costs</b> | <b>2024</b>    | <b>2023</b>    |
|                         | £              | £              |
| Wages and salaries      | 152,368        | 165,299        |
| Social security costs   | 7,079          | 13,676         |
| Other pension costs     | 2,757          | 2,969          |
|                         | <u>162,204</u> | <u>181,944</u> |

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

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

#### 12 Tangible fixed assets

|                                    | Computers and equipment<br>£ |
|------------------------------------|------------------------------|
| <b>Cost</b>                        |                              |
| At 1 April 2023                    | 29,424                       |
| At 31 March 2024                   | 29,424                       |
| <b>Depreciation and impairment</b> |                              |
| At 1 April 2023                    | 29,424                       |
| At 31 March 2024                   | 29,424                       |
| <b>Carrying amount</b>             |                              |
| At 31 March 2024                   | -                            |
| At 31 March 2023                   | -                            |

#### 13 Financial instruments

|   | 2024<br>£ | 2023<br>£ |
|---|-----------|-----------|
| <b>Carrying amount of financial assets</b>      |           |           |
| Trade debtors                                   | 439       | 390       |
| Cash at bank                                    | 218,094   | 162,473   |
| Measured at cost                                | 218,533   | 162,863   |
| <b>Carrying amount of financial liabilities</b> |           |           |
| Trade creditors                                 | 1,511     | 3,189     |
| Accruals  | 4,440     | 2,680     |
| Measured at cost                                | 5,951     | 5,869     |

#### 14 Debtors

|   | 2024<br>£ | 2023<br>£ |
|---|-----------|-----------|
| <b>Amounts falling due within one year:</b> |           |           |
| Trade debtors                               | 439       | 390       |
| Prepayments and accrued income              | 4,999     | 1,072     |
|   | 5,438     | 1,462     |

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### 15 Creditors: amounts falling due within one year

|                                    | <b>2024</b> | <b>2023</b> |
|------------------------------------|-------------|-------------|
|                                    | <b>£</b>    | <b>£</b>    |
| Other taxation and social security | 3,707       | 3,589       |
| Trade creditors                    | 1,511       | 3,189       |
| Other creditors                    | (94)        | 599         |
| Accruals and deferred income       | 4,440       | 2,680       |
|                                    | <hr/>       | <hr/>       |
|                                    | 9,564       | 10,057      |
|                                    | <hr/> <hr/> | <hr/> <hr/> |

**DIAL PETERBOROUGH**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**16 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<br>1 April 2022<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Balance at<br>1 April 2023<br>£ | Incoming<br>resources<br>£ | Resources<br>expended 31 March 2024<br>£ | Balance at<br>31 March 2024<br>£ |
| The National Lottery        | -                               | 136,088                    | (136,088)                  | -                               | 169,768                    | (169,768)                                | -                                |
| MS Society - Welfare rights | 2,133                           | 3,200                      | (5,333)                    | -                               | 6,400                      | (6,400)                                  | -                                |
| Hub & Apartments            | 621                             | -                          | -                          | 621                             | -                          | -  | 621                              |
| Small Lottery Grant         | 3,745                           | -                          | (1,128)                    | 2,617                           | -                          | -  | 2,617                            |
| Tackling Inequalities Fund  | 6,152                           | -                          | -                          | 6,152                           | -                          | -  | 6,152                            |
| Screwfix Foundation         | -                               | 5,000                      | (1,355)                    | 3,645                           | -                          | (100)                                    | 3,545                            |
| Grocers Charity             | -                               | 5,000                      | (20)                       | 4,980                           | -                          | (831)                                    | 4,149                            |
| The Evelyn Trust            | -                               | 10,000                     | (10,000)                   | -                               | -                          | -  | -                                |
| Hyde Charitable Trust       | -                               | -                          | -                          | -                               | 13,500                     | (13,500)                                 | -                                |
|                             | 12,651                          | 284,592                    | (279,228)                  | 18,015                          | 189,668                    | (190,599)                                | 17,084                           |

# DIAL PETERBOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 17 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               |                            |                            | Movement in funds               |                            |                            |                                  |
|-------------------------------|---------------------------------|----------------------------|----------------------------|---------------------------------|----------------------------|----------------------------|----------------------------------|
|                               | Balance at<br>1 April 2022<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Balance at<br>1 April 2023<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Balance at<br>31 March 2024<br>£ |
| Shopmobility                  | 12,872                          | 17,801                     | (15,612)                   | 15,061                          | 16,494                     | (16,832)                   | 14,723                           |
| Service<br>protection<br>fund | 50,000                          | -                          | -                          | 50,000                          | -                          | -                          | 50,000                           |
| Fixed asset<br>fund           | 1,262                           | -                          | (1,262)                    | -                               | -                          | -                          | -                                |
|                               | <u>64,134</u>                   | <u>17,801</u>              | <u>(16,874)</u>            | <u>65,061</u>                   | <u>16,494</u>              | <u>(16,832)</u>            | <u>64,723</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.

#### 18 Analysis of net assets between funds

|   | Unrestricted<br>funds<br>2024<br>£ | Designated<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|---|------------------------------------|----------------------------------|----------------------------------|--------------------|--------------------|
| Fund balances at 31 March 2024<br>are represented by: |                                    |                                  |                                  |                    |                    |
| Current assets/(liabilities)                          | 132,161                            | 64,723                           | 17,084                           | 213,968            | 153,878            |
|   | <u>132,161</u>                     | <u>64,723</u>                    | <u>17,084</u>                    | <u>213,968</u>     | <u>153,878</u>     |

#### 19 Related party transactions

During the year Dial Peterborough purchased goods and services of £450 (2023: £719) from The Mobility Aids Centre, in which Mr Watling is a director.

#### 20 Control

No one individual has control of the charitable company.