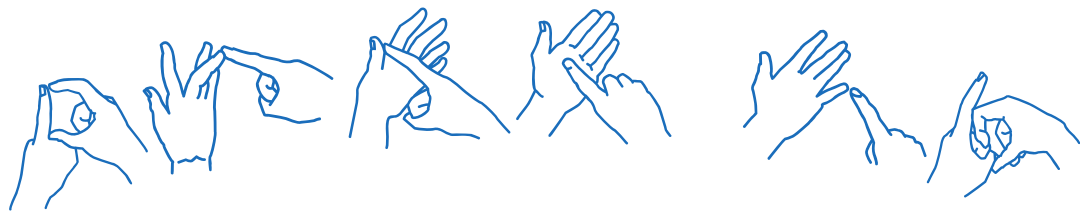


Annual Report 2005



helping all disabled people

dialuk

serving the disability advice network



INVESTOR IN PEOPLE



Content

An Introduction to DIAL UK	1
Council of Management	4
DIAL UK Staff Team	5
Chair's Report	6
Chief Officers Report	7
Partnership Working	11
Finance Report	12
NOF – Digitisation of Multimedia	15
Welfare Rights Report	17
Acknowledgments	18
Appendix 1	
• Extract from Accounts	19

Annual Report 2005

An Introduction to DIAL UK

DIAL UK is the National Organisation for a network of 135 Independent Autonomous Advice and Information centres run by and for disabled people.

DIAL UK's primary aim is to support and empower disabled people to overcome the social and economic disadvantages they face.

The Network exists to address the poverty and social exclusion faced by many disabled people and to promote their full participation in society through having access to specialist high quality Advice and Information. In the past year our Network has helped over half a million disabled people throughout the UK on all aspects of living with disability on a variety of topics.

Enquiry Statistics

Enquiry Type	%	Enquiry Type	%
Accommodation	3%	Holiday / Leisure	3%
Aids	6%	Housing	2%
Benefits	48%	Immigration	0%
Community Care	3%	Legal	1%
Consumer	1%	Medical / Health	3%
Debt	1%	Mobility	7%
DDA	1%	Personal	2%
Education / Training	2%	Transport	5%
Employment	2%	Voluntary Service	10%

DIAL UK staff handled approximately 24,000 telephone calls in the year 2004-05 of these around 80% were from the general public wanting Advice and Information on issues relating to disabilities.

DIAL UK staff also handle similar enquiries through letters and increasingly via e-mails.

DIAL UK is unable to answer calls directly from members of the public, however as you can see from the above figures, we do get callers seeking help through our main switchboard, for these people we offer a signposting service to local network member groups.

Highlights taken from Improving the Life Chances of Disabled People – Prime Ministers Strategy Unit Jan 2005

According to Improving the Life Chances of Disabled People produced by the Prime Ministers Strategy using the widest survey definition it is estimated that there are about 11 million disabled adults in the UK – 1 in 5 of the total adult population – and 770,000 disabled children. Many of these people would not define themselves as disabled. The majority of these people experience low-level impairments - wheelchair users, blind people, and deaf people make up an important minority. The population of disabled people is distinct from and much larger than the three million people in receipt of disability related benefits.

One of the key points mentioned in the document is “easier access to advice and information - so that all disabled people and their families understand their entitlements and rights”

Our aim as one of the major disability umbrella organisations in the UK is to ensure that our services reach as many of these people as we possibly can through our network of specialist disability organisations and help make this statement a reality.

“By 2025 disabled people in Britain should have full opportunities and choices to improve their quality of life, and will be respected and included as equal members of society”

DIAL UK's Mission Statement

- ❖ We aim to combat the poverty and social exclusion faced by disabled people and to promote their full participation in society by facilitating the provision of high quality disability advice and information throughout the UK.

DIAL UK's Vision

- ❖ That all disabled people in the UK can have access to quality advice and information to enable them to enjoy, with other citizens, equal rights, and opportunities.

DIAL UK's Objectives

- ❖ To encourage and support the development and delivery of high quality local disability advice and information to disabled people nationwide through the provision of appropriate support services to DIAL Advice Centres.
- ❖ To provide local disability advice and information services with accessible, inexpensive, high quality reference information utilising all IT media appropriate to the 21st Century.
- ❖ To promote the coverage of the UK with disability advice and information services.
- ❖ To identify the causes of poverty and social exclusion faced by disabled people and to campaign effectively to improve their quality of life.

Council of Management

Members of the Council of Management who govern DIAL UK are representatives from Local DIAL's

Council of Management	Region	
Acting Chair – Marion Youens	West	(MSC) (T)
Acting Vice Chair – Paul Ray	East Anglia	(MSC) (T)
Treasurer – Andrew McKay	Wales	(MSC) (T)
Bridget Hardy	North	(T)
Emma Rowe	Wales	(T)
Co-opted onto Council of Management for HR skills		
Irene Williamson		(MSC) (T)

We currently have 8 Regions with no representation on our Council of Management

President: Baroness Masham of Ilton

Patron: Dave Lee Travis

The Council of Management meet quarterly and the Management Sub-Committee meet every six weeks to monitor closely the operations of the organisation.

(MSC) = Member of the Management Sub-Committee

(T) = Charity Trustee

DIAL UK Staff Team from April 2004 to March 2005

Management

Chief Officer	Jane Thompson-Brierley
Office Manager	Beverley Fearnley

Development Team

Development Officer	Fiona Martin
Development Officer P/T	Alan Pickersgill
Development Officer	John Freeman

Information Team

Information Officer	John Dunlop
Web Development Officer	Peter Dolan

Administration Team

Accounts Admin Officer	Gwen Grayson
Receptionist / Admin Assistant	Scott Fletcher

Finance

Finance Officer	Chris Barlow
-----------------	--------------

Volunteers

Jayne Ogden	John Grayson
Joanne Moulton	Ian Barthorpe
Chris Selby	Tabby Collingbourne

Chair's Report

On behalf of my fellow Trustees, I would like to thank our Chief Officer, Jane Thompson-Brierley and her team of staff and volunteers for their continued support and loyalty during what has again been an eventful year at DIAL UK.

They say a day in the life of politics is a long time, but a day in the life of any voluntary organisation at present seems an eternity; as we learn to grapple with the ever-changing times we face in meeting increasing demands and limited, unsustainable funding. This is particularly true for the Voluntary and Community Sector who specialise in disability.

It is with great sadness that disability does not feature as high on national, regional and local agendas as it did a year or so ago, and it would seem that the recent changes to the Disability Discrimination Act has left people with the view that disabled people are better provide for. As we all know this is far from the truth. This situation is not only having an impact on DIAL UK, but also on our Network of 135 DIAL Members delivering Advice and Information to disabled people.

Whilst it has been disheartening that many good projects have come to an end and continuation funding attempts unsuccessful, it has provided a unique opportunity for us to spend time reflecting on our successes and indeed, those areas that have come to the end of their natural life span. This has enabled DIAL UK to streamline their financial and management procedures, to become a leaner and more efficient organisation, creating a firm foundation from which we can explore new avenues for development.

We are exploring new partnerships and developing stronger links with other Disability Advice Agencies and the Advice Sector in general.

It is therefore with renewed vigour and energy that we approach our next financial year, safe in the knowledge that the experience gained this year will allow us to meet the challenges presented to us in the future.

Marion Youens
Acting Chair

Paul Ray
Acting Vice Chair

Chief Officer's Report

I would like to start this report by thanking the Council of Management, Staff and all Volunteers old and new at DIAL UK for working so hard to get us through what has been one of our most difficult years.

As funding for projects was coming to an end in late 2004/2005, we were faced with having to make serious decisions about how we were going to keep DIAL UK operational, we had been unsuccessful in securing any further project funding throughout the year. The Council of Management took the decision to keep DIAL UK operational by using the small amount of income we had coming in and by using some of our reserves

I am pleased to say we made it through the year with reduced staff, but with a more positive and motivated team who are eager to see DIAL UK grow slowly and become the National Organisation challenged with meeting the changes in reform and the issues that affect the everyday lives of disabled people.

January 2005 saw the launch of "Improving the Life Chances of Disabled People" the report from the Prime Ministers strategy unit, which looks at what we can do to improve disabled peoples quality of life and strengthen our society. The Prime Minister highlighted that too many services are organised to suit providers rather than being personalised around the needs of disabled people. It quotes 'By 2025 disabled people in Britain should have full opportunities and choice to improve their quality of life and will be respected and included as equal members of society.'

Their future strategy is to improve the advice services available to disabled people, through drawing together the services to which they are entitled and giving them greater choice, also to address existing problems with suitable housing and transport.

This is what we **the** National Body of the DIAL Network see as being of paramount importance to our client group and focuses our attention on what we are doing to improve the services provided. Our new three year business plan was adopted and implemented in 2005 and numerous funding applications have been made to make this plan a reality.

It was identified through the Your Voice Your Network that we needed a stronger Regional presence to support the local groups, encourage networking and making links with emerging regional government structure. A lot of work has been focused on securing funding for this new and innovative project, we hope to see this project go live subject to securing all the funding necessary in late spring or early summer 2006.

We carried out a governance review and made changes to our Memorandum and Articles of Association to reflect the new regional structure we would like to adopt, also to be able to attract professionally skilled trustees onto the board at DIAL UK from all walks of life, who have a personal experience of disability or are interested in working with a disability organisation.

Project funding for the Quality Standards finished at the beginning of the year and we are pleased to report that over half the network has achieved Level One of the DIAL UK Quality Standards. This project is still vitally important to DIAL UK and we will endeavour to secure further funding to continue this valued work and continue working with groups who want to achieve Level Two, also to help groups maintain whatever level of the standards they have achieved.

This Year saw the launch of ReDIAL IT the National Database that you have all been waiting for. It does not contain as much information as we anticipated but at least we have a product that we can work with and improve over the next few years. Work continues to add too and improve the database daily.

None of this work would have been possible without the support of our funders and special thanks are due to:

Department of Health
The Community Fund
New Opportunities Fund
Lloyds TSB
Henry Smith
The Grand Charity

JTBrierley
Chief Officer DIAL UK

List of groups who have achieved Level 1 of DIAL UK Quality Standards

ABLE DIAL Herefordshire
Blyth Valley Disability Forum
Calderdale DART
Carers Support Centre Brigg
Ceredigion Access
DIAL Barnsley
DIAL Doncaster
DIAL House Chester
DIAL Kent
DIAL Leeds
DIAL Lowestoft and Waveney
DIAL Mansfield and District
DIAL Shropshire Telford and Wrekin
DIAL South Worcester
DIAL Southend
DIAL Wakefield
DIALABILITY
Disability Solutions
Disability Advice Information St. Helens (DASH)
Disability Advice Services East Suffolk
Disability Advice Services Lambeth
Disability Direct
Disability Advice and Information Centre York
Disability Advice and Information Services
Disability Information Services Kent
Disability Network Hounslow
Disability Wessex
Frank Sorrell Trust DIAL Help line
Information Exchange Guernsey
Ipswich Disabled Advice Bureau
Macclesfield and District Disability Information Bureau
NORDDIS
New Forest Disability Information Services
Preston DISC
Rethink Disability
Richmond Advice and Information on Disability
South Lanarkshire Disability Forum
Vale Royal Disability Services
West Lancs. Disability Helpline
West Norfolk Disability Information Services (WNDI)

List of Groups who have achieved Provisional Award Level 1 DIAL UK Quality Standards

Connect DRA
Darlington Association on Disability
DIAL Basildon
DIAL North West Kent
DIAL Peterborough
DIAL Solihull
DIAL Weston Super Mare
Disability Advice Centre
Disability Information and Support Blackpool
Disability Rights Norfolk
MOSAIC
Scarborough and District Disablement Action group
Essex Disabled Peoples Association

Groups who need to submit further evidence to achieve Provisional Level 1 DIAL UK Quality Standards

DIAL Allerdale
DIAL Great Yarmouth
DIAL Isle of Wight
DIAL Nuneaton and Bedworth
DIAL Swansea, Neath and Talbot
DISS
Wandsworth Disabled Advice Services

2 Groups have submitted their Quality Standards without the compulsory checklist so we are unable to audit the application at the moment.

We would like to congratulate those who have achieved the Quality Standards and acknowledge those working towards the Standard.

All the groups have shown dedication and support of the Quality Standards, and we realise the hard work that has been put in by everyone.

Partnership Working

DIAL UK is still an active member and continues to be involved in the Advice Sector Strategic Partnerships, focusing around Quality of Advice, Quality Assurance and Policy.

Quality Assurance:

❖ Action Learning

This project invited members from a range of networks including DIAL UK members from across the voluntary and community sector to take part in introductory days and to participate in action learning sets for managers throughout the UK

❖ Inclusive Quality Project

This was a joint project with DIAL UK, Advice UK and Youth Access the aim of the project was to give much needed assistance to smaller groups to help them achieve the Legal Service Quality Mark, the project was completed in March 2005 and was very successful.

Quality of Advice:

❖ National Occupational Standards

The objective of the project is to develop agreed National Occupation Standards for the Legal Advice Sector throughout England and Wales, to be owned by the people who work in the sector. This work is still ongoing and DIAL UK takes a very active role in the steering committee, thanks to Tabby Collingbourne who volunteers her time to continue this work.

Policy:

❖ Advice Services Alliance

ASA is a third tier body speaking on behalf of the National Advice Networks to the Government, Legal Services Commission and the Big Lottery Fund (formerly Community Fund). DIAL UK is a member of the Advice Services Alliance Board and takes part in their policy forum helping to establish the voice of the disability advice sector on the advice agenda.

❖ Legal Services Commission

DIAL UK helps to initiate and influence the Commission.

Finance Report

DIAL UK has emerged from the year of transition with a stronger more robust accounting system and new auditors Horwath Clark Whitehill.

As in the previous year a number of funding streams came to an end and the organisation has adapted to meet the new circumstances.

The auditors have restated some funds and in one case reclassified a fund as restricted when the previous auditor had classified it as unrestricted. This means that at 31st March 2005 the trustees and Auditors are satisfied that the problems of the past have been addressed and all funding is correctly shown.

Most of the reclassifying work has been of a technical nature and has not affected the overall performance and sustainability of the charity.

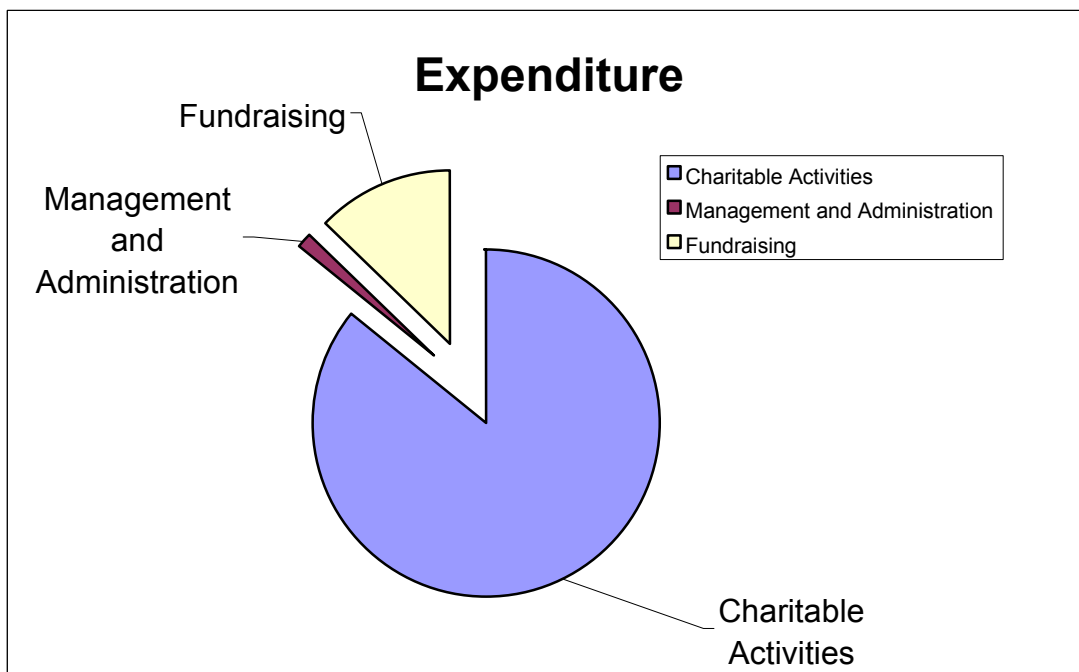
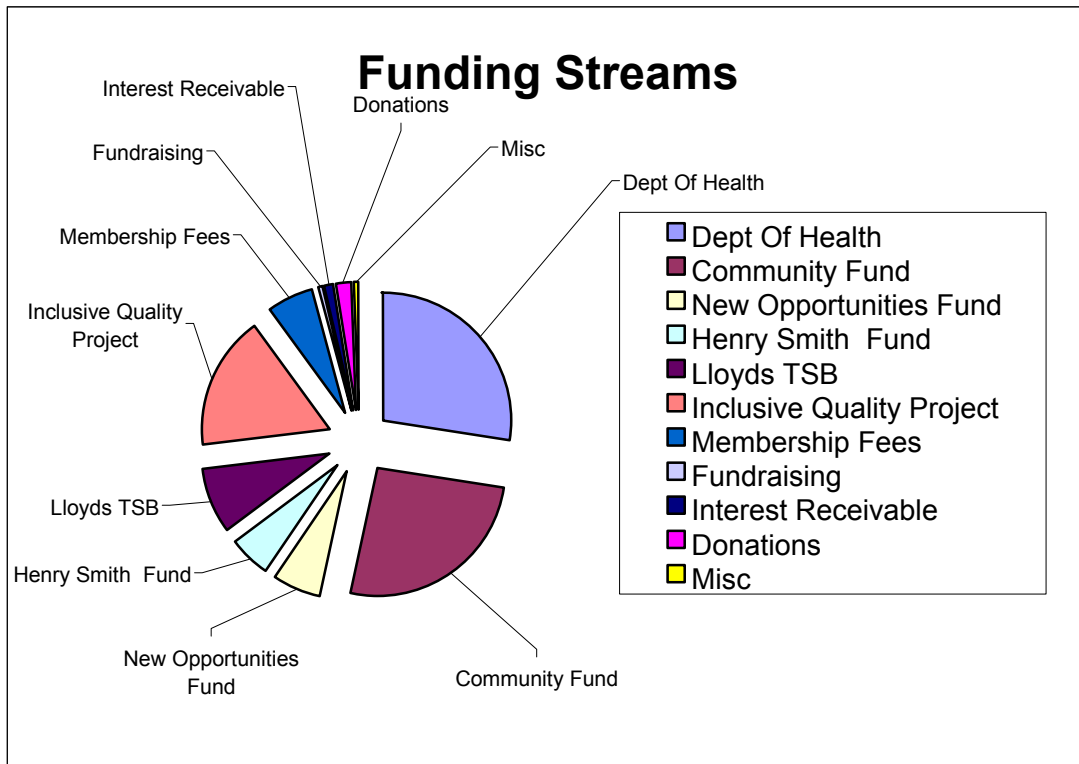
A review of the accounts for the year ended 31st March 2005

The turnover for the year had decreased from £663,977 to £420,903 a fall of £243,074 again due to a reduction in grant funding.

It can be seen from the Statement of Financial Activities (SOFA) that the other incomes such as donations, fundraising etc are on a par with previous years.

From the pie chart on the following page it shows that the majority of income comes from 3 sources

- (a) Community Fund – now known as The Big Lottery
- (b) Department of Health
- (c) Inclusive Quality Project



Expenditure for the year has decreased from £679,584 to £438,055 a fall of £241,529.

The accounts show that 87% of the charities expenditure has been incurred in the furtherance of its charitable activities (including fundraising) whereas last year the figure was 84%.

The Charity considers that since the Management and Administration includes £13,294 of trustee travel expenses (caused by the nationwide nature of the organisation and special needs of some trustees) this level of expenditure is to be expected.

The result for the year was a deficit of £17,152 as against a deficit of £15,607 for the previous year.

The overall picture of the finances is that the unrestricted reserves stand at £174,006 a decrease of £10,398 on the previous year but a satisfactory level of reserves has been maintained. It is expected that the reserves will be used in the next 2 years to sustain the charity and provide the membership with the usual services in the event of a delay in securing funding.

Overall another difficult year but a leaner and stronger organisation has arisen with finance systems in place to cope with any level of expansion. I would particularly like to thank the Auditors for their help and assistance over the last 12 months

Chris Barlow
Finance Officer
DIAL UK

The extract from the accounts is contained at appendix 1

A full set of accounts is available on request from the Finance Department, DIAL UK

NOF – Digitisation of Multimedia - DIALnet.info Project

The New Opportunities Fund supported the DIAL net/info project. This was its final year of a three-year project. All project criteria set by NOF was delivered and more.

Database records were available through the Information Service section of the DIAL UK website which included: 54 CD ROM, 794 Publications, 97 Videos (including 5 streaming videos), and 3041 organisations. There were also 8 Factsheets and 5 Audio Tapes that were available through Streaming Audio technology via our web site.

The FIND A DIAL section helps people find where their local DIAL office is in the UK or be directed to their local office via our signposting service.

We would like to thank all the people who helped deliver the project and for organisations who contributed some of the Audio and Video material including: Disability Rights Commission, Meridian Broadcasting, Charitable Trust, Phoenix Productions and Basingstoke Voluntary Services 2001.

The content delivery of the project will be monitored for three years and there will be a submission report sent annually to the NOF project to include site visits and feedback received from our visitors. It is hoped that the project can be extended subject to funding.

The website continues to be a source of information plus a way of directing the public and professional to local DIAL information and advice centres throughout the UK.

Statistics April 2004 – March 2005

Month	Visits	Pages	Hits
Mar 05	7756	21555	132931
Feb-05	6244	18813	109018
Jan-05	5685	18341	111697
Dec-04	4820	15825	79981
Nov-04	5436	17661	98406
Oct-04	5368	16183	96507
Sep-04	4479	16701	105472
Aug-04	5058	17584	104959
Jul-04	4986	17363	99136
Jun-04	4799	15961	95681
May-04	3714	13203	81334
Apr-04	8,159	16,430	81,648
	58345	189190	1115122

Summary

58345 unique visitors

189190 web pages viewed (excludes images audio video etc)

1115122 Hits (includes images audio video etc)

Peter Dolan

Web Development Officer

Welfare Rights Report

This last year has been an interesting and varied year for the help-line. We have provided advice and support to DIAL advisers throughout the network, covering the whole range of benefits, to which disabled people would have entitlement. Some enquiries are straight forward and advice can be given straight away, others are more complex and requiring research before advice has been given, either way we have responded to every request for advice, as quickly as possible.

In addition to general benefit advice, we have responded to requests for advice and assistance with appeals, including tribunal procedures, tactics to be adopted at hearings, identifying appropriate Case Law and the preparation of submissions.

We have also assisted with appeals to the Social Security Commissioners, identifying errors in law to support the appeal and the preparing of cases for such appeals.

Enquiries have not been restricted to benefits, with a number of requests for advice on Community Care issues, to which I have been happy to research and provide advice and information to the adviser.

I hope the above has given a brief insight into the work of the helpline over the last year and the support that is available to advisers in the network.

I would like to say to any adviser in the network that has not used the help line, we are here to help and are happy to deal with easy as well as difficult enquiries!

Tom Evans

Welfare Rights Consultant

Help line details: Telephone 08457413041 (with answer phone)
E-mail tom_dstw@internet.com

We would like to thank the following organisations and trusts who have made valuable donations to DIAL UK between April 2004 and March 2005

Miss Eleanor Rathbone	£1,000.00
Royal Bank of Scotland	£ 5.00
Gleesons	£ 100.00
Egar Partnership	£1,000.00
N. Smith Charitable Settlement	£ 500.00
Persimmon Ltd	£ 250.00
SC and ME Morland Charitable Trust	£ 250.00
The Thompson Foundation	£1,500.00
The Albert Hunt Fund	£1,000.00
The Rufford Maurice Laing	£2,000.00
Sir John Eastwood Foundation	£1,000.00
Tomkins PLC	£ 350.00

Without your help some of the services provided by DIAL UK would not be possible.

DIAL UK
Company Limited by Guarantee
Independent Auditors' Report to the Members of DIAL UK
Year ending 31st March 2005

We have audited the financial statements of dial UK for the year ended 31 March 2005, which comprise the Statement of Financial Activities, Balance Sheet and the related notes set out on pages 9 to 16. These financial statements have been prepared under the historical cost convention and the accounting policies set out on pages 11 and 12.

This report is made solely to the charity's members, as a body, in accordance with the Companies Act 1985. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the council of management and auditors

The responsibilities of the Council of Management, who are also the charity Trustees for the purposes of charity law, for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards are set out in the Statement of Council Members' Responsibilities on page 5.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Council Members' Annual Report is not consistent with the financial statements, if the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if

information specified by law regarding directors' remuneration and transactions with the charitable company is not disclosed.

We read other information contained in the Council Members' Annual Report and consider whether it is consistent with the audited financial statements. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

Basis of opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the executive committee in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all information and explanations, which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance as to whether the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion the financial statements give a true and fair view of affairs of the charitable company as at 31 March 2005 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

20th January 2006

HORWATH CLARK WHITEHILL (YORKSHIRE) LLP

Chartered Accountants & Registered Auditors

DIAL UK - Statement of Financial Activities Year Ending 31st March 2005

INCOME AND EXPENDITURE ACCOUNT

	Note	Unrestricted Funds £	Restricted Funds £	Total 2005 £	Total 2004 £
Incoming resources					
Activities in furtherance of the charity's objects:					
Grants receivable	2	40,000	338,829	378,829	619,512
Activities to generate funds:					
Membership fees		24,315	-	24,315	26,244
Fundraising		2,000	-	2,000	5,190
Interest receivable	3	5,497	-	5,497	5,945
Donations		8,504	-	8,504	3,125
Other incoming resources	4	1,758	-	1,758	3,961
Total incoming resources		<u>82,074</u>	<u>338,829</u>	<u>420,903</u>	<u>663,977</u>
Resources expended					
Activities in furtherance of the objects of the charity		35,563	340,592	376,155	572,022
Fundraising and publicity		1,344	4,857	6,201	24,635
Management and administration		51,921	3,778	55,699	82,927
Total resources expended	5	<u>88,828</u>	<u>349,227</u>	<u>438,055</u>	<u>679,584</u>
Net movement in funds		(6,754)	(10,398)	(17,152)	(15,607)
Fund balances brought forward at 1 April 2004		180,760	49,342	230,102	245,709
Total funds at 31 March 2005	13	<u><u>174,006</u></u>	<u><u>38,944</u></u>	<u><u>212,950</u></u>	<u><u>230,102</u></u>

DIAL UK – Balance Sheet
Year Ending 31st March 2005

	Note	2005		2004	
		£	£	£	£
Tangible fixed assets	9		42,476		51,982
Current assets					
Debtors	10	16,021		30,238	
Cash at bank and in hand		175,754		191,984	
		<u>191,775</u>		<u>222,222</u>	
Current liabilities: amounts falling due within one year					
Creditors	11	(21,301)		(44,102)	
Net current assets			<u>170,474</u>		<u>178,120</u>
Net assets	13		<u><u>212,950</u></u>		<u><u>230,102</u></u>
Represented by:					
Unrestricted funds					
General funds	14		174,006		180,760
Restricted funds	15		<u>38,944</u>		<u>49,342</u>
Total funds			<u><u>212,950</u></u>		<u><u>230,102</u></u>

These financial statements have been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 1985.

The financial statements on pages 9 to 16 were approved by the Council of Management on:

20 January 2006 and were signed on its behalf by:

Chairperson *M E Youens*

Secretary *J T Brierley*

Registered Office:

DIAL UK
St Catherine's,
Tickhill Road
Doncaster
DN4 8QN
Telephone: 01302 310123
Fax: 01302 310404
Email: enquiries@dialuk.org.uk
Website: www.dialuk.org.uk

DIAL UK is a registered charity and a company limited by guarantee:

Charity Number: 1059530
Company No: 2031829

Auditors:

Horwath Clark Whitehill (Yorkshire) LLP
Chartered Accountants & Registered Auditors
North Lane House
9b North Lane
Headingley
Leeds
LS6 3HG

Bankers:

National Westminster Bank PLC
PO Box 26
12, High Street
Doncaster
DN1 1EJ

Charities Aid Foundation:

Kings Hill
West Malling
Kent
ME19 4TA