



**DISABILITY ADVISORY SERVICE**

**A Company Limited by Guarantee**  
Company Registration Number 4436063  
Charity Registration Number 1103621

*Supporting people in  
Doncaster with advice for  
over 30 years*

**Annual Report** 2013-14



## Mission Statement

We aim to provide an easily accessible Information and Advisory Service for people who live in the Doncaster area.

By providing this service we aim to raise awareness of disability issues in order to influence change.

We aim to empower and enable disabled people to live a more independent and enriched life.

**This mission statement will be reviewed annually**

## DIAL's Values

- Free, independent, confidential service
- Empowerment of disabled people to maximise choice and control over their lives
  - Equal opportunities and challenging discrimination
- The social model of disability focusing on the person who is disabled by society
  - Employment and volunteering opportunities for disabled people
  - A quality organisation offering high standards of service



## The Trustees 2013-2014

Rosie Winterton MP **President**  
Dr Susan Ekins **Chairperson**  
Julie Smith **Vice Chairperson**

Elizabeth Dunlop  
John Dunlop  
Sue Hope  
Anne Laud  
Ted Laud  
Kerry Maddison  
Bea Smith

## Support & Funders

DIAL Doncaster's warmest thanks go to the following funders as without their support none of our valuable work would be possible:

Doncaster Metropolitan Borough Council

Big Lottery Fund

Neighbourhood Learning in Deprived Communities

DPULO Facilitation Fund



Also the generosity of individuals through personal donations

## View from the Chair

I would like to start my report by congratulating Linda on an extremely successful year as Chief Executive of DIAL Doncaster. I know Linda was anxious about taking on the role, especially as her predecessor had been in post for many years. However, she has embraced the position with energy and enthusiasm and has enabled the organisation to remain financially stable within the last financial year. One of Linda's many attributes is that she is open and honest about everything appertaining to her job. I know that her staff appreciate this and I also appreciate it very much. I also know that Linda has a great deal of respect for her staff and volunteers.

The need for free, independent, confidential and impartial advice is greater than ever in the current climate. DIAL continues to see increased numbers of clients providing welfare benefits advice, information and support to equip, empower and support them to tackle the issues they are faced with. In the last year 8,785 clients contacted the Helpline which raised 28,481 separate enquiries. Many clients contact DIAL more than once and often present multiple and interlinked issues that not only affect the individual themselves but very often carers and family members involved in their day to day care. With this in mind we are currently building additional capacity by developing volunteers to assist in those areas where the demand is greatest.

DIAL's successes are the result of the commitment and continued hard work of the staff and volunteers and on behalf of the Board of Trustees I would like to extend sincere thanks. I would also like to thank the Members of the Trustee Board for their help and support during the year.

Moving forward, we will continue to explore opportunities for partnership working and sharing resources to ensure that we continue to provide a high quality and efficient service.

**Dr Sue Ekins**  
Chairperson



## Chief Executive's Report

It has been a busy but rewarding year for DIAL. We have seen some changes in staff over the last year. We said goodbye to Sue James who had been with DIAL for 13 years and to Emily Hoggood who went on her travels to explore Canada. We have innovated this year exploring and piloting new ways of delivering information and advice whilst embracing new technology. We have equipped some of our staff and volunteers with portable tablet devices and are using social media outlets to reach a wider audience by introducing DIAL to Twitter and Facebook.

We have invested in significant training for our frontline staff and volunteers to meet the recent changes in the welfare benefits system and we are confident that our staff and volunteers continue to deliver quality assured advice to the residents of Doncaster.

Throughout the year DIAL has continued to develop its partnership working with agencies such as M25, Doncaster Citizens Advice Bureau and Doncaster West Development Trust and through joint working have been able to enhance DIAL's service provision within the Borough. We can support young people with benefits advice through the Doncaster Young Person's Advice Service and our volunteers have been able to access free training sessions to raise their confidence and improve on communication skills through the Doncaster Advice Services Partnership (DASP).

Our major source of income continues to come from Doncaster Local Authority and the Big Lottery Fund and I would personally like to thank them for their continued support. I would also like to thank the Adult and Community Learning Team, via the NLDC Fund, for their support to enable DIAL to offer 'work based' placements supporting individuals with a diverse range of needs to take part in practical work based placements in an office or retail environment to prepare them for future employment opportunities.

Ensuring that we have adequate resources to meet local advice needs can be very difficult and I must reiterate the Chair's comments about the dedication and commitment from the staff and volunteers which has once again been outstanding. They make DIAL Doncaster the success that it is and I thank them for their support and professionalism.

Looking forward I can only see another challenging year ahead but I am confident that DIAL will meet those challenges and continue to deliver a valuable source of advice and support.



**Linda Lee**  
Chief Executive

# Financial Report

**DIAL DONCASTER**  
(A COMPANY LIMITED BY GUARANTEE)

**STATEMENT OF FINANCIAL ACTIVITIES**  
(Including Income and Expenditure Account)  
FOR THE YEAR ENDED 31 MARCH 2014

Incoming Resources	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
<b>Incoming resources from generated funds:</b>					
Voluntary income					
Donations	2	1,688	-	1,688	4,772
Activities for generating funds					
Shop income		245,777	-	245,777	251,079
Investment income	3	646	-	646	2,315
Other income		17,290	-	17,290	23,595
<b>Incoming resources from charitable activities:</b>					
Grants and contracts	4	105,979	177,104	283,083	266,322
<b>Total Incoming Resources</b>		<b>371,380</b>	<b>177,104</b>	<b>548,484</b>	<b>548,083</b>
<b>Resources expended</b>					
Costs of generating funds	5	207,245	-	207,245	197,904
Charitable activities	6	234,855	176,901	411,756	434,103
Governance costs	7	10,094	-	10,094	9,752
<b>Total resources expended</b>		<b>452,194</b>	<b>176,901</b>	<b>629,095</b>	<b>641,759</b>
Net incoming/(outgoing) resources		(80,814)	203	(80,611)	(93,676)
Transfer between funds		(65)	65	-	-
Balances brought forward at 1 April 2013		368,691	43,401	412,092	505,768
<b>Balances carried forward at 31 March 2014</b>		<b>287,812</b>	<b>43,669</b>	<b>331,481</b>	<b>412,092</b>

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

# Financial Report continued

**DIAL DONCASTER**  
(A COMPANY LIMITED BY GUARANTEE)  
**REGISTERED NUMBER: 04436063**

## **BALANCE SHEET** **AS AT 31 MARCH 2014**

	<b>Notes</b>	<b>£</b>	<b>2014</b> <b>£</b>	<b>£</b>	<b>2013</b> <b>£</b>
<b>Fixed Assets</b>					
Tangible assets	13		<b>57,710</b>		73,063
<b>Current Assets</b>					
Debtors	14	<b>27,277</b>		30,290	
Cash at bank and in hand		<b>266,581</b>		329,312	
			<hr/>	<hr/>	
		<b>293,858</b>		359,602	
<b>Creditors:</b> amounts falling due within one year	15	<b>20,087</b>		20,573	
			<hr/>	<hr/>	
<b>Net Current Assets</b>			<b>273,771</b>		339,029
			<hr/>	<hr/>	
<b>Net Assets</b>			<b>331,481</b>		412,092
			<hr/> <hr/>	<hr/> <hr/>	
<b>Funds</b>					
Restricted funds	16		<b>43,669</b>		43,401
Unrestricted funds: designated	17		<b>127,434</b>		109,289
other			<b>160,378</b>		259,402
			<hr/>	<hr/>	
	18		<b>331,481</b>		412,092
			<hr/> <hr/>	<hr/> <hr/>	

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

If you require a full copy of the audited accounts please telephone 01302 327800 and one will be posted directly to you, alternatively a full copy can be found on the DIAL Doncaster website.

*Susan P. Ekins*

**Dr S P Ekins**  
Chairperson

**Paula Barnett**  
Finance Manager



# Services - What do we do?

## Information, advice and Support

We provide information, advice and support to people with any form of disability and those with long-term health conditions. Advice is also available to the families, carers and friends of disabled people and for professionals working within the health care and social field. This service is free, impartial and strictly confidential and we can provide up to date information on a wide range of disability-related topics including local and national support groups, transport, housing, recreation, holidays, access and many other subjects. Our information and advice can be accessed in the following ways:

**Helpline** - Our helpline is available Monday to Friday 9.30am – 4.00pm where you can speak to a Trained Adviser. A 24 hour answer machine is also available. (our office opening times are 9.00am - 5.00pm Monday to Friday)

**Website** - A wide range of information can be accessed on our website at [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk) including local and national support groups, factsheets, benefit sheets and links to disability-related websites.

**Kiosks** – Our touchscreen kiosks are placed at locations within the Doncaster community including the Central Library and The Vermuyden Centre in Thorne. This allows users to access our information easily and within their locality.

**Factsheets** – We currently produce 57 factsheets which provide useful information on a wide range of disability-related topics e.g Road Tax Exemption, Blue Badge, Personal Budgets. There is no charge for our factsheets which can be requested either via our helpline or viewed on our website.

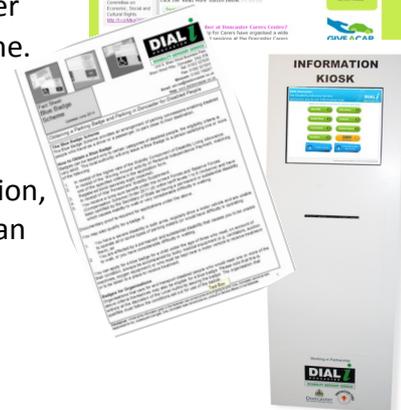
## Welfare Benefits and Tribunal Service

We have a Specialist Welfare Benefits and Tribunals Team that can provide expert advice and assistance with welfare benefits. Although our team specialises primarily in disability and related benefits such as Personal Independence Payment, Disability Living Allowance, Attendance Allowance, Employment Support Allowance, Carers Allowance, Industrial Injuries, Income Support, Housing and Council Tax Benefit, they can also advise on the broader range of welfare benefits. Our team can provide help with:

- Individual Benefit Assessments
- One to one support on benefit issues
- Completion and submission of claims
- Appeals and Tribunal processes, including Representation, where appropriate

We can arrange an appointment for you in one of the following ways:

- Office Visit
- Outreach Benefit Surgery Appointment
- Home Visit



# Services - What do we do?

## Holiday Provision

### Marton Mere, Blackpool

DIAL Doncaster has a purpose built holiday lodge situated on the Haven Holiday Park at Marton Mere near Blackpool. A great holiday location, 3 miles from Blackpool Tower and the Pleasure Beach. Marton Mere is situated on a nature reserve with a stunning Mere on the edge of the park. This three bedroom holiday accommodation sleeps up to seven people and includes the following features:

- Fully fitted low level kitchen.
- Bathroom/toilet with handrails.
- Single en-suite bedroom with accessible wet floor shower/toilet
- One double bedroom, one twin room and a fold out settee in the lounge.
- Full length veranda and ramp to level car parking area.

“We enjoyed our holiday very much. My wife found it easy to access as she has difficulty getting around. I would have no hesitation in booking with you again”



### Golden Sands, Mablethorpe

Situated at Golden Sands Holiday Park in Mablethorpe, our three bedroom accommodation sleeps up to eight people and includes:

- Fully fitted kitchen
- Bathroom/toilet and separate shower room
- Veranda with lockable gate and ramp to level parking area
- Child-proof locks on low level cupboards

“Had a lovely family holiday, caravan catered for us nicely, would definitely return”



All our prices include Funworks passes for use on the Haven sites

# Services - What do we do?

## Partnership Working

### Doncaster Advice Services Partnership

We work in partnership with three locally based advice agencies as part of the Doncaster Advice Services Partnership. The other agencies involved are Doncaster Citizen's Advice Bureau, M25 Housing and Support and Doncaster West Development Trust, all representing a collaboration of expertise in four key areas; Welfare Benefits, Debt, Housing and Employment.

Natalie Collins, DASP Training Officer, who is based at DIAL has developed and delivered training to partnership advisers and volunteers which has included confidence building, safeguarding, essential interview techniques and gateway assessments.



Natalie Collins

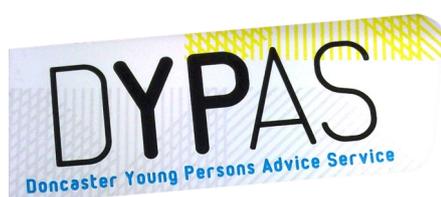
### Doncaster Young Person's Advice Service

Doncaster Young Persons Advice Service (DYPAS) is a free and independent service, available to 16 to 25 year olds who are facing issues with housing, debt or welfare benefits. The advice and support available is there to help young vulnerable and socially isolated people who:

- Have increased pressures due to low income
- Are unemployed
- Have debt problems
- Are reliant on welfare benefits
- Have problems understanding the complex changes to the welfare benefits system
- Have difficulties in relation to accommodation (increased housing costs, landlord/tenant issues, homelessness etc.)

The service is run in partnership with DIAL, Doncaster Citizen's Advice Bureau and M25 Housing and Support Group. The organisations share a wealth of experience of advice-giving in the field of debt, welfare benefits and housing, to a Specialist Quality Mark standard.

DIAL's Young Person's Welfare Benefits Officer, Claire Heard, provides advice and assistance to young people in relation to welfare benefits, as part of the project. This can be on a face to face basis, via text, email or telephone. As part of this project benefit sanctions workshops have been delivered to young people to raise awareness and understanding of what benefit sanctions are and why they are given, support available and how to access hardship payments. The sessions have also included guidance on the claimant commitment and how to use the universal job match facility.



Claire Heard

# Services - What do we do?

## Health, Fitness and Finance Project



### Craft Sessions

DIAL is providing six craft workshops throughout the year, engaging with the BME communities in Doncaster as part of a three year Big Lottery funded project. Sessions have included cupcake making, felt making and papercrafts such as card making and scrapbooking. The sessions are supported by volunteers.



### Health Related Workshops

Throughout the year our BME Project Worker has arranged workshops to raise awareness and increase the understanding of Mental Health, Healthy Eating, Stress Management, Dementia and Safety in the Home. In partnership with Doncaster Ethnic Minorities Partnership and the Asian Women's Centre an event was arranged, Voice for Women, where the aim of the event was to raise awareness of mental health issues in young women in the BME community and to increase understanding of Honour Based Violence and Forced Marriage.

### Financial Inclusion

Our Financial Inclusion Officer supports clients to maximise income by accessing benefit entitlements and to deal with debt issues. This can include assistance with claim forms, budgeting and money advice.



### Charity Shops

We have four well established charity shops located at Armthorpe, Balby, Intake and Woodlands. Our charity shops raise much needed funds for our charity whilst raising awareness of the work we do. The shops rely on donations from the public and we accept furniture, clothing, bric-a-brac and electrical items. We offer a free collection service and can deliver items for a minimal charge.



**Armthorpe**  
01302 302500

**Woodlands**  
01302 722121

**Balby**  
01302 853194

**Intake**  
01302 360650

# Services - What do we do?

## Other Services

### Volunteer 'Work Experience' Placements

DIAL can offer 'work experience' placement opportunities within our charity shops. Participants can gain practical experience of team working whilst enhancing their social and communication skills, increase their confidence and abilities. The charity shops provide a real working environment in retail where mentoring from other volunteers is on hand as well as supervision and support from key members of staff. In the last year 20 people participated in a 'work experience' placement opportunity with DIAL.

'I was really nervous on my first day but once I had met everyone I soon settled in. Retail is definitely what I want to do now. I have decided to continue volunteering for the charity until I find employment as I really enjoy it'

'I learnt all aspects of the workings of the charity shop, which was really good, working at the shop helped me to become more confident particularly through meeting the other volunteers and interacting with the customers'

### Wheelchair Hire

DIAL can offer manual self-propelled and attendant propelled wheelchairs for short term hire. We can also provide adult left and right leg extensions, if required. We currently charge £4 per day, £8 per weekend (Friday to Monday) and £16 per week.

### Radar Keys

If you need to access toilet facilities for disabled people, Radar Keys are available to purchase from DIAL at a cost of £3. To obtain a key, we require proof of disability (Blue Badge, medical letter, DLA/PIP award letter etc.). Keys can be purchased from DIAL's main office or any one of our charity shops.

### High Dependency Mobile Changing Unit

DIAL has a High Dependency Mobile Changing and Toilet Facility for hire (funded by the Aiming High Project in Doncaster). The unit is endorsed by the Changing Places Consortium/MENCAP. The unit has been specifically designed for easy use for both disabled people and their carer/s. It incorporates a fully automatic hoist, a height adjustable changing couch, support handrails for easy mobility and an emergency call alarm. The toilet is centrally located within the unit to provide sufficient room for the carer/s to assist. There is also a curtain to ensure privacy at all times. The facility can be hired on a long or short term basis, dependent upon availability, for events in Doncaster and other areas within a 50 mile radius to Doncaster. Further consideration will be given if the destination is further away. The cost of the hire will include transportation of the unit to and from the destination and to clean the unit after use.



## Key Achievements 2013 - 2014

DIAL was awarded 'Charity of the Year' by Doncaster CVS

8,785 individuals contacted our advice helpline for support and presented us with 28,481 separate enquiries for information and advice

Over 400 clients dropped in to DIAL for the provision of advice

DIAL Benefits Team undertook over 700 home visits to assist clients who are unable to travel easily

38,000 pages were viewed on our touchscreen kiosks

72,592 visitors to the DIAL website and 145,257 hits were made to different pages

By maximising the income of our clients we were able to gain new income of £2,196,635.48

DIAL supported clients at 222 Appeal Tribunals

DIAL was successful in becoming an approved provider of specialist support for Talent Match

Successful with continuation funding from Big Lottery for our Health, Fitness and Finance project for a further 3 year period

Screwfix Foundation donated £1,000 towards repairs and decor of the holiday lodge in Blackpool

204 young people were supported with specialist welfare benefits advice and support

Successful with Innovation Fund application to build capacity by training a team of volunteers to offer triage advice using digital technology and a self help information kiosk

6 of our volunteers went on to gain paid employment

In the last year DIAL facilitated 20 Volunteer 'Work Experience' Placements for young people to gain experience of a working environment

5 members of staff became Dementia Friends

Our Training Officer achieved Level 4 NVQ Diploma in Advice and Guidance (IAG)

# A Snapshot of the Year



DIAL began tweeting!



# Volunteers

## The Value of Volunteers

Volunteers have been an integral part of DIAL since it began in 1983. Our commitment to value diversity and promote equality means that we can actively encourage individuals who might not otherwise volunteer because of disability or long term illness. Our volunteers benefit by receiving flexible support and practical training to learn new skills, gain valuable experience and develop their personal skills and abilities.

DIAL relies on the contribution that our volunteers make to ensure that we continue to deliver a high quality frontline service. Volunteers fulfil a wide range of roles within the organisation some are advisers, others are receptionists and administrative assistants, while some contribute within our charity shops as retail assistants.

We currently have 52 volunteers and between them they collectively contributed 29,952 hours of their time in the last year to support DIAL. The economic value of this contribution, based on the national minimum wage, equates to £188,997.12. DIAL would require 15.5 full time workers to carry out the work that volunteers currently contribute.

## Volunteer Profile



**Lorette Terry**

Volunteer Information Assistant

### How did you first get involved with DIAL?

I had accessed DIAL for support originally as a service user.

### Why are you supporting DIAL?

I was very grateful for the support DIAL gave to me and wanted to give something back, not only to support DIAL but the local community too.

### What do you like most about being a volunteer at DIAL?

I like meeting people and being involved within a team. I love doing the job I do. I find it hard to adapt to change so here I know exactly what I am going to be doing each week as the tasks are set to suit my needs.

### How do you feel you have developed since you started volunteering?

My confidence has definitely grown. I have a set routine and know what I am doing. I have met and made new friends since volunteering which has helped me a lot.

### What has surprised you most about volunteering?

DIAL is always very busy and there are lots of people who give up their time to volunteer for DIAL which has surprised me. Everyone has a role to play within the organisation.

### What would you advise someone who is thinking about volunteering?

Go for it! DIAL staff make you feel welcome and no one judges you or your ability. There are many different roles for volunteers and the hours you decide to contribute are valued however small.

## Volunteer Profile



**Amy Covel**

Volunteer Charity Shop Assistant

### **How did you first get involved with DIAL?**

I asked at the Job Centre about volunteering opportunities and they signposted me to DIAL.

### **Why are you supporting DIAL?**

I started a placement at DIAL and have really enjoyed volunteering. The Shop Manager has really been supportive, she is a good listener and understands that I sometimes need that little bit of extra support.

### **What do you like most about being a volunteer at DIAL?**

I like being in an environment that is just like work where everyone pulls together as part of a team. I have recently accessed some free employability skills training offered by DIAL and have found it really useful especially the Interview Skills Session. I learnt from that training session not to give up if I did not get the job!

### **How do you feel you have developed since you started volunteering?**

I have built confidence and speak up more. I like dealing with the public and have learnt to be more patient when dealing with difficult customers.

### **What has surprised you most about volunteering?**

I am really surprised about the good quality items that are donated to charity! I never knew that volunteering would mean so much to me. It has helped me to develop my skills and to learn new ones too. I have been more confident in interviews that I have attended and have found that potential employers really do like to see that I am volunteering for the community.

### **What would you advise someone who is thinking about volunteering?**

It is a great way of giving something back to the community whilst gaining experience that will help you if you are looking to get into work. I have recently secured paid employment and although it is only on a part time basis I am sure that volunteering helped me to get the job. I will be very sad to leave DIAL but if you are thinking about volunteering give DIAL a call you won't regret it!

## Volunteer Opportunities

If you are interested in volunteering to learn new skills or enhance skills you can bring to the organisation, please contact **01302 327800** or visit our website [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk)



## Trustees

Our Board of Trustees are responsible for the overall control and strategic direction of the charity. They are all volunteers. They meet regularly throughout the year to review and determine DIAL's strategy and policies working closely with the Senior Management Team. Members of the Board are elected at our Annual General Meeting and subject to re-election or early retirement they serve for a three year term.

We are currently recruiting Trustees to work with the organisation. Our Trustees are crucial to our success, steering the organisation and providing effective leadership. We are looking to increase the range of skills and experience amongst our Trustees, but most of all we are seeking people who can help DIAL make more of a difference and support our mission and values and help towards DIAL achieving its vision.

We are looking for new Trustees who have experience in one or more of the following areas:

- Work in the NHS
- Work experience in the Health and Social Care/Voluntary Sector
- Experience of disability/caring
- Business/Professional Management experience

We are particularly keen to achieve a more diverse Board of Trustees and we welcome applications from all sections of the community.

Board meetings are held on a monthly basis at our main office every fourth Monday of the month 4.30pm-6.30pm.

If you are interested or want to know more please contact Linda Lee on **01302 327800** or you can email [advice@dialdoncaster.co.uk](mailto:advice@dialdoncaster.co.uk)

