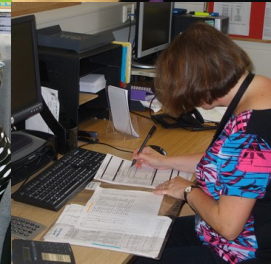


Celebrating Volunteers



Annual Report 2014-2015



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

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



Report of the Trustees

For the Year Ended 31 March 2015

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2015. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Number:

04436063 (England and Wales)

Registered office and operational address:

Unit 9/11 Shaw Wood Business Park
Shaw Wood Way
Doncaster
DN2 5TB

President

Rosie Winterton MP

Trustees

Chairperson - Dr S P Ekins
Vice Chairperson - Mrs J Smith (appointed 22.09.14)
Mrs E Dunlop (appointed 24.03.15)
Mr J Dunlop (appointed 24.03.15)
Mrs S Hope (appointed 24.03.15)
Ms K Maddison (appointed 24.03.15)
Mrs B M Smith (appointed 24.03.15)
Mrs A Laud (resigned 15.01.15)

Appointment and resignation dates of the trustees above refer to the dates formerly recorded at Companies House in respect of the appointment/resignation date as company directors.

Charitable Trustees

The trustees above also acted as charitable trustees of the charity except Mrs A Laud who resigned this role on 15.01.15. Mr E Laud was a charitable trustee only during the year and resigned as such on 15.01.15.

Company Secretary

Mrs L Lee

Senior Management Team

Chief Executive - Mrs L Lee
Deputy Chief Executive - Mr K Lee
Office Manager - Mr M Talbot
Finance Manager - Mrs P Barnett

Auditors

Allotts Business Services Ltd, Statutory Auditor
Chartered Accountants
Sidings Court
Lakeside
Doncaster
DN4 5NU

Bankers

Yorkshire Bank plc
St Sepulchre Gate
Doncaster
DN1 1SJ

Solicitors

Taylor Bracewell
17-23 Thorne Road
Doncaster
DN1 2RP

Support and Funders

Doncaster Metropolitan Borough Council

Big Lottery Fund

Neighbourhood Learning in Deprived Communities



Also the generosity of individuals through personal donations.

View from the Chair

The advice we offer to the local community is free, impartial, confidential and independent. To meet these aims and principles we are continually reviewing our progress to maintain high standards. In the last year we have successfully retained the Advice Quality Standard, the ISO9001 Quality Mark and the Investing in Volunteers Accreditation.

As a charity we rely on funding to deliver our core advice service. Our two main sources of funding come from Doncaster Council and the Big Lottery and we are extremely grateful for their valued and critical contribution to ensure the continuation of this vital service. This year we have had to focus ever more closely on what is most important to our service users and have worked hard to ensure that our services have been delivered efficiently and effectively through every available channel and in a range of locations across the Borough.

Volunteers are an essential part of the service that we offer. We have a number of volunteers who have been giving up their time to support the organisation for quite a number of years. We want to celebrate and acknowledge their commitment. Our volunteers help reflect and build a bridge between us and the community we serve. They bring with them a range of qualities, skills, expertise and diversity which enriches DIAL as an organisation. In the last year we have been able to provide 15 short term volunteer work experience placements within our charity shops, funded by the Neighbourhood Learning in Deprived Communities. The placements have enabled participants to develop valuable skills in a retail environment, and for most a first real opportunity of work experience.

This report would not be complete without saying a massive thank you to all of our staff and volunteers. I would also like to thank the Trustee Board members for their support, hard work and contribution in overseeing the continued success of the organisation.

Sue Ekins **Chairperson**



Chief Executive's Report

This year has been another busy one and as funding challenges remain we are constantly looking at ways of being more efficient, work in partnership and be more innovative. We help a lot of people every year and the demand often exceeds the capacity we have and this can be, at times, difficult to manage.

Maintaining the availability and reach of our welfare rights service is even more crucial as we are the only provider covering all of Doncaster that offers free, accessible and independent welfare advice that includes representation at appeal tribunals. It is a fact that clients are twice as likely to be successful at appeal if they have representation. Our Tribunal Team plays a vital role in ensuring that often the most vulnerable people are able to have a voice and are heard. In the last year between them the Welfare Rights Team carried out 1,340 home visits.

Telephone advice continues to be an important first contact for many of our clients with over 6,000 calls in the last year, 86% of which related to welfare rights enquiries. Our Helpline Advisers provide an outstanding service supporting clients who are often dealing with complex and difficult situations. They offer reassurance as well as their knowledge and expertise.

Throughout the year DIAL has continued to develop its partnership working with agencies such as Edlington Community Organisation, Changing Lives, Social Prescribing Service and The Conversation Club offering additional outreach advice surgeries where the need has been identified. We continue to support young people with benefits advice through the Doncaster Young Person's Advice Service.

As always our staff, volunteers and Trustee Board have continued to demonstrate their dedication and commitment I personally thank them all for their support. I would also like to thank our funders who continue to support DIAL.

Linda Lee **Chief Executive**



Financial Report

DIAL Doncaster
Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For The Year Ended 31 March 2015

		Unrestricted funds	Restricted funds	2015 Total Funds	2014 Total funds
	Notes	£	£	£	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	6,398	-	6,398	1,687
Activities for generating funds	3	238,547	1,610	240,157	263,067
Investment income	4	693	-	693	646
Incoming resources from charitable activity					
Welfare Benefits and Tribunal Service	5	103,000	-	103,000	105,979
Other grants and contracts		1,623	318,849	320,472	177,105
		<hr/>	<hr/>	<hr/>	<hr/>
Total incoming resources		350,261	320,459	670,720	548,484
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income	6	198,117	-	198,177	205,244
Fundraising trading: cost of goods sold and other costs	7	-	-	-	326
Charitable activities					
Charitable activities	8	113,989	321,940	435,929	411,756
Governance costs	10	10,636	-	10,636	11,769
		<hr/>	<hr/>	<hr/>	<hr/>
Total resources expended		322,742	321,940	644,682	629,095
		<hr/>	<hr/>	<hr/>	<hr/>
NET INCOMING/(OUTGOING) RESOURCES		27,519	(1,481)	26,038	(80,611)
RECONCILIATION OF FUNDS					
Total funds brought forward		<hr/> 287,812	<hr/> 43,669	<hr/> 331,481	<hr/> 412,092
TOTAL FUNDS CARRIED FORWARD		<hr/> <hr/> 315,331	<hr/> <hr/> 42,188	<hr/> <hr/> 357,519	<hr/> <hr/> 331,481

Financial Report

DIAL Doncaster Balance Sheet At 31 March 2015

	Notes	2015 £	2014 £
FIXED ASSETS			
Tangible assets	14	45,838	57,710
CURRENT ASSETS			
Debtors	15	18,514	27,277
Cash at bank		308,889	266,581
		<u>327,403</u>	<u>293,858</u>
CREDITORS			
Amounts falling due within one year	16	(15,722)	(20,087)
NET CURRENT ASSETS		<u>311,681</u>	<u>273,771</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>357,519</u>	<u>331,481</u>
NET ASSETS		<u>357,519</u>	<u>331,481</u>
FUNDS	18		
Unrestricted funds		<u></u>	<u></u>
General fund		170,068	160,378
Designated fund		145,263	127,434
		<u>315,331</u>	<u>287,812</u>
Restricted funds		<u>42,188</u>	<u>43,669</u>
TOTAL FUNDS		<u>357,519</u>	<u>331,481</u>

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

The financial statements were approved by the Board of Trustees on 24 August 2015 and were signed on its behalf by:

Susan P. Ekins

Dr S P Ekins - **Trustee**

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.



Website Our website www.dialdoncaster.co.uk has recently been upgraded while maintaining a user-friendly and accessible layout. A wide range of information can be accessed including factsheets, benefit sheets, local and national support groups and our quarterly e-newsletter which is free to subscribe to. Visitors to the site can also get in touch with us through the online enquiry form.



Social Media You can keep up to date with us through Facebook and Twitter where we promote our services and share useful information.



Kiosks Our touchscreen kiosks are located within the Central Library, the Martinwells Centre in Edlington and the Vermuyden Centre in Thorne providing an accessible information and advice link within the local community. Users of the kiosk have the option to 'Ask DIAL a Question' if they need to get in touch with us for advice.

Factsheets We currently produce 62 factsheets which cover a wide range of disability-related topics such as Motability, employment, housing, NHS services, holidays and recreation. Our factsheets are free and can be accessed via our helpline or viewed on our website and kiosks.

Other Services

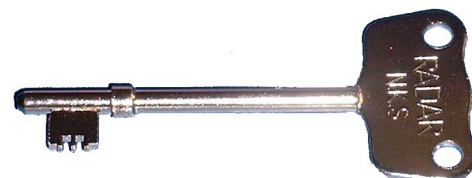
Wheelchair Hire

DIAL can offer manual self-propelled and attendant propelled wheelchairs for short term hire. Adult left and right leg extensions are available, if required. We also have heavy duty bariatric wheelchairs with a seat width of 24", for users weighing up to 30 stone. Our current charges are £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.



Services - Helpline

Our helpline is supported by trained Advisers and a team of dedicated volunteers who are on hand to respond to a diverse range of enquires and offer impartial information and telephone advice. The helpline team also deliver the wheelchair hire service, take bookings for our holiday accommodation and administer office sales including Radar keys, blue badge holders and car stickers.



Talent Match Wage Subsidy Scheme

This fund is dedicated to supporting young people aged 18-24 who are not in education or employment to find a real work opportunity with a local employer. This year DIAL worked closely with local Talent Match Coaches and facilitated a 6 month work placement for a young person, Abbie Lee Wilson. Abbie was able to build her communication skills, and as part of her role supported DIAL at outreach/information events.



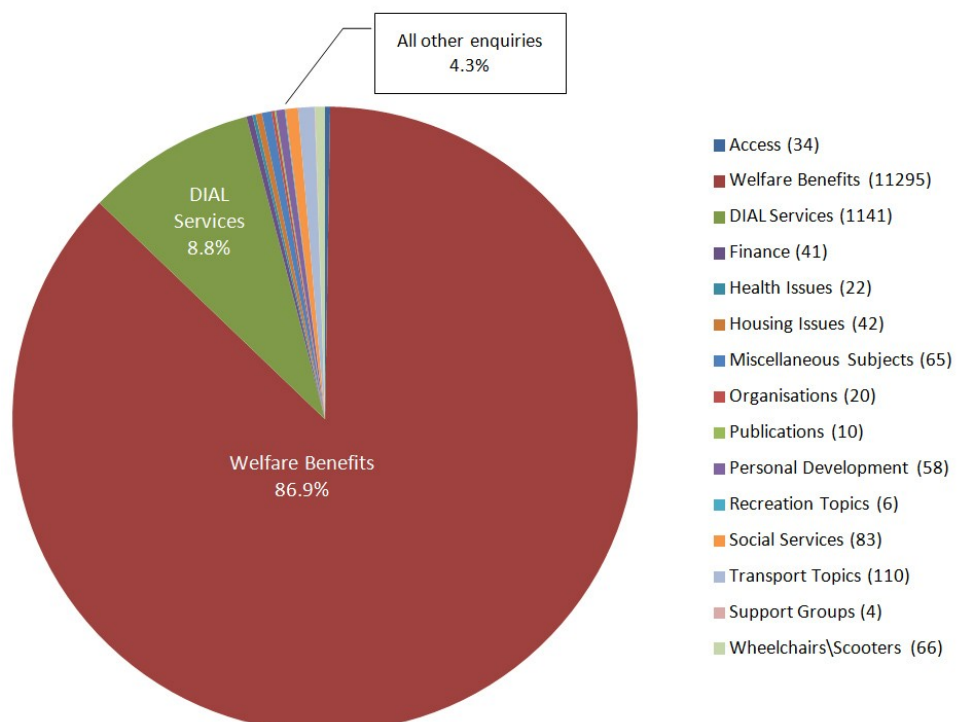
Client Feedback

“DIAL provide a vital service to disabled people in every way”

“Hiring a wheelchair to take on holiday was so easy and everyone was so helpful”

“DIAL provide excellent, practical advice and information”

Advice Given April 2014 to March 2015



Services - Welfare Benefits & Tribunal Service

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



In this year:

- 9,251 benefits issues were resolved
- 6,676 online views to the DIAL Welfare Benefits factsheets
- 1,340 Home Visits to vulnerable clients
- Our team secured a total of £1,451,724.56 in client financial gains and income generation
- The team have undergone training on Universal Credit and Benefit Sanctions

We have developed a drop-in advice hub that is supported by volunteers and there has been continued development of our benefit outreach in the community including Edlington Community Organisation, Stainforth Library and Changing Lives.

This service is free, confidential and strictly impartial

Client Feedback

“Without DIAL’s assistance I would have been broke. DIAL are an exceptional charity”

“I felt very supported by my case worker. You are amazing, kind people”

“I was still very nervous and upset but having someone from DIAL with me helped a lot”

Services - Holiday Provision



Marton Mere, Blackpool

We have a purpose built holiday accommodation situated on the Haven Holiday Park at Marton Mere near Blackpool. The lodge has recently undergone some small improvements including new carpet throughout, redecoration and accessories. It sleeps up to seven people and features:



Wheelchair access with full length ramped veranda, low-level kitchen, adapted bedroom with wet floor shower area and more



Bed linen is provided



Meet and Greet service.



Funworks Passes are included



Guest Feedback (Blackpool)

“Helpful to be met at the accommodation and very impressed with the new improvements such as new carpet, curtains and settee”

“We had a fantastic experience from start to finish with DIAL. For what can be quite a stressful experience for all the family usually, it’s been a refreshing change to not have any of those worries”

“Everything we needed for our disabled guests to enjoy their break, thank you”

Golden Sands, Mablethorpe

Situated at Golden Sands Holiday Park in Mablethorpe, our three bedroom accommodation sleeps up to eight people. It features a fully fitted kitchen, bathroom (toilet, sink and shower) and a veranda with gate and ramp to level parking.



Funworks Passes are included



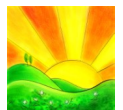
We offer special discounts to families and carers of disabled children who are registered with Doncaster Children’s Disability Team (some restrictions apply)

Guest Feedback (Mablethorpe)

“We had a great week. The caravan was clean and orderly. I would definitely like to book again in the future”

“Had a lovely family holiday, caravan catered us nicely, would definitely return and hire the caravan again if possible. One happy family!”

“Had a fab time and will go back again. Thank you!”



Services - 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 our aim is to offer quality low cost items to the local communities.

Our Volunteers

We have 42 volunteers without whom our shops could not function. They all make a vital contribution towards the work of DIAL. Volunteers are trained in a variety of areas within the shop, these include:

- Serving customers at the till
- Taking receipt of stock donations from the public
- Replenishing stock on the shop floor
- Stock preparation including sorting, steaming and pricing

Volunteering in our charity shops brings about many benefits to our volunteers, including:

- Increased confidence
- Team working skills
- Problem solving abilities
- Retail and customer service skills

What our Volunteers have said

"I have gained experience that will help me a lot in the future, I enjoy every minute of it!"

"The Shop Manager has been really supportive and understanding"

"I have made new friends and I feel a valued member of the team"



Volunteer 'Work Experience' Placements

We can offer 4 week 'Get Work Ready' 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 shops provide a real working retail environment where supervision and support is available from other volunteers and key members of staff.



Armthorpe
01302 302500



Woodlands
01302 722121



Balby
01302 853194



Intake
01302 360650



Services - Projects



Health, Fitness and Finance

As part of this project, DIAL's BME Worker has delivered a variety of engaging craft workshops throughout the year which have included felt art, sugarcraft and cupcake decorating. The project has supported the Conversation Club, bringing together people from a diverse range of ethnic backgrounds, arranged various activities including a series of days trips, as well as a football tournament as part of Refugee Week.

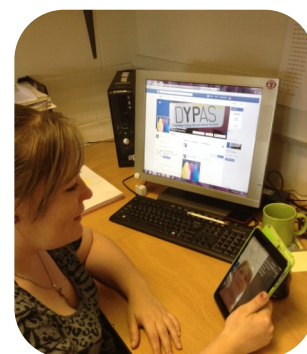
Our Financial Inclusion Officer supports clients to maximise income by accessing benefit entitlements and to deal with debt issues. This can include assistance with claim forms, budgeting and money advice.



Doncaster Young Person's Advice Service

Doncaster Young Persons Advice Service (DYPAS) is a free and independent Big Lottery funded project 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.)



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 DYPAS project. This can be on a face to face basis, via text, email or telephone. To engage with young people in need, advice has also been made available through Facetime and Facebook Chat. This year, Claire has provided assistance to 245 individuals in relation to welfare benefits and has supported young people affected by domestic violence, single mothers and vulnerable young people on low income to access the Local Assistance Scheme.

Key Achievements 2014 - 2015

Volunteer, Florence Hankinson, was awarded 'Senior Volunteer of the Year' by Doncaster CVS

Young Person's Welfare Benefits Officer achieved Level 3 NVQ Certificate in Advice and Guidance (IAG)

Facilitated 15 volunteer 'Work Ready' placements for young people to gain work experience in a retail environment

6,567 individuals contacted our advice helpline for support

Achieved:
Investors in People



INVESTOR IN PEOPLE

Achieved:
Advice Quality Standard



Over 500 clients dropped in to DIAL for the provision of advice

DIAL Benefits Team made 1,340 home visits to assist clients unable to travel easily

22,000 pages were viewed on our touchscreen kiosks

69,925 visitors to the DIAL website with 149,000 hits to different pages

By maximising the income of our clients we were able to gain new income of £1,451,724.56

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

Two Helpline Advisers achieved Level 3 NVQ Certificate in Advice and Guidance (IAG)

DIAL hosted its first Talent Match Work Fund Placement

Achieved:
Customer First



Achieved:
Investing in Volunteers



Over 200 young people were supported with specialist welfare benefits advice and support

DIAL supported clients at 156 Appeal Tribunals

Successful with Innovation Fund application to enhance support for carers

3 of our volunteers went on to gain paid employment

51 Volunteers collectively contributed 29,376 hours of their time to support the charity

A Snapshot of the Year

Florence Hankinson is awarded 'Senior Volunteer of the Year' by Doncaster CVS



Louise & Natalie promote DIAL services on Sine FM



DIAL achieves Cancer Survivorship Status Quality Mark



Volunteer, Vera Harper turns 90!

Blackpool holiday lodge gets a makeover



DIAL receives a donation from Doncaster Ladies Choir

Engaging with the BME community with craft sessions



Doncaster Ladies Choir hold Christmas Concert in aid of DIAL

Linda talks on Sine FM about volunteering opportunities



Football tournament as part of Refugee Week

Website is upgraded



Abbie, on Talent Match Placement, fundraising for DIAL

DIAL touchscreen information kiosk is placed in Vermuyden Centre, Thorne



DIAL receive a donation from Doncaster Advocacy

Carol is 'On the Buses' to promote the Wellbeing & Creative Carers Project



Claire promotes the DYPAS project on Sine FM

Volunteer Profiles

Matthew Lester - New Volunteer Perspective

Matthew began volunteering at DIAL in April this year. With his previous voluntary experience and computer skills, he was ideally suited to provide support to the Information Officer and started his role as Volunteer Information Assistant. He has settled into the role with ease and become a valuable member to the team.



Why did you decide to volunteer at DIAL, and what have you gained since you began volunteering?

I have always wanted to help other people with disabilities, and with DIAL being a local organisation it's ideal. Volunteering at DIAL has also enabled me to meet new people, gain self confidence and provided me with more speaking opportunities.

Have you had any previous volunteering experience?

Yes. I have been competing on the British Wheelchair Pool Players Association wheelchair pool tour, through this I have become the Press Officer for the BWPPA, which means I've had articles published in magazines and websites around the world!

What does your role at DIAL involve?

As a Volunteer Information Assistant I am currently helping to update and maintain the website, including making sure all of the national contacts are checked and up to date.

What advice would you offer to someone considering volunteering at DIAL?

Volunteering at DIAL is very rewarding. I am in the same position as many of the people who may use the service, so I feel that I can use my own experiences to help others in similar situations. For this reason I would definitely advise others to volunteer, especially fellow disabled people, as you may be aware of the same situations clients of DIAL find themselves in.



Peter Cox - Long Standing Volunteer Perspective

How did you first get involved with DIAL?

I first got involved with DIAL after my wife, who was a head teacher at Auckley Junior School at the time, told me about a Disability Awareness session that DIAL had delivered to the children at the school. I began helping with the sessions and found it very satisfying helping the children to understand my disability and to help raise awareness about disability.

How long have you been volunteering?

About 10 years

What does your role at DIAL involve?

The Disability Awareness Project sadly came to an end but I have continued to volunteer at DIAL and I volunteer on reception at the DIAL office. I greet visitors when they arrive and make sure that enquiries are referred to the appropriate team for advice or assistance. I also deal with the incoming mail - sorting it and entering the data on the database.

What do you like most about volunteering?

Meeting other disabled people and helping them get help where needed.

What advice would you give someone considering volunteering?

Get in touch with DIAL and give it a try!

Volunteer Profiles

Our Trustees play a vital role, volunteering their time, working together to make important decisions about the charity and the work we do.

Did you Know?

Trustee Fact:

There are over 1,000,000 trustee positions in England and Wales.

(taken from Trustees Week BlogSpot website)

Martin Henderson - A Trustee's Perspective

I initially started my working life as a PE teacher in a mainstream school but soon moved in to special needs education particularly involving residential care. Through several promotions during my early years working in Kent and South London I became a Deputy Head Teacher at the age of 33 and a Head Teacher at 37. I moved to Doncaster for my second Headship in an independent special school working with children with special needs when I was 41.

I retired 2 years ago from my post where I was responsible for various special schools, a small village for adults, adult care home and a supported living service. Since retirement my interest in becoming a trustee was prompted by a friend and former work colleague (now the Chair of the DIAL trustees). I have been approached before to do such work however the specific areas that would benefit have been large and not local. The difference with DIAL is it serves the local people and that is why my interest has developed into a recent place on the Board.

I hope my experience in working with people with disabilities will benefit and add to the already vast experience within the trustee team. I would like to think I will be able to contribute in a small way to the delivery of such needed support services for people in and around Doncaster.

Did you Know?

Trustee Fact:

Just over 0.5% of trustees in England and Wales are aged between 18-24 (Compared with 12% of the population as a whole).

(taken from Trustees Week BlogSpot website)



Celebrate Trustees' Week 2-8th November 2015!