



**DISABILITY ADVISORY SERVICE**

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

# 2012-13 Annual Report



*Celebrating*  
**30**  
*Years*





## 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 the 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



Doncaster  
Consortium

## The Trustees 2012-2013

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

Elizabeth Dunlop  
John Dunlop  
Sue Hope  
Anne Laud  
Ted Laud (appointed)  
David Lister (resigned)  
Kerry Maddison (appointed)  
Debbie Osborne (resigned)  
Miriam Shores (resigned)  
Bea Smith  
Elizabeth Ward (resigned)

## Support & Funders

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

Big Lottery Fund

Coalfields Regeneration Trust

Doncaster Metropolitan Borough Council

Lloyds TSB Foundation

Neighbourhood Learning in Deprived Communities



Also the generosity of individuals through personal donations





## Report from the Chairperson

It has been a very busy and eventful year for DIAL.

After almost twenty years working for DIAL, Pam Arrand, Chief Executive, retired. To celebrate Pam's time with DIAL we had a traditional afternoon tea party, attended by present and past members of DIAL and people who have been associated with us. We all had a good time and Pam really enjoyed herself. Pam had led many changes at DIAL, she was well-liked and respected and we were sorry to see her go. We do all wish her the very best in her retirement.

Linda Lee, who has worked as a Manager for DIAL for seven years, was successful in her application for the post of Chief Executive. We were all delighted to be able to welcome her into that position; she obviously knows the organisation very well and she is already doing an excellent job.

It is almost a year ago that we took on an addition to the premises. The new Training room is well utilised and we now have a Training officer who is part of a joint project with the Doncaster Advice Services Partnership (DASP). The extra space was certainly needed and it has proved to be very beneficial. The facilities, a training room and a meeting room, are bookable at a very good rate. Please contact our helpline, if you would like to book.

We still have tremendous concerns regarding funding. We know there is a great need for our involvement in many areas and we are totally committed to providing a first rate service to the people of Doncaster. However, obtaining funding is difficult. We have been unsuccessful this year with one or two funding applications that we have submitted. Our hope is that we receive some additional funding soon. Most of our staff have lots of knowledge and expertise. Much of that would be lost if we have to make some redundancies. We certainly hope to avoid this and, to this end, we welcome any suggestions regarding the selling of our services.

My thanks, and those of the Committee, go to all the staff and to all the people who support DIAL Doncaster in whatever way. Let's look forward to a very successful and productive year ahead.

**Dr Sue Ekins**  
Chairperson



## Review of the Year

We paid a fond farewell to Pam Arrand our Chief Executive and I would like to acknowledge her commitment and enthusiasm given to the organisation over the last twenty years. Having taken over the role as Chief Executive I have realised that the pressure to maintain funding and secure new sources of funding is a constant challenge.

DIAL has continued to provide a high quality of service reaching the most vulnerable people within the Doncaster Borough despite the difficult external funding environment. Changes to the welfare benefits system and the economic recession has impacted on our service which has meant that our Advice Helpline and Welfare Benefits and Tribunal Service have become ever more crucial to the local community. As the demand for our service has continued to grow and the level of support to clients to ensure that they can make informed choices with regards to maintaining their independence has increased, it has required even more commitment from our dedicated staff and volunteers. Our staff continue to provide excellent mentoring and support to new volunteers all of whom have been extremely hard working and supportive during the last year.

The DIAL charity shops continue to support the organisation to deliver core services but we are constantly looking to build on other services to become more sustainable in the future. DIAL continues to build on partnerships within the Doncaster Consortium and the Doncaster Advice Services Partnership (DASP) for the benefit of the community.

I would like to thank all those who have supported DIAL over the last year including the staff that continue to go that extra mile to ensure that the service we provide is of the highest quality.

DIAL benefits from the commitment of our volunteers who give their time, skills and energy to the organisation which would not be as successful without them.

I would also like to thank the Board of Trustees for their continued support with the strategic direction of the organisation and of course to me through my early days in this new post.

I look forward to leading the organisation into the next year knowing that I have the support of those around me.



**Linda Lee**  
Chief Executive



## Financial Report

(A COMPANY LIMITED BY GUARANTEE)

### STATEMENT OF FINANCIAL ACTIVITIES (Including Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2013

Incoming Resources	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
<b>Incoming resources from generated funds:</b>					
Voluntary income					
Donations	2	4,772	-	4,772	2,609
Activities for generating funds					
Shop income		251,079	-	251,079	218,120
Investment income	3	2,315	-	2,315	570
Other income		22,067	1,528	23,595	15,008
<b>Incoming resources from charitable activities:</b>					
Grants and contracts	4	101,172	165,150	266,322	523,717
<b>Total Incoming Resources</b>		<b>381,405</b>	<b>166,678</b>	<b>548,083</b>	<b>760,024</b>
<b>Resources expended</b>					
Costs of generating funds	5	197,904	-	197,904	172,267
Charitable activities	6	140,050	294,053	434,103	436,407
Governance costs	7	9,752	-	9,752	10,620
<b>Total resources expended</b>		<b>347,706</b>	<b>294,053</b>	<b>641,759</b>	<b>619,294</b>
Net incoming/(outgoing) resources		33,699	(127,375)	(93,676)	140,730
Transfer between funds		(1,052)	1,052	-	-
Balances brought forward at 1 April 2012		336,044	169,724	505,768	365,038
<b>Balances carried forward at 31 March 2013</b>		<b>368,691</b>	<b>43,401</b>	<b>412,092</b>	<b>505,768</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 2013**

	Notes	2013 £	2012 £
<b>Fixed Assets</b>			
Tangible assets	13	73,063	87,230
<b>Current Assets</b>			
Debtors	14	30,290	7,734
Cash at bank and in hand		329,312	434,796
		<b>359,602</b>	<b>442,530</b>
<b>Creditors:</b> amounts falling due within one year	15	20,573	23,992
<b>Net Current Assets</b>		<b>339,029</b>	<b>418,538</b>
<b>Net Assets</b>		<b>412,092</b>	<b>505,768</b>
<b>Funds</b>			
Restricted funds	16	43,401	169,724
Unrestricted funds: designated other	17	109,289	163,372
		<b>259,402</b>	<b>172,672</b>
	18	<b>412,092</b>	<b>505,768</b>

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).

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 19 August 2013.

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





## Welfare Benefits Team/Financial Inclusion

This year has seen a sharp rise in client contact with the recent introduction of the Welfare Reform. The change from Disability Living Allowance to Personal Independence Payment, the press releases regarding Universal Credit and the continued migration from Incapacity Benefit to Employment and Support Allowance, has had an impact on the nature of enquiries and the number of cases we now deal with.

ESA in particular is resulting in a dramatic rise in appeal work. DIAL Doncaster is now the only organisation within the DMBC area who can still represent clients at appeal tribunals. Our case load for appeals has doubled over recent months, waiting times for appeal hearings have risen from 6 to 12 months and the Tribunal Service are quoting live caseloads in Doncaster at 1400 appellants listed and waiting for an appeal (as of September 2012).

As the only representative body in Doncaster we receive referrals from not only the full spectrum of voluntary and statutory organisations but in addition from the Ministry of Justice, Courts and Tribunals Service as well.

I would like to give a big thank you to the welfare benefits staff team, paid and voluntary, who have continued to support our clients despite major changes in work patterns, increased case loads, training in welfare reform and all with the continued uncertainty of funding and reduced job security. I feel the team are providing a very much needed service to disabled people in Doncaster and hope to continue for many years to come.

This year we have secured the Welfare Benefits and Tribunal Service contract with DMBC and further funding to provide appeals representation via the Big Lottery Fund so a big thank you to those funders that enable us to continue our work.

Next year will see all of the much talked about welfare reform implemented and promises to be an equally interesting and challenging year, as always we will endeavour to take it in our stride and support our clients to the best of our ability.

## Financial Inclusion

**127** clients received Debt and Housing Advice. This year the main emphasis was on Money Management. The Financial Inclusion Officer assisted clients to maintain control of their finances by equipping them with the necessary skills to be able to manage and maximise income, plan expenditure, explore options for paying household bills in a more effective way and learn budgeting skills. Most of the clients were seen via face to face appointments either at home or in the DIAL office. Housing Advice focussed on areas around accessing the housing register for social housing and discretionary housing payments. Referrals for more in depth housing and debt advice were made to the Doncaster Advice Services Partnership (DASP).



**Kevin Lee**  
Deputy Chief Executive



## Helpline Team

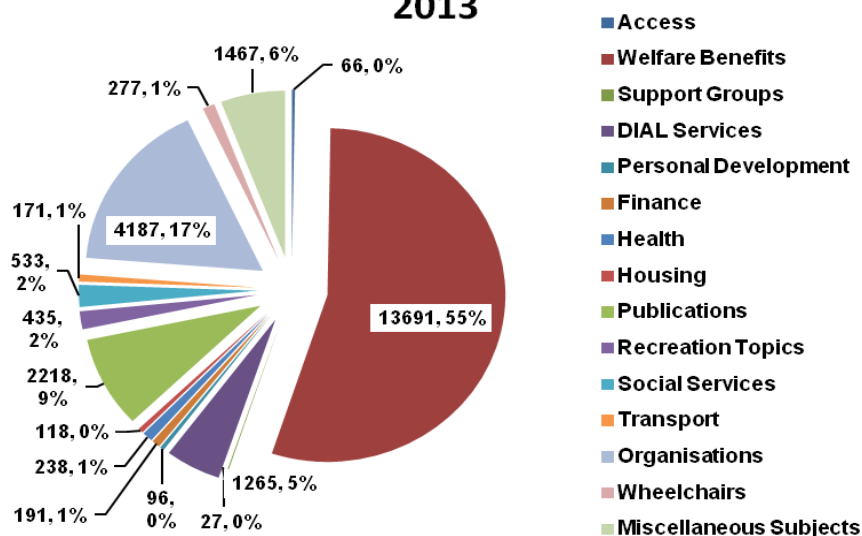
It has been another busy year for the Helpline Team. There have been some changes and additions to staff and volunteers, as well as more requests for help and advice especially since the introduction of the welfare reform.

We have welcomed several new volunteers into the team in the last twelve months who continue to support the helpline, reception and administration teams. We also welcomed Sue Clayton, who had volunteered with DIAL a few years ago but left to pursue another venture. She has since moved back to Doncaster and contacted DIAL to ask if she could come back to her volunteer role within the helpline team which I readily gave her.

To ensure that we continue to deliver an effective service we introduced a new and improved client database system 'AIMS'. The staff received training and support to use the system which has enabled data to be inputted and recorded in a much more efficient way.

The incoming telephone calls to the helpline and clients dropping in to the main office for advice and support has dramatically increased throughout the year. Funding cuts to other advice services has meant that DIAL has felt the overall impact of the demand. The main enquiries are about the welfare benefits reform. Many clients are confused and anxious about the changes and come to DIAL knowing that they will receive impartial and specialist advice. The increase in calls has also stretched the helpline team to their limits. We are currently looking to recruit more volunteers and to improve the answer machine facility to enable us to take more calls to meet this ever increasing need for help.

**Helpline Statistics April 2012 - March 2013**



**Mick Talbot**  
Office Manager





## Information & DIAL Online

I commenced my role as Information Officer in July this year so much of my time has been spent getting acquainted with the relevant programmes and systems of researching, inputting and updating information, and putting them into practice. It is my responsibility to ensure that the information files, factsheets and website are well maintained, up to date and relevant. Our factsheets continue to be very popular whether they are accessed on our website or requested through our helpline so these are reviewed on a regular basis to make sure their content is accurate.

I hope to continue developing the website to keep up with growing trends, such as the increased number of users accessing the website using a mobile device and to look at ways in which our organisation can take full advantage of social media networks.

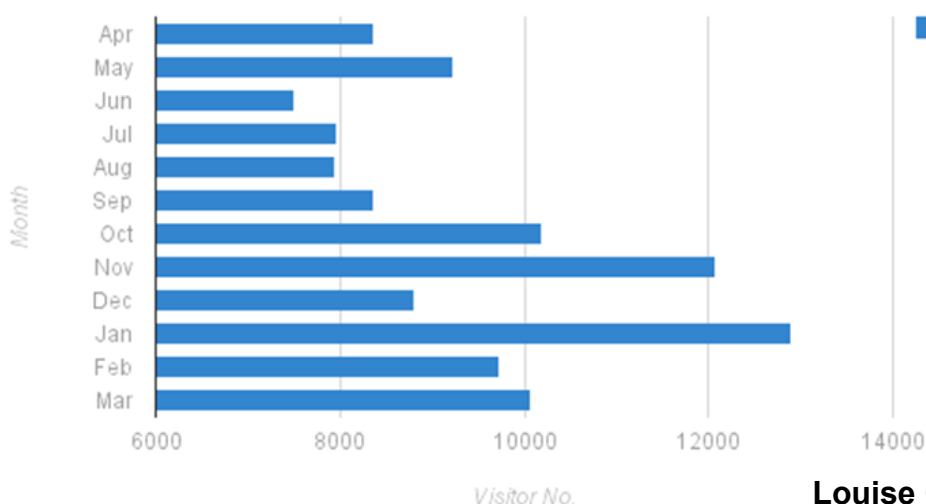
We currently have **238** local and **964** national support groups/organisations listed on our website, kiosks and information database.

We have **77** factsheets and **21** benefit sheets covering a whole range of topics relating to health and disability.

## DIAL Online

- The DIAL website had a total of **113,130** visitors between April 2012 and March 2013 with **190,225** pages being viewed; an average of over **500** page views per day.
- Our quarterly e-newsletter currently has **254** subscribers.
- A total of **25,896** pages were viewed on our touchscreen kiosks which are placed in venues within the Doncaster area including Health Centres and the Central Library.
- A total of **39,638** factsheets were viewed on our website between April 2012 and March 2013 with the most popular being 'Road Tax Exemption', 'NHS Wheelchair Supply', 'Holiday Contacts' and 'Housing'.

DIAL's Website Visitors April 2012 - March 2013



**Louise Charnock**  
Information Officer





## Charity Shops



The DIAL charity shops have supported the organisation throughout the year and have continued to allow DIAL to maintain a strong community presence and offer local people the opportunity to support the charity. There has been a noticeable decrease in the donations of clothing and this has been attributed to the recent influx of clothes recycling enterprises that offer cash for clothing and other items.

The shop Managers and staff continue to be supported by a dedicated team of volunteers and it is thanks to their hard work and commitment that the shops continue to operate so successfully. We have a diverse mix of volunteers throughout the shops and this year we would like to congratulate one of our volunteers, Florence Hankinson on recently celebrating her 90<sup>th</sup> birthday and is still volunteering. What an achievement!



Florence Hankinson  
*DIAL's longest serving charity shop Volunteer*

We would like to express thanks to those who have continued to support our charity shops. Please do remember that your unused and unwanted items can help raise much needed funds to support DIAL to deliver vital services for disabled people in Doncaster.





## Black and Minority Ethnic Support



A total of 12 Health Related Workshops were organised by DIAL's BME Officer, primarily for people from Doncaster's ethnic communities. These were very well attended and covered a variety of topics including 'Liver Awareness', 'Skin Cancer Awareness', 'Ramadan and Healthy Eating' and 'Thalassemia'

A special workshop was also held to celebrate the festival of Diwali.

To enable disabled people and carers become more active, there were a number of fitness sessions held and people from all backgrounds were encouraged to participate. The sessions included Zumba and gentle exercises





## Volunteer Opportunities



The skills that volunteers bring to the organisation have been invaluable and are crucial to DIAL's work. Many of our volunteers have direct experience of disability or manage a long term health condition.

DIAL provides a flexible training programme that enables our volunteers to develop new skills and build on their confidence. They are able to experience a full working environment with support and mentoring from staff and experienced volunteers. Three volunteers have gained paid employment in the last twelve months.

DIAL actively encourages and develops diversity within the service and our volunteers range from all ages and all backgrounds bringing the organisation closer to the community it supports.

For further information about the current volunteer opportunities within DIAL you can access the information via our website or by contacting our Volunteer Recruitment Team on 01302 327800.



Hannah, a volunteer receptionist, has been with DIAL for almost three years. Here's what she has said about her experience within the organisation.

*"Being a volunteer with DIAL has given me more confidence and I have learnt new administration and computer skills. I hope to continue building on my confidence, which I'm sure will improve in time. I enjoy interacting with clients that come into the office and it feels good to help other people. I enjoy coming to DIAL as I have made lots of new friends during my time here".*



## Volunteers continued

Longest Serving Volunteer, Geoff Hill to retire.....

Geoff Hill, DIAL's longest serving volunteer has decided to retire after 19 years contribution to volunteering. Geoff has been a familiar and friendly presence both in the office and at the DIAL charity shops.



Geoff first attended an interview to become a DIAL volunteer on Thursday 20th October 1994 and was interviewed by Jill Jackson and Jenny Gill. Following a successful interview he commenced his volunteering role on Wednesday 4th January 1995 and worked with another volunteer, Alan Johnston. He volunteered for two days per week as an administration volunteer within the Welfare Benefits Team. When DIAL relocated so did Geoff and he continued to support the Welfare Benefits Team within the office for a further 12 years until he decided that he needed a change. In 2007 he started going out to support the charity shops, visiting customers in

the DIAL van to deliver and pick up donated items. As the DIAL charity shops continued to expand so did Geoff's travels and he has supported all of the shops since then. He has also been a true mentor and has supported younger volunteers who have assisted him with the deliveries and collections.

Geoff has made the decision to retire this year and commented that he had been honoured to meet so many great people and had been lucky enough to experience volunteering within the office and at the shops. He wanted to wish everyone at DIAL the very best and hoped that the organisation would continue to grow.

On behalf of the Management Committee, staff and volunteers I would like to extend our gratitude and thanks to Geoff for his dedication to the organisation and for really making a difference within the community.

