



DISABILITY ADVISORY SERVICE



Annual Report 2010-2011

The Trustees 2010-2011

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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
- NHS Doncaster
- Soroptimist Society

Also the generosity of individuals through personal donations.



the coalfields
regeneration trust



Lloyds TSB



Doncaster



Report from the Chairperson

2010/2011 has been a difficult year for DIAL. Major cuts in funding have meant that staff who have left have not been replaced and that, in turn, has meant that all the remaining staff have had to work harder to maintain the standard of service which they provide. I think all would agree that they have managed extremely well. It would be good to feel that there was light at the end of the tunnel but, unfortunately, with the state of the economy being as it is, I feel that there are difficult times ahead for some time to come.

Managing change is not always easy - it can be quite challenging. I believe that the best way to manage change which is inevitable is to look at all the positives and work on them because there is nothing at all to be gained by being negative. I feel that this is just what is happening at DIAL. The management and staff are looking very positively at what they can do to maintain the excellent service which they have become recognised and respected for.

Achieving Quality Standards is not easy. A great deal of effort goes into preparation, the interpretation of the standards, ensuring that all those involved are aware of what is necessary to ensure a quality service and then maintaining that quality. DIAL seemed to make the process for achieving the Volunteers Quality Standard appear easy and I believe that this is because they already knew how to ensure quality. It is a great achievement for them and it is just one of the many things which makes me proud to be associated with DIAL.

Pam was delighted to receive the Big Lottery funding again and it was very reassuring to also receive funding from Lloyds TSB for the Personalisation Project. Personalisation is something which is still very new and everyone involved with it throughout the country is trying hard to make it work to the best effect. It is to DIAL's credit they do seem ahead of the game. Since they became aware of the advent of personalisation they have worked hard to understand how it is going to work. The main aim is to ensure that people who are entitled to these budgets do receive their entitlement and then are able to use it wisely for the services which they require.

DIAL's work in schools is very close to my heart. Though the subject of disability is touched upon in the National Curriculum, it is not sufficiently detailed for children to fully understand about disabilities. It is good to know that DIAL provides advice to schools and some disability awareness sessions. It would be wonderful to receive funding to enable more work to be done in schools because I believe that these are the places where overcoming adversity really start.

I would like to thank all DIAL staff, volunteers and the Management Committee for their continued support and commitment. My heartfelt thanks also to all those who support DIAL in any way all throughout the year.

Very Best Wishes

Dr. Sue Ekins
Chairperson



Review of the Year

Throughout the year we have continued to improve and expand DIAL's services that promote and support the inclusion of disabled people and make a real difference to their lives. We have made contact with more service users than ever before and have now developed a very strong Welfare Benefits Service.

DIAL staff are proactive in collaborating with both voluntary and statutory agencies in order to provide an appropriate service for disabled people. They cross refer with other agencies and meet to share information and mutual support.

This year we have achieved the Investing in Volunteers Quality Standard, recognising the excellent work we do with volunteers. Being one of only three organisations in the Doncaster area to have achieved this quality mark is a great accolade. We recognise the importance of our volunteers and encourage them to be involved in all aspects of our work. DIAL's volunteers are invaluable to the work that we do as many are disabled so can relate to the people they help.

Unfortunately, funding from NHS Doncaster ceased as from March 2011. This was a big blow for the organisation and despite losing three members of staff who cannot be replaced due to funding cuts, we will strive to deliver the excellent service we have always given for the benefit of the most vulnerable people in Society.

On a better note, we have been successful in securing three year Big Lottery funding once again to support our Helpline, BME Project and Debt Advice. We have also been granted funding from Lloyds TSB to provide DIAL's first Personalisation Project. This has helped disabled people through the complex application process of personal budgets for social care, using a person centred approach, promoting independence and choice, and raising awareness of Personalisation.

As we look to the future, it is important to note that the arena we are in is likely to change dramatically in the future and, as far as possible, DIAL must be prepared to deal with the forthcoming challenges over the next few years. Due to the commitment and dedication of its Committee, staff and volunteers, I am sure we will succeed.

Pamela Arrand
Chief Executive



Financial Report

STATEMENT OF FINANCIAL ACTIVITIES (Including Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2011

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
Incoming Resources					
Incoming resources from generated funds:					
Voluntary income					
Donations and grants	2	4,274	-	4,274	2,565
Activities for generating funds					
Shop income		185,136	-	185,136	147,043
Investment income	3	185	-	185	226
Other income		12,919	-	12,919	9,348
Incoming resources from charitable activities:					
Grants and contracts	4	113,350	379,889	493,239	411,551
Total Incoming Resources		315,864	379,889	695,753	570,733
<u>Resources expended</u>					
Costs of generating funds	5	29,851	-	29,851	29,860
Charitable activities	6	199,373	385,928	585,301	561,640
Governance costs	7	9,718	-	9,718	12,050
<u>Total resources expended</u>		238,942	385,928	624,870	603,550
Net incoming/(outgoing) resources		76,922	(6,039)	70,883	(32,817)
Transfer between funds		-	-	-	-
Balances brought forward at 1 April 2010		244,683	49,472	294,155	326,972
Balances carried forward at 31 March 2011		321,605	43,433	365,038	294,155

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

BALANCE SHEET
AS AT 31 MARCH 2011

			2011		2010
	Notes	£	£	£	£
Fixed Assets					
Tangible assets	13		48,646		60,539
Current Assets					
Debtors	14	9,587		4,810	
Cash at bank and in hand		324,433		251,063	
			334,020	255,873	
Creditors: amounts falling due within one year	15	17,628		22,257	
Net Current Assets			316,392		233,616
Net Assets			365,038		294,155
Funds					
Restricted funds	16		43,433		49,472
Unrestricted funds: designated	17		133,879		46,356
other			187,726		198,327
	18		365,038		294,155

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 September 2011.

Susan P. Ekins

Dr S P Ekins



Paula Barnett
Finance Manager

Helplines



DIAL Doncaster's helpline is the only telephone helpline in the Doncaster area specifically aimed at disabled people and those with long-term conditions. **12,800** people contacted DIAL through its' helpline last year and **2,279** people came into the office for assistance. Over **60,000** enquiries were taken during this period ranging from Welfare Benefits, Social Services, Recreation, Housing, Health, Support Groups, Debt etc.



"I know just where to contact when I have a problem that I am unable to solve myself."

Wheelchair Hire & Photography Service

140 wheelchairs were hired out during the period of April 2010 - March 2011 for short-term loan. People hire them whilst waiting for NHS wheelchairs or for holidays or outings. DIAL's wheelchairs are also used for Disability Awareness/Equality Training.



19 people who had difficulty using photo booths used DIAL's Photography Service for Blue Badge and Passport photographs.



Financial Inclusion



The Welfare Benefits System is difficult to understand. DIAL's service users often don't know what they are entitled to and how to go about applying for help. DIAL's service is developed to address these needs. DIAL continues to be part of the Doncaster Advice Services Partnership and regularly meets with Doncaster CAB and M25 to offer a seamless service.

Last year we saw all Welfare Benefits records broken. DIAL's Welfare Benefits Team dealt with more clients, helped claim more money in "new benefit claims" and represented at more Appeals than ever before.

6,480 people were assisted with in-depth welfare benefit enquiries, resulting in benefit claims of **£2,274,004 annual income** and **£397,233 backdated benefit** for Doncaster people.

Over **400** cases of Appeal Work were undertaken last year with representation at **254 Appeal Tribunals**, of which DIAL has a 90% success rate.

Unfortunately, due to the economic downturn that has implications for employment in the area, we forecast a continued reliance on state benefits. We also feel that the new Employment and Support Allowance will mean more people having their Incapacity Benefit entitlement reviewed and changed, generating more client Appeal work for DIAL's Welfare Benefits Team.

Debt Advice

DIAL provides the only Debt Adviser specifically giving free help to vulnerable and disabled people. Alison Kilgour-Miller has over 15 years experience giving debt, benefits and welfare advice.

Over **400** clients received debt counselling, budget management and financial matters relating to housing and benefits.

Alison collects information about income and debts and then works with clients to put a budget together and prioritise payments to creditors. She also supports people through court proceedings or, in extreme cases, helps them take initial action towards declaring themselves bankrupt.

Mrs A lived with her husband (84) who had severe chronic obstructive pulmonary disease. Caring for her husband was becoming increasingly difficult due to her own deteriorating health. As Mr A could no longer drive they found themselves becoming increasingly isolated. DIAL staff visited the couple. They were told they both qualify for Attendance Allowance and DIAL assisted in obtaining and completing the necessary forms which proved successful. They were also helped with independent living equipment. The benefits maximised their income which enabled them to be able to afford things that didn't seem possible before and the equipment made life much easier. They were able to visit their family more often as they could now afford a taxi and are now both having a more active life. Their health has greatly improved and they feel less isolated.

Thankyou

Case History

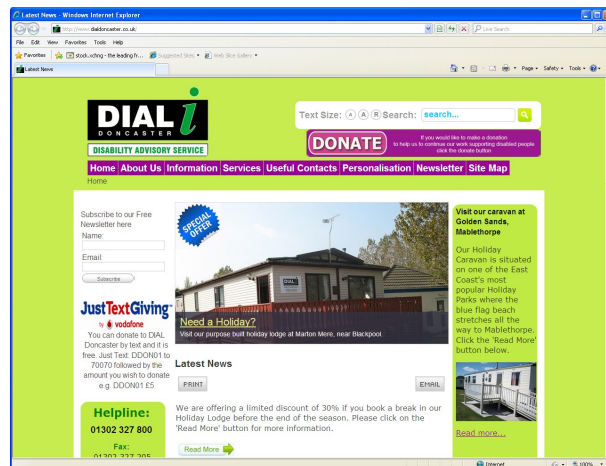
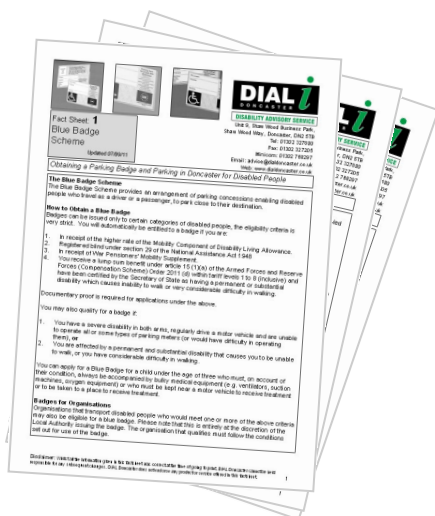
"The Advisers who saw us were very helpful and were extremely professional. They put us at ease and explained everything to us"

Information

DIAL's Information Manager is frequently updating and providing accurate, readily understandable and accessible information.

81 fact sheets are now available on a variety of subjects, including Housing, Equipment for Independent Living, Personal Budgets, Disabled Facilities Grant, Arts, Leisure and Sport, Social Care, Health Services etc. which are all **free** to service users and Healthcare Professionals.

3,000 copies of DIAL's popular Disability Information Directory have been distributed throughout Doncaster this year.



DIAL Online

66,204 visitors looked at DIAL's website and **1147** referrals were made from other sites. The website now has **14,500** pages and is updated and maintained daily. It provides access to services for the most vulnerable and marginalised people.

88,482 pages were viewed via DIAL's touchscreen kiosks placed in health centres in the Doncaster area.



Community Development

46 talks were given throughout the year to a large variety of organisations, such as South Yorkshire Fire and Rescue, Aiming High, Doncaster Fibromyalgia Group, Take Heart Group, Children's Centre, to name just a few.

41 events were attended where **1,560** people were seen and from these **45** complex enquiries were referred back to the Helpline.

81 meetings were attended by DIAL's Community Development Manager (e.g. Equalities and Human Rights, Crown Prosecution Service Hate Crime Scrutiny Panel, Disability Cluster, LinK, Citizens Advice Bureau etc.). DIAL continues to build strong links with many organisations in the Doncaster area for the benefit of its service users.

Access Audits

14 Access Audits/Advice were given last year by DIAL's trained Access Officers, enabling more groups and businesses to provide accessible accommodation and venues for disabled people.



"We never realised that DIAL offered so many services. What a wonderful presentation. Many thanks".

Woodlands New Estate TARA

"John gave a presentation on all the aspects of help that DIAL has to offer. Many thanks for an enjoyable and informative talk for which we are very grateful"

Soroptimist International, Doncaster



Black and Minority Ethnic Support

12 Health Related Workshops were arranged primarily for people from Doncaster's ethnic communities in which **425 people attended**. These were on subjects such as "Healthy Eating", "Keeping Your Heart Healthy", "Different Forms of Arthritis" and "Stroke Awareness".

40 fitness sessions were arranged enabling disabled people and carers to become more active and, by mixing with other people in a similar position, enabled them to relate to each other and discuss similar health or disability issues. The fitness sessions included Yoga/Stability Ball, Tai Chi/Gentle Exercises, Chair/Floor Exercises and a mixture of Salsa.

500 leaflets publicising the service were distributed throughout Doncaster. These were done in a variety of languages (English, Urdu, Hindi and Chinese).



"Please keep on holding these workshops as it is a very good way of getting information across to disabled people and their carers"



Outreach and Personalisation

OUTREACH

196 Outreach Surgeries took place last year where **908** people were assisted with disability and benefits issues. This is an increase of 13 people from the previous year.

DIAL has now added Denaby Main Opportunity Centre to its venues for outreach surgeries. Other surgeries are held at St John's Hospice Information & Support Centre, Glenthorne House on Thorne Road, The Children's Centre in Scawthorpe, Armthorpe Library, The Rossington Practice, East Doncaster Development Trust in Dunscroft, and The Martinwells Centre in Edlington.

PERSONALISATION

This project is supported via Lloyds TSB Foundation and is proving extremely successful. Sue James, DIAL's Personalisation Officer, has given **36** clients information, advice and support regarding the complex procedure of Personal Budgets. Five of these are now being processed by Doncaster Council, ten have been reassessed and were successful in being awarded extra hours or finance.

After 14 home visits and 20 phone calls, Sue Managed to help one client gain an amount of £13,000, to which he is extremely grateful.

"Just a big thank you for the lady who helped us. We saw the person at Glenthorne House. Keep up the good work"

Thankyou

"My son and I cannot thank you enough for fighting for him, because you cared enough to do so. Thanks to you, you lovely lady".

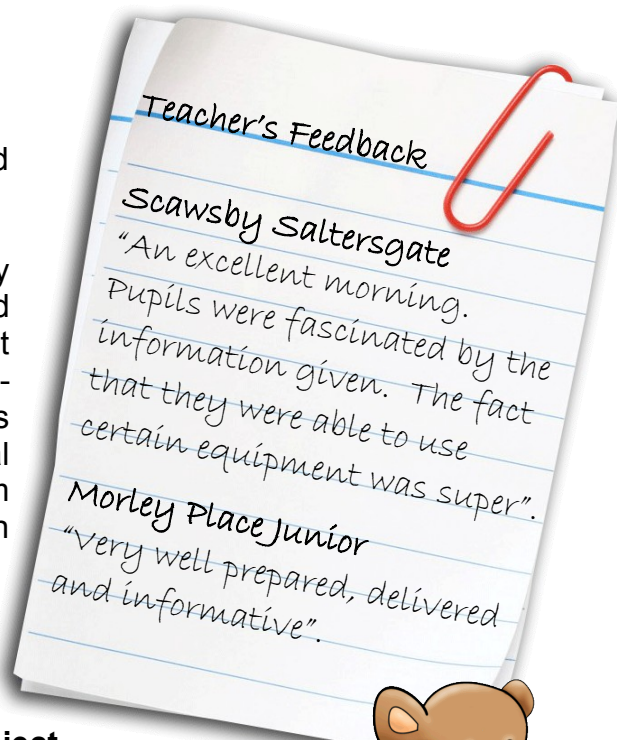


Disability Awareness

School Project

The Big Lottery Funded Project has, once again, proved invaluable for school children within the Doncaster area.

16 primary schools were visited last year where disability awareness/equality sessions were given to **538** children and **62** teachers. The training is interactive with lots of equipment for the children to see and try. It is divided into 4 parts - Hearing Impairment, Sight Impairment, Wheelchair Users and Equipment for Independent Living and a general question and answer session. Booklets, bookmarks and "I'm Disability Aware" badges are handed out to all children completing the sessions.



Children's Feedback

Scawsby Saltersgate

"It's a good experience & fun".

"I learnt that disabled people are just the same as us".

Morley Place Junior

"I felt it really made me understand about disability"

"It was very good and the people were kind".

Evening Groups Project

11 sessions were completed for After School Groups, the majority of training given to Cubs, Beavers and Brownies.



Volunteering



"Thank you for giving me the opportunity to learn new skills and regain my confidence after my illness. Your patience and training have enabled me to step back into employment and I will never forget your kindness".

- Volunteers carry out a wide range of activities within DIAL, such as supporting our Helpline giving advice, Disability Awareness Training, Welfare Benefits Administration, support with our BME Project, Charity Shop Assistants, Van Drivers, Delivery and Collection Assistants, Information Administration and Reception.
- DIAL's volunteers are from a variety of ethnicities, including Chinese, Pakistani, Indian, Polish and Afro-Caribbean. Many volunteers are disabled so can relate to the people they are trying to help.
- The ages of DIAL's volunteers vary from 20 – 70. Some have been with the organisation for over 15 years, whereas others have gone on to paid employment.
- All DIAL volunteers have access to training opportunities and are actively encouraged to take up appropriate training.



Sustainability

Charity Shops

DIAL's three charity shops are doing well, helping to provide income for the organisation to enable it to become more sustainable. They recycle unwanted goods, reducing waste going into landfill sites and helping the environment. People who are less fortunate can buy goods at extremely competitive prices and large items can be delivered or collected.

Holiday Accommodation

Marton Mere, near Blackpool

- DIAL's purpose built holiday lodge is situated on the Haven Holiday Park at Marton Mere near Blackpool. Marton Mere is a nature reserve with stunning views of the lake and hides are situated at the edge of the park for bird watching.
- The lodge offers three bedroom holiday accommodation, sleeping up to eight people and is fully accessible for disabled people.
- The price includes 8 Fun Works Passes

Golden Sands, Mablethorpe

- DIAL's three bedroom holiday caravan is situated on the Haven Holiday Park, Golden Sands, at Mablethorpe, near Skegness.
- It has one double bedroom, two twin rooms and a fold-out double bed in the lounge area.
- It has a full length veranda with lockable gate and ramp.
- The caravan was gifted by Aiming High and children with disabilities and behavioural problems would take preference.



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.



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