

DISABILITY ADVISORY SERVICE



Annual Report 2011-2012

The Trustees 2011-2012

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Julie Smith

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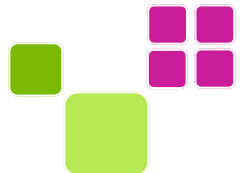
Support & Funders

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

Aiming High
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

This has been a very busy year again for DIAL Doncaster. The Government's Green Paper "Support and Aspiration" has been a topic of conversation and has inspired the DIAL staff to increase their knowledge and understanding of the issues surrounding it.

Already the staff were preparing for Personalisation, with a couple of the staff attending relevant training courses and then feeding back the information to the rest of the staff. As with any new initiative, those people affected by it are looking for reassurance that things will be okay for them. In this case, those people with a disability are needing reassurance that their needs will be met. The knock-on effect for DIAL is that there have been many more enquiries and requests for support.

At the Business Development Day earlier this year, an agreement was made that we would expand our services as best we could, to ensure we offered a wider range of support. We have a range of experience, skills and abilities on the Board and within the staff team. To this end we identified that we would benefit from having bigger premises.

We would like to include Counselling, Parenting Classes and Therapeutic Intervention in the services which we provide and we would need rooms available for this. Funding, though, is certainly an issue. Completing tenders for funding takes up much of Pam's time.

We would be very pleased to hear from anyone who could help us in any way, either by offering us an available room from time to time or by pointing us in the right direction for available funding, or by offering us their services. We know that the people of Doncaster need our services and we really do want to help as many people with a disability as possible. We feel we have another exciting year ahead of us.



Dr Sue Ekins
Chairperson



Review of the Year

Unfortunately, it is with great sadness that I have to start this report by paying tribute to Jenny Gill, DIAL's former Chairperson, who died earlier this year. Jenny first began volunteering at DIAL when the organisation was based in St Catherine's grounds and became DIAL's first Welfare Rights Adviser. She then went on to become Office Manager. Following her retirement she continued to support DIAL and became Chairperson in 1999, holding that position for five years. Her contribution to the organisation was second to none, helping to make DIAL the professional and caring organisation it is today. She will be missed by all those who knew her.

On a happier note DIAL was assessed once again in March for Investors in People. The Assessor's report was very good and stated that feedback against the IIP objectives reflected excellent, inclusive approaches to planning and performance at all levels. He also said that it was a great place to work with DIAL's staff and volunteers having a sense of commitment and pride in what they did. Well done everyone!

DIAL has also been successful in obtaining the Customer First Quality Mark. The Assessor informed me that only 30% of organisations and companies pass this accolade first time and DIAL was in that 30%. She also stated that DIAL's BME Project was the best she had ever seen, so congratulations goes to Sobyia for developing this.

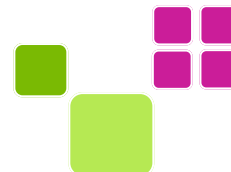
This year DIAL held its Business Planning Workshop at Castle Park in which all staff, volunteers and trustees were invited to attend. We identified what our service users wanted, or

might want, what we already did well and where we could either improve or develop new services. From this workshop DIAL now has an updated three-year Business Plan which will, hopefully, lead to desirable outcomes for the organisation and the people who require our service.

DIAL has also become a full member of the Doncaster Consortium for Voluntary and Community Groups. Its primary goal is to enhance the competitiveness of the Voluntary and Community Sector across Doncaster through stronger collaboration. This will enable members to increase their chances of winning contracts, and improve the quality of delivery in order to strengthen outcomes for local people. We have joined this Consortium as we believe that, together, we can learn more, progress faster and provide better services than we can apart.



Pamela Arrand
Chief Executive



STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2012

Incoming Resources		Unrestricted Funds	Restricted Funds	Total Funds 2012	Total Funds 2011
	Notes	£	£	£	£
Incoming resources from generated funds:					
Voluntary income					
Donations	2	2,609	-	2,609	4,274
Activities for generating funds					
Shop income		218,120	-	218,120	185,136
Investment income	3	570	-	570	185
Other income		12,277	-	12,277	12,919
Incoming resources from charitable activities:					
Grants and contracts	4	116,659	409,789	526,448	493,239
Total Incoming Resources		350,235	409,789	760,024	695,753
Resources expended					
Costs of generating funds	5	172,267	-	172,267	163,427
Charitable activities	6	152,909	283,498	436,407	451,725
Governance costs	7	10,620	-	10,620	9,718
Total resources expended		335,796	283,498	619,294	624,870
Net incoming resources		14,439	126,291	140,730	70,883
Transfer between funds		-	-	-	-
Balances brought forward at 1 April 2011		321,605	43,433	365,038	294,155
Balances carried forward at 31 March 2012		336,044	169,724	505,768	365,038

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 2012**

	Notes	£	2012 £	£	2011 £
Fixed Assets					
Tangible assets	13		87,230		48,646
Current Assets					
Debtors	14	7,734		9,587	
Cash at bank and in hand		434,796		324,433	
		442,530		334,020	
Creditors: amounts falling due within one year	15	23,992		17,628	
Net Current Assets			418,538		316,392
Net Assets			505,768		365,038
Funds					
Restricted funds	16		169,724		43,433
Unrestricted funds: designated	17		163,372		133,879
other			172,672		187,726
	18		505,768		365,038

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 17 September 2012.

Susan P. Ekins

Dr S P Ekins
Chairperson

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.



Paula Barnett
Finance Manager

Information

DIAL's provision of information continues to play an important role in promoting independence and choice for disabled people, their carers and other professionals working within the caring field. Information can help to support individuals to make informed choices, take decisions, understand their rights and be fully engaged within society.

Disabled people's need for information and advice is arguably greater than that of the population in general. A disabled person with a mobility restriction, for example, may not simply require the time of a train from A to B, but may additionally require information on the accessibility of the station at each end or at any connecting point. Also the availability of assistance at the stations, accessible transport at each or whether it is necessary for a wheelchair user to reserve a space.

Whilst many generic advice services may be able to advise a disabled person on certain core enquiries, few have the information resources and specialist knowledge required to provide a disabled person with the comprehensive, dovetailed advice and information they require. For these reasons DIAL Doncaster has specialist advisers and is constantly updating information for the benefit of disabled people.

81 free factsheets are now available on a variety of subjects such as Independent Living, Personal Budgets, Transport, Disability Related Concessions and Support, Blue Badge Scheme and many more.

Due to popular demand **5,000** DIAL Disability Directories were circulated throughout the Doncaster area last year.

DIAL ONLINE

DIAL's website provides extensive specialist information on a wide range of topics relating to disability. With visits to the website increasing by **22,409** in the last twelve months and hits totalling **152,149**, the information team have worked tirelessly to keep abreast of any new developments with information, especially with the forthcoming changes to the welfare benefits system.

The development of the DIAL E-newsletter which provides another useful source of information on a quarterly basis has proved to be very successful and subscription is free via the DIAL website www.dialdoncaster.co.uk.

There are now **274** local support groups and **1,030** national support groups listed on the website, as well as many other subjects that may assist disabled people.

Over **60,000** pages were viewed on the touch-screen kiosks placed in Health Centres which enable people to access non-medical information whilst waiting to see their GP.



Linda Lee
Information Manager



Health, Fitness and Finance for Disabled People

We are extremely grateful to the Big Lottery for supporting DIAL Doncaster



Helpline

Access Issues	93
Welfare Benefits	14,650
Support Groups	36
DIAL Services (e.g. blue badge photos, holiday lodge, etc)	1,520
Personal Development	163
Finance	258
Health	306
Housing	160
Publications	25,667
Recreation	333
Social Services	657
Transport	240
Organisations	24,104
Wheelchairs	418
Miscellaneous (e.g. clothing, furniture etc)	2,215

Enquiries
70,820

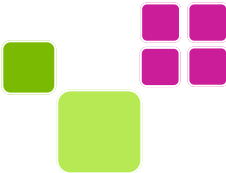
Client Contact
12,962

Visitors to DIAL
1,528



“I know where to contact when I have a problem that I am unable to solve myself”

“The service you offer is invaluable to many people like myself”



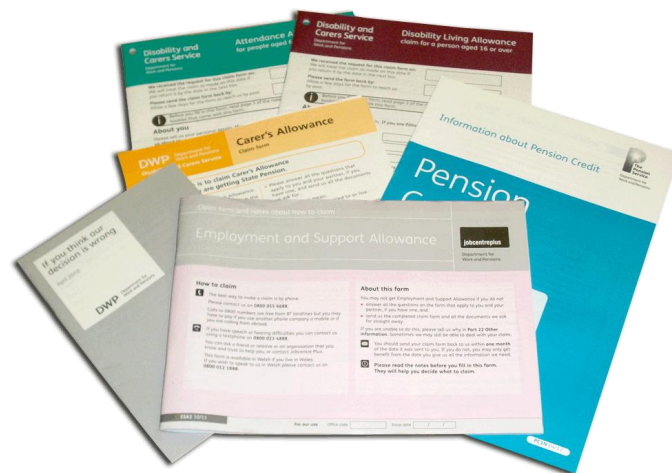
Welfare Benefits

Welfare Benefit work remains as DIAL's busiest, amounting to over 40% of all DIAL enquiries. We have six Specialist Benefits Officers plus three Administration Staff, paid and volunteering, all working towards servicing this demand.

We helped **5873** people with in-depth benefits advice, represented at **295** appeal tribunals, gained **£2,184,635** in annual benefit income plus **£407,000** in backdated lump sum.

Due to austerity measures in these troubled times, funding for such work is becoming much harder to find. Indeed many suppliers of benefits advice have had to dramatically reduce or cease this work altogether.

This is, not surprisingly, adding further pressure to our work load and with the proposed reform of welfare benefits due to start in 2013, we can only foresee a greater demand for help, advice and representation.



Financial Inclusion

141 enquiries were dealt with by DIAL's Financial Inclusion Officer who assisted clients in welfare benefits, debt and maximising income.

"My pensions were worked out and I was relieved"



Health-Related Workshops

An average of 30 people attended DIAL's 12 Health-Related Workshops arranged by Sobya Yaqoob, the majority from black and minority ethnic communities. These were given at Doncaster Women's Aid Centre and speakers were invited to talk on a variety of subjects such as:

- Counselling for those experiencing domestic violence
- Common Health Problems (e.g. colds, hay fever)
- Anaemia Deficiency
- Healthy Eating
- Rape & Sexual Abuse



Fitness Sessions

30 sessions were delivered throughout the year, enabling disabled people and their carers to become more active.

Qualified instructors were booked for the sessions which included

- Gentle Exercises
- Kettle bells
- Step
- Stability Ball
- Zumba



These were well attended and enabled people not only to become fit but also to meet new friends.



Volunteering Opportunities



DIAL's volunteers make a crucial contribution to the organisation, delivering vital services and involving people co-productively in shaping their own care.

There are a variety of job roles that volunteers can do within the organisation, giving them plenty of scope and diversity.

As well as improving outcomes for the organisation, volunteering can also bring benefits to the people who actually volunteer.

This year DIAL has offered 12 week placements with a Certificate of Achievement being given at the end of the placement period. The sessions include:

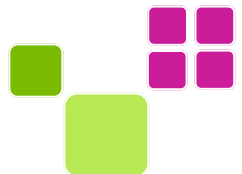
- Basic retail skills
- Organisational skills
- Disability awareness training
- Administration
- Reception

This has proved extremely successful with two volunteers gaining confidence and experience to find paid employment.

"Being unable to get a job due to lack of work experience, having completed a degree course and overcome a serious health condition, I became very depressed and, after two years, decided to join DIAL Doncaster as a volunteer advice worker. I considered the experience I gained was invaluable and now have paid work through DIAL's friendly and professional support".



"After being confined to a wheelchair for 10 years, I plucked up the courage to ring DIAL Doncaster about a voluntary position. The next thing I knew I was sat in front of a desk being interviewed and, since that day, I have never looked back on my once boring life. DIAL has given me encouragement and confidence to realise that there is a life after disability".



Personalisation

DIAL's Personalisation Project, supported by Lloyds TSB, is still proving to be a big success and is much needed in the community.

During the second year of this project, Sue James, DIAL's Personalisation Officer, saw a further 26 people, supplying information, advice and support within the timely and complex procedure of Personal Budgets. Seven of the clients seen were awarded various hours and funding ranging from £4,000 to £11,000.

DIAL is working in partnership with Doncaster Autism Spectrum Information Centre and Heatherwood School providing advice to parents about the Personalisation Project.



Sue James
Personalisation Officer

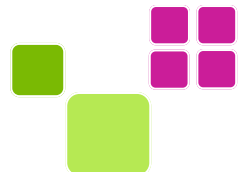


Case History

A lady in her mid fifties with mental health issues came to DIAL to be reassessed for the higher rate of DLA. It was established that, although she didn't fit the criteria for the higher rate, she would be a suitable candidate for the Personal Budget Scheme.

Her friend became her Personal Assistant and she was awarded a Personal Budget of £16,000. She was also fitted with equipment for independent living - a walk in shower, stair lift and numerous kitchen aids.

The lady now has a new lifestyle. She has gained more confidence to the extent that she has joined various clubs and enjoys social outings without being anxious as she previously was.



Disability Equality/Awareness Training

This extremely successful project has been given another £10,000 this year via the Big Lottery Supporting Change & Impact Fund to enable it to become sustainable.

During last year 17 different schools were given disability awareness training sessions with 710 children and 73 teachers being involved.

12 after-school groups were also provided with training sessions in which 391 children and 76 leaders took part.

Disabled volunteers were recruited to give the training so that they could relate to the children and talk about their own impairment and how they coped with issues affecting their lives.

Feedback forms from both teachers and children were very positive with excellent comments.

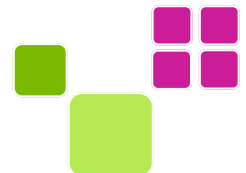


Children's' Comments:

- *"I learned that there are loads of disabilities and that they are still normal people. I also learned how they cope with everyday life"*
- *"I thought it was amazing to learn while having fun"*
- *"It was interesting because we didn't just sit down and listen; we actually got to take part"*

Teachers' Comments:

- *"The morning was well structured with plenty of activities. It was nice too that the groups were small so all could be hands on without waiting"*
- *"Every session was fantastic. All children were thoroughly engaged and preferred to be actively involved in each session. They were talking about what they had learned and experienced for the rest of the week"*



Other Services

Wheelchair Hire Services

From small beginnings DIAL Doncaster's Wheelchair Hire Service has grown considerably and has been extremely beneficial to Doncaster people who required short-term loans, with **513** being hired out last year.

At present fees are:

- £3.00 per day (24 hours)
- £7.00 per weekend (Friday to Monday)
- £15.00 per week (7 day period)



Photography Service

DIAL's Photography Service proves invaluable for people who need blue badge, passport or other identity photos and find it difficult accessing photo booths. **39** people used this service last year. **Six** photos are given for an amount of **£3.00**.



Blue Badge Application Support

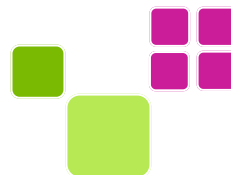
The forms to claim a Blue Badge have now become much more complex. DIAL now has a dedicated volunteer, Karen Ibbeson, who is trained to complete these forms on behalf of service users. This new service is becoming extremely popular with new applicants and those re-applying for renewals.



Karen Ibbeson

Car Stickers

Car Stickers (e.g. "Don't Park Too Close", "Disabled Driver" etc) are available at the DIAL office from **£1.00**.



Sustainability

Charity Shops

DIAL now has four charity shops, the latest one opening on Balby Road. DIAL's other shops are situated in Armthorpe, Intake and Woodlands, and 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.

DIAL has two delivery vans which can collect and deliver large items.

Any donations, large or small, are gratefully appreciated.



Holiday Accommodation

DIAL's Holiday Accommodation has proved to be an asset for disabled people and those with disabled children, although anyone can book.

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. If people want a bit more excitement, Blackpool is only 20 minutes away.
- The lodge offers three bedroom accommodation, sleeping up to eight people and is fully adaptable for disabled people.

- The price includes eight Fun Works Passes.



Golden Sands, Mablethorpe

- DIAL's three bedroom holiday caravan is situated on the Haven Golden Sands Holiday Park 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 behaviour problems take preference.

High Dependency Changing Unit

DIAL now has a portable High Dependency Changing Unit, with toilet, which can be towed to any event.

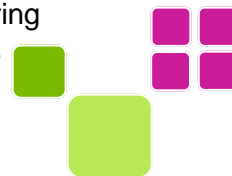
The unit contains:

- Hand basin with sensor tap and warm water supply
- Electrical hoist
- Toilet
- Non-slip flooring
- Internal heater
- Mirrors, hand rails, vanity unit
- Sliding internal privacy curtain
- RADAR lock



The unit was gifted by Aiming High and has been booked for various events throughout the year at places such as Donnington Park, Chepstow, Harrogate, Wokingham and Duxford.

Anyone interested in hiring this unit can ring DIAL's Helpline number (01302 327800).



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.

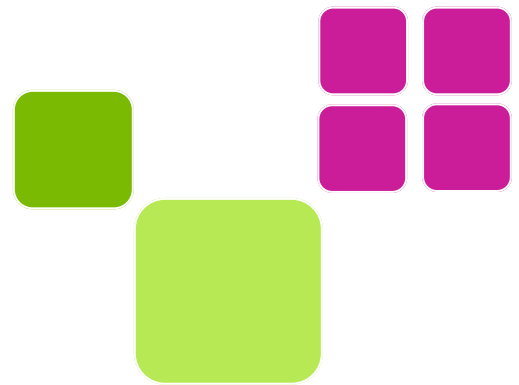
We aim to empower and enable disabled people to live a more independent and enriched life.

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.





DIAL Doncaster

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