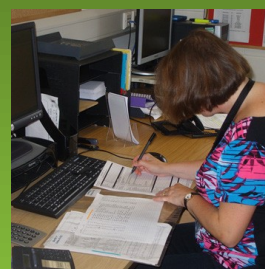




Annual Report

2015-2016



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 2016

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 2016. 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
Mrs E Dunlop
Mrs S Hope
Ms K Maddison
Mrs B M Smith
Mrs S Mackay
Mr M Henderson

Charitable Trustees

The trustees above also acted as charitable trustees of the charity.

Company Secretary

Mrs L Lee (resigned 11/03/16)

Senior Management Team

Office Manager - Mr M Talbot
Finance Manager - Mrs P Barnett
Welfare Benefits and Tribunal Manager - Mr M Bond

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
Sheffield Futures - Talent Match



LOTTERY FUNDED



Also the generosity of individuals through personal donations.

View from the Chair

This year has been another busy one and as funding challenges remain, we are constantly looking at ways of being more efficient and innovative. The advice we offer to the local community is free, impartial, confidential and independent. 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. To meet these aims and principles we are continually reviewing our progress to maintain high standards.

We are the only provider covering all of Doncaster that offers welfare benefits advice and support which 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 the Welfare Rights Team carried out 1861 home visits.

Telephone advice continues to be an important first contact for many of our clients with over 5,300 calls. 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.

DMBC have in the past funded a Welfare Benefits and Tribunal Service. This year the service was put out to tender, I am delighted to say that we were successful with the tender, this means we can continue providing an outstanding Welfare Benefits and Tribunal Service.

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.

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 have also supported young people during this year with benefits advice through the Doncaster Young Person's Advice Service.

Due to the difficulties we are experiencing with lack of funding and projects finishing it has been necessary to make staff redundancies, it saddens me that we have lost skilled and knowledgeable staff who have been with the organisation for many years. It was also the decision of the Chief Executive, Linda Lee to resign bringing to an end 15 years of service. Linda began volunteering at Dial in 1999, she was then employed as a Helpline Advisor before taking the opportunity to become the Information Manager from where she progressed to the position of Chief Executive. She is sadly missed by the Board, Staff and Volunteers.

Unfortunately due to lack of finances the Board were unable to replace Linda, it was decided that we would create a Senior Management Team made up of Paula Barnett, Finance Manager, Mick Talbot, Office Manager, and Mathew Bond, Welfare Benefits Manager. They report directly to me the Chair.

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. 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 along with the Board members for their support, hard work and contribution in overseeing the continued success of the organisation partly made possible by our funders who continue to support DIAL.

Sue Ekins **Chairperson**



Financial Report

DIAL Doncaster
Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For The Year Ended 31 March 2016

| | | | | 2016 | 2015 |
|---------------------------------------|-------|--------------------|------------------|-------------|-------------|
| | | Unrestricted Funds | Restricted Funds | Total Funds | Total Funds |
| | Notes | £ | £ | £ | £ |
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations and legacies | 2 | 3,531 | - | 3,531 | 6,398 |
| Charitable activities | 5 | | | | |
| Welfare Benefits and Tribunal Service | | 103,497 | - | 103,497 | 103,000 |
| Other grants and contracts | | - | 322,225 | 322,225 | 320,472 |
| Other trading activities | 3 | 237,703 | 1,778 | 239,481 | 240,157 |
| Investment Income | 4 | 818 | - | 818 | 693 |
| Total | | 345,549 | 324,003 | 669,552 | 670,720 |
| EXPENDITURE ON | | | | | |
| Raising funds | 6 | 201,222 | 3,938 | 205,160 | 198,117 |
| Charitable activities | 7 | | | | |
| Charitable activities | | 194,046 | 308,544 | 502,590 | 446,565 |
| Total | | 395,268 | 312,482 | 707,750 | 644,682 |
| NET INCOME/(EXPENDITURE) | | (49,719) | 11,521 | (38,198) | 26,038 |
| RECONCILIATION OF FUNDS | | | | | |
| Total funds brought forward | | 315,331 | 42,188 | 357,519 | 331,481 |
| TOTAL FUNDS CARRIED FORWARD | | 265,612 | 53,709 | 319,321 | 357,519 |

Financial Report

DIAL Doncaster
Balance Sheet
At 31 March 2016

| | | 2016 | 2015 |
|--|-------|----------|----------|
| | Notes | £ | £ |
| FIXED ASSETS | | 37,314 | 45,838 |
| Tangible assets | 12 | | |
| CURRENT ASSETS | | 22,642 | 18,514 |
| Debtors | 13 | 272,143 | 308,889 |
| Cash in bank | | 294,785 | 327,403 |
| CREDITORS | | | |
| Amounts falling due within one year | 14 | (12,778) | (15,722) |
| NET CURRENT ASSETS | | 282,007 | 311,681 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 319,321 | 357,519 |
| NET ASSETS | | 319,321 | 357,519 |
| FUNDS | 16 | | |
| Unrestricted funds | | 162,373 | 170,068 |
| General fund | | 103,240 | 145,263 |
| Designated fund | | 265,613 | 315,331 |
| Restricted funds | | 53,708 | 42,188 |
| TOTAL FUNDS | | 319,321 | 357,519 |

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 January 2015).

The financial statements were approved by the Board of Trustees on 28 November 2016 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. An answer machine is also available.



Website Our website www.dialdoncaster.co.uk has a wide range of information that 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, Mexbrough, Balby and Stainforth Libraries as well as 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 £5 per day, £10 per weekend (Friday to Monday) and £20 per 7 day period.

Radar Keys

If you need to access toilet facilities for disabled people, Radar Keys are available to purchase from DIAL at a cost of £3.50. 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.

Purple Voucher Books

Sold at the office and in the charity shops at a cost £22.



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 2 young people, Rob Clarke and Ryan Fox who were able to build their Retail Skills.

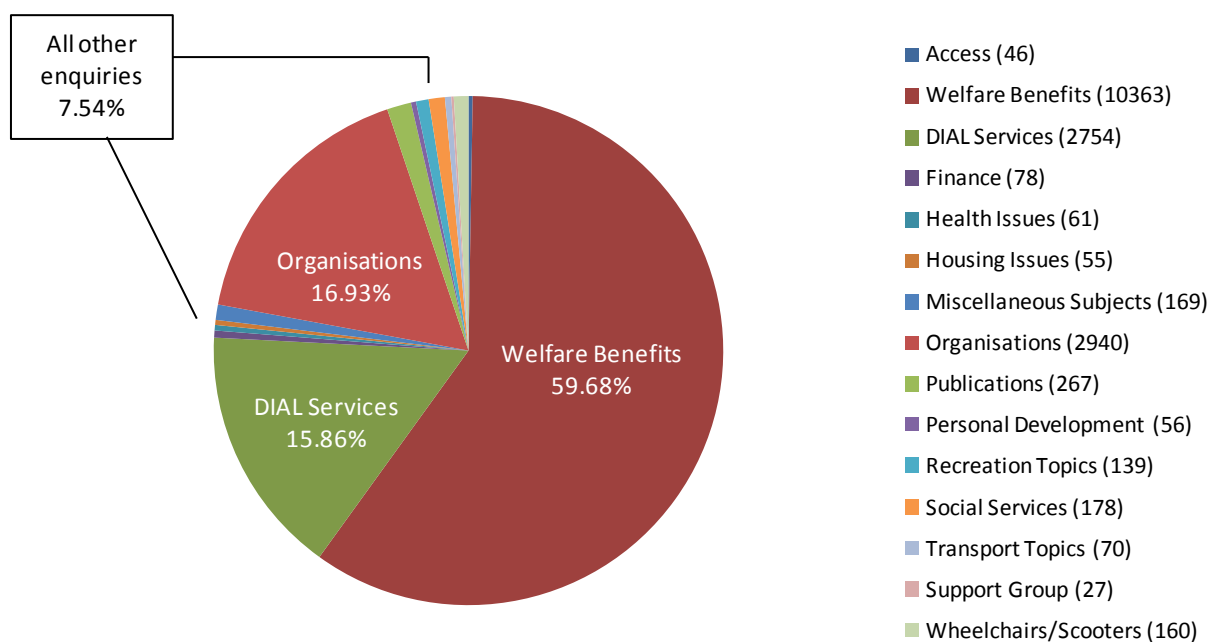
Client Feedback

"I would like to say Thank You to the helpline adviser. After my husband passed away she did a lot for me. I think it is a much needed group."

"I was very satisfied with the service and good support from DIAL, the wheelchair hire service is good for needing one at short notice."

"We refer patients to your service from Weston Park via the Cancer Centre. Staff on the phone are always very helpful."

Advice Given April 2015 to March 2016



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
- 4,195 online views to the DIAL Welfare Benefits factsheets
- 1,861 Home Visits to vulnerable clients
- Our team secured a total of £1,709,635 in client financial gains and income generation
- This service is free, confidential and strictly impartial



The Welfare Benefits Team



The Helpline Team

Client Feedback

“Thank you for all your help in getting my Attendance Allowance, I’m over the moon and don’t have to worry anymore.”

“Thank you for your support in helping me claim PIP and ESA, I have been awarded both and this will help me lead a better quality of life.”

“Thank you for filling out our forms for us, you were very helpful and explained all the information needed.”

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)

"We have booked previous accommodation on the park. Yours was a superior service with aids and equipment".

"Your lodge was excellent and easy to find, there was more in the lodge than we thought such as all the ingredients to make tea and coffee when we arrived."

"My disabled son enjoyed the electric disabled bed and wants one like it! It was also good that there was a separate bath and WC".

Golden Sands, Mablethorpe

Situated at Golden Sands Holiday Park in Mablethorpe, this was our three bedroom accommodation. It featured a fully fitted kitchen, bathroom (toilet, sink and shower) and a veranda with gate and ramp to level parking. Unfortunately due to lack of bookings during last year it was a Board decision not to continue into the 2016/17 season.

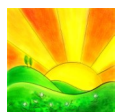


Guest Feedback (Mablethorpe)

"Despite the rain we had a great week. The caravan was clean and orderly."

"Nice clear guide to activities day and night. Had a fab time will go back again, Thank You."

"Had a lovely family holiday, caravan catered for our needs nicely."



Services - Projects



Black & Minority Ethnicities (BME)



Health, Wellbeing & Creativity

As part of the project Beverly Beier, the BME worker has supported the Doncaster Conversation Club working predominantly with asylum seekers and refugees. She has developed and delivered a series of workshops and activities, ranging from: cultural visits to the Gomde, water sports, first aid classes and cooking events. During the healthy eating event people were able to share recipes they had prepared and cooked with people from other countries and cultures. Beverly has also been able to run weekly craft workshops and organise regular football training sessions.



Doncaster Young Person's Advice Service (DYPAS)

DYPAS was 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 provided by Claire Heard, helped support young vulnerable and socially isolated people who:

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

Advice was given in many ways, face to face , via text, email, telephone and to engage with young people in need, advice was also available through Facetime and Facebook.



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.

Volunteer 'Work Experience' Placements



We have offered 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.

Our Volunteers

We have 29 volunteers without whom our shops could not function. They all make a vital contribution towards the work of DIAL.

Armthorpe Shop 01302 302500

Woodlands Shop 01302 722121



Our Woodlands volunteers are: Claire Benger, Susan Camp, Brenda Hatton, Doreen Lovett, Sharon Nall, Jayne Scoriah and Mark Waugh.



At Armthorpe our volunteers are: Pauline Atkinson, Norma Gill, Julie Holden and Wayne Hughes.

Balby Shop 01302 853194

Balby has 8 volunteers supporting them, they are: Katrina Cooper, Gavin Freeborn, Winifred Hunt, Anastasie Loliki, Otis Ponsford, Carol Richards, Sarah Thorpe and Danial Willcock.



Intake Shop 01302 360650



Volunteers supporting the Intake Shop are: Christoper Birtles, Robert Clarke, Moya Cook, Susan Halladay, Tomasio Holdbrook-Smith, Rachel Holland, Luke Pickles, Jaqualine MacLean, Susan Scott, Christine Scully and Maxine Seaton.

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

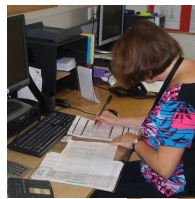
Volunteering in our charity shops brings about many benefits to our volunteers, including:

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

Office Volunteers

We also have a further 12 volunteers support us at our main office in a variety of roles.

Liam Clipsham and
Matthew Leister are our Data
Assistants.



We have 4 Helpline Volunteers,
they are: Pat Boettcher, Susan
Clayton, Susan Morris and
David Norry.



On our Reception we have:
Peter Cox, Diane Fletcher,
Cheryl Hayes and Nathan Panks



For Administrative Support we
have Lorrett Fairham and
Heather Maslen.

What our Volunteers have said

"I like supporting a local charity
and really enjoy my work and
have made new friends"

"I want to help people out in
the community and enhance
my existing knowledge of
disabled benefits"

"I feel a valued member of the
team and the Shop Manager has
been really supportive and
helpful"

Key Achievements 2015 - 2016

5,386 individuals contacted
our advice helpline for
support

Over 289 clients dropped in
to DIAL for the provision of
advice

Rosie Winterton MP presents
certificates to some of Dial's
longest serving volunteers



We were successful once again
with the CHAS Mark

DIAL Benefits Team made 1,861
home visits to assist clients unable
to travel easily

Over 137 young people were
supported with specialist
welfare benefits advice and
support

DIAL staff members who successfully achieved a qualification in
Information, Advice and Guidance were presented with their
certificates by Rosie Winterton MP. Bev Harrison, Beverly Beier and
Claire Heard achieved their Level 3 NVQ Certificate and Louise
Charnock, achieved a Level 4 NVQ Diploma.



Funded by DMBC we installed
3 new kiosks at Balby,
Mexbrough and Stainforth
Community Libraries

9695 pages were viewed on
our touchscreen kiosks

Woodlands Charity Shop
celebrated its 10th Birthday with
Cake and Bucks Fizz



We were successful with
NLDC funding to provide 4
week work ready placements

By maximising the income of our
clients we were able to gain new
income of £1,451,724

38,215 visitors to the DIAL
website with 102,705 hits to
different pages