



**Passionate  
about  
possibilities.**

## Annual Report 2017



## **DIAL**

### **Who are we?**

DIAL Barnsley is an information, advice and support organisation run by, and for, disabled people and carers in Barnsley. Established in 1985 from the belief that disabled people themselves are the 'experts' in understanding the needs of disabled people and with a willingness to share that experience and knowledge. Since then, all our services have been developed in response to the needs and demands of our clients. We work to the social model of disability and attribute the success of our organisation to our ethos which is to:

### **“See the person first”**

Today we remain an independent user- led organisation. We have built a reputation for providing high quality, professional services, whilst maintaining a friendly and down to earth approach. We work towards eliminating discrimination by raising awareness amongst the community of the abilities and rights of disabled people and by representing their views with local service planners and providers.

Our trustees and management team are actively involved in local networks and partnership working within the borough helping to influence and shape service provision and developments so we can all enjoy:

### **Our vision is for**

#### **Our Vision is for**

A world that is truly inclusive

#### **Our Mission is**

To support and empower disabled people, their families and carers to address poverty and social exclusion and improve their health and wellbeing

This is achieved through our aims to:

- To improve access to financial inclusion of disabled people, their families and carers
- To reduce social isolation of disabled people, their families and carers
- To increase access to opportunities that reduce social exclusion for disabled people, their families and carers
- To increase the opportunities for disabled people, their families and carers to have healthy lifestyles

## DIAL

### Message from our Chief Executive Officer

Welcome to our 32<sup>nd</sup> Annual Report.

A new year and new offices inspires our team in a new look structure to underpin our future delivery.



Spring brings fabulous news as we are awarded a grant from the DWP to deliver an exciting new project –Journey to Employment – providing a peer-led Job Club and Employment Hub for disabled people.

Grin & Share It starts its roll-out in Mapplewell and new groups are planned for Grimethorpe aswell as a bespoke peer support network for carers.

At the end of the summer hOurbank delivers an inspiring project with young people in the Dearne – Seed to Feed in which young people learn how to grow and cook healthy, nutritious food as well as learning how to work as part of a team and understand marketing

Our advice outreach services continue to deliver over and above their expected targets and have brought into the borough over £1.5m in benefit income. This provision continues to grow as other community leaders recognise the impact it is having on local residents.

Autumn brings more great news as the Big Lottery award a grant to deliver our new community workshops and to maintain our advice line. Supported Enablement is our new model for delivering advice in local communities through learning, sharing and supporting each other.

Our brand new vision and mission statement and 3-year Strategic Plan is co-produced and signed off by our Board of Trustees at the end of the year which will drive our future ambitions and enable us to focus on our key aims and objectives.

Thank you to all at DIAL for their continued commitment, passion and support and here's to another prosperous year ahead being passionate about possibilities.

**Sharon Brown**

## DIAL

### Message from our Chairperson

What a great year we have had! The changes we went through towards the end of our last financial year may have seemed daunting at the time, but every cloud has a silver lining, they say, and this has certainly proved true for DIAL.

Our newer services go hand in hand with our stated aims of promoting self-confidence and self-reliance among disabled people. As well as improving the lives of individuals, we as an organisation have felt the benefit, as they have led to an influx of new volunteers and active participants in a variety of different projects.

Our Board has also felt the positive impact. This year we have recruited several new trustees who have brought new skills and fresh ideas. Our workshop to review our vision and mission statement was a lively and resounding success.

Thank you to everyone – “old” and new staff, volunteers, fellow trustees and loyal supporters, all of whom have contributed to building the fantastic reputation that DIAL continues to enjoy.

Sue Hill  
Chair of DIAL

## DIAL

### Our services

**First Contact** – Our trained information team that offers a gateway to all our services, as well as signposting to other forms of support

**Advice Line** – Our quality-marked advice service which provides information, advice and support on social welfare issues

**Journey 2 Employment – Just for Me** – Our peer-led Job Club and Employment Hub

**hOurbank** - Our timebank in the Dearne where local people come together to help others and themselves

**Independent Complaints Advocacy Service** - Our advocacy service for people who need support to make a complaint about health and social care services

**Community Outreach Advice** - Our outreach provision across 8 venues within the borough providing advice on Welfare Benefits

**Grin and Share It** – Our Peer Support Network where people come together to share, learn and have fun

DIAL

## 2017- The Year At A Glance

### February

**Grin and Share It** holds its self-evaluation with members and develops plans for the future of the network.

The DWP award us a one-year grant to deliver **Journey 2 Employment – Just for Me**

### March

Lorna joins our **Journey 2 Employment – Just for Me** project as Community Employment Specialist.

### May

Geoff joins our **Journey 2 Employment – Just for Me** project as Peer Learning Support Worker.

### June

Lloyds Bank Foundation award us a grant for our project **Enable Carers** to help us find out what carers need in Barnsley.

### July

Our tender in partnership with Barnsley Citizen's Advice to continue to provide **Community Outreach Advice** in the North Area is successful .

Volunteers celebrate their outstanding achievements at Olive's Café at our annual **Volunteer Celebration Evening.**

## August

Our new **Seed to Feed** project for young people launches in the Dearne.

The Big Lottery awards us a three-year grant for our new project **Supported Enablement** to enable us to deliver community workshops across the borough.

We start delivering our MS Face-to-Face service in partnership with Disability Sheffield and The MS Society.

## October

We are awarded the **Disability Confident Employer** standard for a further two years.

## November

Our trustees co-produce our new **Vision and Mission** statements.

The People's Postcode Trust award us a grant to deliver our new **Anti-Poverty Coaches** project.

We are awarded the prestigious Quality Performance Mark for our **Independent Complaints Advocacy Service**

## December

Big Potential award us a grant to develop our future plans for sustainability.

We are awarded the Advice Quality Standard (ASQ) which quality assures our **Advice Line** and **Community Outreach Advice** provision.

Our trustees sign off our new three-year Strategic Plan for 2018-21.



## DIAL

### In Close Up

#### Journey 2 Employment – Just for Me

“Just for Me” has offered a peer led, supportive space for members to explore their options and access opportunities that matter to them. Some of the members have accessed further education, some have attended training courses, some have attended Condition Management groups and some have engaged in volunteering. Some of the members have completed Peer Support training so they can effectively support their peers”.

**Lorna – Community Employment Specialist**



#### Grin & Share It

“You know that old saying ‘laughter is the best medicine’? Well it is true! Over the last year we have seen an increase in members at both the Town Centre and Mapplewell groups. Being part of Grin & Share it has given people with long term health issues a chance to share, discuss, laugh and help one another while focusing on positivity. We have seen people taking a much more active role in managing their own health care and wellbeing needs, which has also increased confidence and opened up other possibilities”.

**Sarah – Personalisation Lead**



## **hOurbank**

“hOurbank is now firmly established in the Dearne with its 75 members having banked or exchanged over 2000 hours of help and support to others. Regular social events such as the games evenings, coffee mornings and walking group also provide opportunities to alleviate social isolation. This project continues to go from strength to strength and is having a tangible impact on many peoples’ lives” **Gill – hOurbank Coordinator**



## **Independent Complaints Advocacy Service (ICAS)**

“The ICAS service continues to expand and funding has been confirmed to secure the service until 31<sup>st</sup> March 2019. The number of referrals is consistently in the region of 10-12 per calendar month and these are increasingly self-referrals from individual clients. The complexity of cases and the range of agencies complained to is developing with an increase in the numbers of referrals linked to Social Services. Client evaluations indicate that there is a high level of satisfaction with the ICAS service”

**Jo, Lead Advocate**



## Community Outreach

“In the last 12 months, the attendance at the North Area Community Outreach sessions has significantly increased, whereby 4 locations are now to capacity with a further 2 sessions growing weekly.

This has resulted in many more people receiving much needed support with benefits, appeals, debt, and all welfare rights concerns; an increase in both financial, physical and mental health and wellbeing, and an overall increase in disposable income to help with improving quality of life and participation”

**Mick, Community Outreach Advisor**



## DIAL

### Making A Difference

In 2017 DIAL supported people in many different ways and this support led to the following long term changes for individuals:

**100%** of members felt that they were more able to take an active role in their own health care and felt it was the support of the other members that enabled them to make the change in attitude – **Grin & Share it Peer Support Network**

**85%** of members have been able to maintain lifestyle changes, like healthy eating or exercising since becoming a member of **Grin & Share it Peer Support Network**.

**70%** of members felt an increased confidence that they could maintain lifestyle changes, such as healthy eating and exercising, even during times of stress because of the support they receive from other members at **Grin & Share it Peer Support Network**.

**69%** of people said that they felt more able to manage their own affairs after using our service – **Community Outreach**

**86%** of people said they felt that their health and wellbeing had improved after using the service- **Community Outreach**

**95%** of people said that they felt less anxious after using the service - **Community Outreach**

**90%** of participants felt more confident as a result of being part of the project - **Seed to Feed**

**100%** of members said that they felt they had contributed to their community- **hOurbank**

**75%** of members said they felt more optimistic about the future – **hOurbank**

**75%** of members said they felt more confident and have a positive outlook – **hOurbank**

## DIAL

### Volunteer Celebration Evening

In July we held our annual Volunteer Celebration evening, kindly hosted by Olive's Cafe, where we enjoyed high tea and volunteers received their achievement awards.



Sue, Pat and Susan posing for the camera !!



Everyone showing off their achievements.

## **DIAL**

### **Our Team**

#### **Board of Trustees**

Sue Hill (Chair)  
Susan Stewart (Vice Chair)  
Gill Carr  
Paul Firth  
Glen Gascoigne  
Anne Tilley (Treasurer)

#### **Staff**

Sharon Brown	Chief Executive Officer
Jill Morton	Development Manager
Nigel Brown	Peer/Community Advisor
Gwen White	Peer/Community Advisor
Geoff Levick	Peer/Community Advisor
Sarah Moore	Personalisation Lead
Lorna Szliniarz	Community Employment Specialist
Gill Richmond-Burns	hOurbank Coordinator
Paula Green	User Involvement Officer
Jo Stanley	Lead Advocate (ICAS)
Mick Barker	Community Outreach Advisor

#### **VIP Volunteers**

Susan Stewart	First Contact
Sue Hill	First Contact
Anne Tilley	First Contact
Paula Clapham	Volunteer Advisor
Duncan Plant	First Contact
Ian Guest	ICAS Advocate
Muirel Fines	Administration
Pat Maxfield	First Contact
Wes Kenyon	First Contact

In the last year DIAL volunteers gave a total of 925 hours of their valuable time and this equates to a total of £10,175.00 resource investment.



DIAL

## Acknowledgements

We would like to gratefully acknowledge the support of:



## Shawlands Trust



## DIAL

And grateful thanks to all the following who made individual donations:

A.Booth  
L.Turner  
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