



Passionate
about
possibilities

Impact Report

Choices, Chances, Connections, Changes

2024



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Thank you for all your help in making our lives less stressful and free from worry. We could not have done it without you. You do a wonderful service to the community. We do appreciate you. Thank you and we won't forget you.



- DIAL Client



Welcome!

2024 at a Glance

Welcome to our 2024 Impact Report! 2024 was a year of growth and innovation for DIAL. With funding from the Monk Bretton Ward Alliance and the Trussell Trust, we expanded our outreach and foodbank support, launching a telephone advice service for Doncaster foodbank users - ensuring more people received the help they needed, when they needed it most.

Major funding from the Lloyds Bank Foundation, Three Guineas Trust, and the Keystone Fund enabled us to expand home visits for older and vulnerable people while strengthening our impact strategy to ensure continuous service improvement.

Social inclusion remained a priority, with Connect Together, Together at the Table, and Stronger Together thriving. In June, we launched Time Together, an innovative time-banking service funded by the Central Area Social Isolation Challenge Fund, bringing people together to share skills and support each other.

To strengthen our advice services, we welcomed two brilliant Apprentices in 2023, Kathy and Joe, who have now become official members of our advice team. As Welfare Benefits Support Workers, they play a vital role in reaching and supporting even more people in need.

We also made significant progress on our collaboration with the University of Sheffield to explore a mobile app for completing Personal Independence Payment applications. With the feasibility study now complete, 2025 will see us take the next steps in bringing this innovative tool to life.

Looking ahead, we remain committed to tackling poverty, reducing social isolation, and ensuring disabled people, their families and carers have the support they need to thrive.

*In 2024, we supported
9,202 local residents with
disability advice, information
and support*





Choices: Advice Line

2024 Achievements

After using our Advice Line...

91%

Of clients said they were more informed and able to take action

85%

Of clients said they felt less stressed and anxious

65%

Of clients said they felt more confident and independent



A brilliant service; supportive, understanding and knowledgeable



Thank you. When I needed help you were there for me.



4575

The number of enquiries we received to our Advice Line

1666

The number of hours our Advisors and Volunteers spent speaking to clients on the Advice Line

For every £1 invested in DIAL's Choices service, we generate £58.63 in Social Value

£58.63

Our advisors helped clients to claim over £1.5 million in benefit amount



99%



of clients said...

- The Advisor was knowledgeable and friendly
- They were happy with the advice they received
- They would use our services again



Choices: Community Outreach

2024 Achievements

After using our Community Outreach service...

96%

Of clients said they were more informed about benefits

92%

Of clients said they felt less stressed and anxious

75%

Of clients said their health and wellbeing had improved

81%

Of clients said they felt more confident and independent

4174

The number of residents we supported at outreach



Just to say a big thank you for helping my husband with his form, and helping him to fill it in to apply for attendance allowance. He received his decision letter last week and was awarded the full amount. Enclosed is a donation, just to say thank you for your help.



100%

of clients said...



- The Advisor was knowledgeable and friendly
- They were happy with the advice they received
- They would use our services again

Our Advisors helped clients to claim over £5.7 million in benefit amount



Choices: Warm Connections

2024 Achievements

After using Warm Connections...

95%

Of clients said they were more informed about how to keep their homes warm

For every £1 invested in our Warm Connections service, we generate £263.66 in Social Value

£263.66

97%



of clients said...

- The Advisor was knowledgeable and friendly
- They were happy with the advice they received
- They would use our services again



The Advisor who helped me was kind and caring. Nothing was too much trouble for her. I really appreciated everything she did. Thank you.



We wouldn't be where we are without you.



You are needed and appreciated.



1684

The number of Warm Connections enquiries we received

216

The number of clients who received a home visit

670

The number of hours our caseworkers spent with clients

Our caseworkers helped clients to claim over £127,000 in grants



Choices: Foodbank Advice

2024 Achievements

After using our Foodbank outreach...

100%

Of clients said they were more informed and able to take action

91%

Of clients said their health and wellbeing had improved



DIAL were brilliant; the advice, the people, the service. Thank you so much.



DIAL were very helpful to me. They are a good team and will go the extra mile to help you. They are polite and kind people. Thank you.



363

The number of clients we supported at our foodbank outreaches

220

The number of hours our Advisors spent with clients



100%

of clients said...



- They were happy with the advice they received
- They would use our services again

Our Advisors helped clients to claim over £203,000 in benefit amount

Chances: Volunteering and Apprenticeships

2024 Achievements

Our Volunteers told us that volunteering with DIAL has boosted their confidence, enhanced their wellbeing, strengthened their sense of belonging, and given them a deep sense of pride.

100%

Of Volunteers said that volunteering at DIAL aligned with their motivations and needs

100%

Of Volunteers would recommend volunteering with DIAL to others

100%

Of Volunteers would like to continue volunteering at DIAL

“

DIAL opened a door that I thought never existed on my journey. Thank you for believing in me, you always had confidence in me and always encouraged me. Without gaining the experience at DIAL, I would not have been able to get the jobs I'm working on now.

”

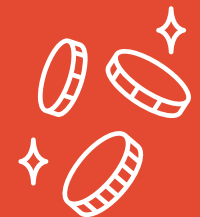
4,876

The number of hours Volunteers contributed

53

The number of Volunteers who supported our Advice Line, outreach and social inclusion groups

The estimated value of volunteer work is £66,801





Connections: Social Inclusion

2024 Achievements



94% Of Stronger Together members made new friendships

96% Of Stronger Together members feel more connected to their community

81% Of Stronger Together members feel like they are making a positive contribution

97% Of Stronger Together members feel that their health and wellbeing has improved

95% Of Stronger Together members feel more confident

98% Of Together at the Table members feel less isolated

“ I think the group is great for interaction with people. I come because I suffer badly with anxiety and depression and it helps me out. ”
- Connect Together Member

185 The number of people who attended one of our social inclusion groups

270 The number of events and groups we delivered in 2024

96% Of Connect Together members feel more connected to their community

96% Of Connect Together members feel less isolated





Making a Difference

What our group members, Apprentice and Volunteers said...

Our little ladies group is one of my favourite ways to spend time together with friends. We enjoy a good laugh talking about everyday life and seeing if we can help one another out, if we are having problems. We also love playing games, especially Bingo. Aimi [Group Coordinator] is good fun and is also very helpful to us; she lets us know where we can go to get help if needed. I love our Tuesdays together.

- Connect Together Member

I have enjoyed the activities and things you do, it's a great support and gives so much to people with not much to do. Thanks.

- Connect Together Member

I can honestly say I'm loving everything about the apprenticeship. The staff I work with are amazing. my confidence has grown. I'm also enjoying the challenge that the apprenticeship gives me. It is also nice to know that I'm helping people, when they come in for an appointment looking stressed and leave looking so much happier.

- Kathy, Welfare Benefits Advisor Apprentice

The group is a magical place for me. For a couple of hours I can forget my troubles and be with friends, have a chat or do some art. It's my magical place.

- Stronger Together Member

I volunteer to pay back the wonderful support that DIAL gave to me when I needed it.

- DIAL Volunteer

My decision to volunteer at DIAL was driven by my desire to repay the support I received from them. My journey at DIAL has had a huge impact on my personal growth and mental health. It's a joy and privilege to volunteer at DIAL.

- DIAL Volunteer

It gives me a reason to get out of the house, and I look forward to the next week.

- Stronger Together Member



Making a Difference

What our clients said...

I'm writing to say a huge thank you for the kindness and expertise supplied by all at DIAL. From the lady who dealt with our phone calls to the advisor who helped complete the forms that enabled my dad to get a higher rate of benefit. Thank you to you all.

- Outreach & Advice Line client

DIAL is truly amazing; you know everything there is to know about benefits, more than any other organisation. The advisors are great people, you always make me feel at ease. I don't know where I'd be without you.

- Outreach & Advice Line client

DIAL do a marvellous job. Their staff are kind & understanding.

- DIAL client

I was worried about my energy debt and had just not paid anything for quite a while, since our local Post Office closed. With the help of DIAL's Warm Connections, I am now paying a regular affordable amount which includes something towards my debt. This is a big relief to me. It was affecting my health. Thank you!

- Warm Connections client

I would not have known where to turn if I had not found you. You have changed my life and I can sleep at night. You are brilliant and so understanding. Thank you is not enough - I don't know what to say but thank you to you all, you are angels.

- Outreach & Advice Line client

Throughout the whole process, we were put at ease. Everything was explained to us, and the information was clear and concise. We will not hesitate to recommend DIAL's services to others.

- Outreach & Advice Line client

I would like to thank DIAL for helping my dad out with radiator insulation, to keep the heat in his home, and for the draught excluder for the kitchen door. What a wonderful service - thank you!

- Warm Connections client

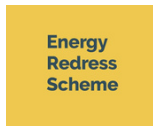
You are brilliant and have helped me so much over the years. I don't know how I would cope without you. The advisor was lovely; friendly and professional.

- Outreach & Advice Line client

Thank You!

To all our 2024 funders...

In 2024, we received £8,717 in public donations!



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