



**Passionate
about
possibilities.**

Annual Report 2018



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

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

Message from our Chief Executive Officer

Welcome to our 33rd Annual Report.

A new year and we launch three exciting new projects – our community workshops, which are part of our Big Lottery Supported Enablement Project and two new services for carers – Grin & Share It for Carers and Parent Carers Advice.



In the spring we started our new hOurbank pilot in the St Helen's Ward and demand increased so much for our outreach provision we added a new staff member to our team of highly experienced advisors.

Our vision for a Disability Hub for the borough got nearer to fruition with support from Big Potential. We were able to identify a potential property, develop a business, marketing and financial model and submit our proposals to Barnsley Council. We welcomed our new Business Support Officer too! Exciting times indeed.

Summer brings more great news for our staff and volunteers when we are awarded the prestigious Investing In Volunteers Quality Mark which recognises our good practice in supporting volunteers. Everyone celebrates at our annual Volunteer Celebration.

We present our research report on the impact of budget reductions and service redesign on disabled people in Barnsley. A big thank you to our partners, Just Works and all our peer researchers, who learned some great new skills on the way.

Our success continues in the autumn when we awarded an exciting new contract with North Area Council to deliver a new service to reduce social isolation and cold homes – Warm Connections.

We end the year with the good news that we will continue to deliver the ICAS service for the next 5 years and we welcome two more new members of staff to our new Warm Connections Team.

Wow – what a fantastic year. Thank you everyone for your tireless commitment. Onwards and upwards into 2019.

Message from our Chairperson

Welcome to our annual report for 2018.

I think we all have to agree that this has been a very successful year for us all with the prospect of an even more exciting year ahead for all staff, volunteers, and stakeholders involved with DIAL.

Besides all the good news highlighted in Sharon's message including, the new services for carers and parent carers, the success of the hOurbank project in the St Helen's ward, the newly awarded volunteers quality mark, and the warm connections project, I think that I can speak on behalf of the rest of the Board of Trustees in saying that we are very excited and enthusiastic about the future of the Disability Hub.

We firmly believe the fruition of the Disability Hub will take DIAL and the disabled community of the Borough to new heights, enabling us to provide even more services and guaranteeing the future of the organisation.

Last but by no means least, I would like to recognise and thank all DIAL staff, volunteers, and the rest of The Board of Trustees for all their commitment and hard work they have put in during 2018, and look forward to working with you all in 2019 and beyond.

Glen Gascoigne
Chair of 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 Dearne

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 9 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

hOurbank North

Our newest timebank in the St.Helen's ward where local people come together to swap, share and help each other

Parent Carers

Our new home visiting service for parents of disabled children for advice on benefits and issues affecting their child

Supported Enablement Community Workshops

Our new community workshops to support people to complete their own benefit claim forms and bring together to support each other

Grin and Share It for Carers

Our new bespoke peer support group for informal carers

Anti-Poverty Coaches

Our new volunteer team supporting and coaching local residents within our outreach venues

2018 - The Year at a Glance

January

- We are awarded a contract by Barnsley Council to undertake **Peer Research** to evaluate the impact of budget reductions and service redesign on disabled people in Barnsley
- Two new services for carers are launched **Grin and Share It for Carers** and **Parent Carers**
- Our new admin support worker, Nicola, joins our **Supported Enablement** Team

March

- North Area Council fund our **hOurbank North** pilot which launches this month
- We recruit and train six local **Peer Researchers** to join our research project

April

- Stefan joins our peer advice team in response to the demand for our **Community Outreach Advice**

May

- We hold our first business planning event with our trustees and staff to develop our new **Disability Hub**

June

- Debbie joins our Management Team as **Business Support Officer**
- Big Local provides grant funding to ensure **hOurbank Dearne** becomes sustainable in the future

July

- We are awarded the prestigious **Investing in Volunteers** Quality Mark Award for our commitment and good practice
- Volunteers celebrations for this year's **Volunteers Week** at The Glasshouse

August

- We are awarded the contract in the North Area Council for reducing social isolation and cold homes – **Warm Connections**
- Our report on the impact of budget reductions and service redesign on disabled people in Barnsley is presented to Barnsley Council

October

- Staff and trustees develop a Pathway of Change for our new **Disability Hub**

November

- We evaluate the impact of our **Supported Enablement Community Workshops** and plan for next year
- We are awarded the contract for the **Independent Complaints Advocacy Service** for a further 5 years

December

- **hOurbank North** hold their first Warbles and Baubles- Swap, Share and Save event with carols and lots of fun
- We welcome Chloe and Lis as our two Social Inclusion Workers for our new Warm Connections Team

In Close Up

Supported Enablement Community Workshops

The workshops provided a comfortable environment for people to learn about PIP and ESA. Everyone who attended gained a greater understanding of the welfare reform process and reported feeling more confident to support themselves. Not only did people enjoy the workshops, but they gained invaluable knowledge which has enabled them to complete their own forms as well as help friends or family members.

Nicola – Supported Enablement Team



Advice Line

Over the past year our Advice Line handled 1374 telephone enquiries providing information and advice to disabled people and carers.

Our team of peer advisors all have personal experience of disability and offer real empathy to people who use our service.

95% of clients stated they felt more confident and empowered after using our service.

Gwen, Peer Advisor



hOurbank North

hOurbank North has been really well received in the community and swap events and activities have been very well attended, giving local people the opportunity to share skills and knowledge and save some money too. This project will continue to build on the success to date and I look forward to welcoming new members in 2019

Gill, hOurbank Coordinator



Independent Complaints Advocacy Service (ICAS)

The number of referrals for complaints advocacy support ranges from 10-15+ each month and cases are, increasingly, complex. The number of referrals relating to Social Care complaints has risen recently and the number of complaints regarding NHS services remains consistently high.

Recent evaluations indicate that client satisfaction levels are high and feedback has been very positive when clients were asked to comment on the service they have received from ICAS.

Jo, Lead Advocate



Community Outreach

We support well over 1000 people a year through our 12 outreach sessions, which have proved a much welcomed and successful provision for individuals, children, carers and families in Barnsley.

These are open sessions, no appointments required and therefore, immediate access to support when the need arises and when it is most needed.

95% of people reported feeling less anxious last year as well more confident.

Mick, Community Outreach Advisor



Anti-Poverty Coaches

Our Anti-Poverty Coaches have offered another element to our peer led support for people who use the services of DIAL. All of the coaches are people with disabilities and /or health issues and, based in the Community Outreach Drop-ins. The Coaches have offered a warm informal welcome to our clients as well as offering accessible tips, advice and support based on their own experience and knowledge.

Lorna, Volunteer Support Officer



Making a Difference

In 2018 DIAL supported **2828** people in many different ways and this support led to the following long term changes for individuals:

- 95% of people said that they felt more confident to support themselves after attending the workshop - [Supported Enablement Community Workshops](#)
- 95% of people said that they had a better understanding of the welfare reform processes after using the Advice Line - [Advice Line](#)
- 100% of members felt that being a part of the group had meant they can support each other more- [Grin and Share It for Carers](#)

For the first time in a long while I have friends who text me! They understand the problems I am facing every day and they still want to be in touch and make sure I am okay. That feels really good.

June – Carer, Barnsley

- 95% of people said that they felt less anxious after seeing an advisor - [Community Outreach](#)
- 85% of people said that they felt less isolated after attending the Employment Hub - [Journey 2 Employment Just for Me](#)

Volunteers

In July we held our annual Volunteer Celebration event at The Glasshouse, Barnsley where our volunteers were presented with their achievement awards and everyone enjoyed a buffet and drinks!



To coincide with our volunteer celebration this year we were awarded the prestigious Investing in Volunteers Award – a fantastic achievement for everyone involved!



Our Team

Board of Trustees

Glen Gascoigne (Chair)
Sue Hill
Susan Stewart (Vice Chair)
Gill Carr
Anne Tilley (Treasurer)
Father Stephen Race

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	Peer/Community Advisor
Nicola Walker	Administrative Support
Stefan Brown	Peer/Community Advisor
Debbie Horne	Business Support Officer
Chloe Bannister	Social Inclusion Worker
Elisabeth Perry	Social Inclusion Worker

VIP Volunteers

Susan Stewart	First Contact/Peer Supporter
Sue Hill	First Contact
Anne Tilley	First Contact
Paula Clapham	Volunteer Advisor
Duncan Plant	First Contact/Anti-Poverty Coach
Ian Guest	ICAS Advocate
Muirel Fines	Administration
Pat Maxfield	First Contact/Anti-Poverty Coach
Wes Kenyon	First Contact/Anti-Poverty Coach
Lynn Bentham	First Contact/Anti-Poverty Coach
Linda-May Dare	First Contact
Shaun France	Administration/Community Asset Mapper
Adam Hibberd	Finance

Tracey Hutton
Linda Ramsden
Susan Reynolds
Neil Rogers

First Contact/Anti-Poverty Coach
First Contact/Anti-Poverty Coach
First Contact/Anti-Poverty Coach
Peer Supporter

In the last year DIAL volunteers gave a total of 1260 hours of their valuable time and this equates to a total of £17,022 resource investment.

Acknowledgements

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North Area Council

Darton East, Darton West, Old Town, St Helens

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