



Impact Report

2025





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Passionate
about
possibilities.

Welcome!

2025 at a Glance

2025 was a landmark year as DIAL Barnsley celebrated 40 years of supporting disabled people. For four decades, we have provided continuous, specialist disability support, helping to build a stronger and more resilient Barnsley. We marked this milestone with a celebration event, also recognising Sharon's 40 years of exceptional service and commitment.

With continued support from local councils, ward alliances and the Trussell Trust, we strengthened our core services and expanded our community outreach. Funding from Penistone Area Council enabled a new home visiting service and the launch of Penistone Befriending, improving access to support and reducing isolation. We were also proud to secure a further £331,000 from the Energy Redress Fund to expand our Warm Connections team, alongside a £10,000 National Lottery grant for Pension Credit Roadshows. Funding from Barnsley Council via BCVS supported delivery of Stronger Together: Shared Steps as part of the Pathways to Work initiative.

This year, our advice service secured £8.1 million in previously unclaimed benefits, increasing household incomes and directly reinvesting vital funds into the local economy. By providing early advice and targeted support, we help prevent challenges from escalating into crisis, reducing pressure on statutory services and tackling the financial and social inequalities experienced by disabled people.

As we reflect on 40 years of impact, we remain committed to tackling poverty, reducing isolation and empowering disabled people, their families and carers to thrive in an inclusive community.





Choices: Highlights

2025 at a Glance

In 2025, we supported **8,197** local residents with disability advice and information, responding to **4,500** enquiries and helping people resolve **1,921** issues. Our work helped people access vital benefits and put more money back in their pockets. Through our Advice Line and community sessions, we reduced worry and made navigating complex systems easier. We also delivered **22** Pension Credit Roadshows, supporting residents to successfully claim **£0.5 million** in previously unclaimed income.



“ My experience was brilliant, the person who helped me was so knowledgeable and very helpful. I would highly recommend him. ”



“ Every time I use dial they are very helpful, they ease my anxiety, and are also very well informed. ”



85% success rate in benefit claims, with no appeal needed



£8.1 million in previously unclaimed benefits secured for clients



£881,000 secured for clients following benefit appeals

Social Value Impact...

- ✓ Delivers faster financial support, reduces stress, cuts costs for public services, and provides accessible early intervention that prevents issues escalating to tribunals, homelessness, or crisis.
- ✓ Boosts household incomes, strengthens the local economy, and reduces financial inequality.
- ✓ Restores lost income, prevents hardship, and reduces pressure on support services.





Choices: Advice Line

2025 Achievements

Our Advisors and Volunteers spent **1,338** hours on the Advice Line, responding to over **4,500** enquiries and helping people get the support they need while reducing stress and worry. Over this time, our advisors helped clients to claim over **£1.4** million in benefit payments.

Social Value Impact...

Timely, expert support prevents issues from escalating, easing pressure on public services and reduces DWP processing burdens.

Over **£1.4** million in unclaimed benefits directly boosts the local economy, and an increased income reduces risk of debt, eviction, fuel poverty and food insecurity.

100% of DIAL clients said their Advisor was knowledgeable and friendly, that they were happy with the advice they received, and that they would use our services again.



I received fast and efficient help, and didn't feel like I was a burden. A very nice chap talked me through what I needed to do, offered a telephone number that I might need and said I could call back if I needed more help. Thank you very much.



76% of clients said their health and wellbeing has improved



91% of clients said they felt less stressed and anxious



81% of clients said they felt more confident and independent

Social Value Impact...

- ✓ Reduces pressure on health services, and enhances quality of life.
- ✓ Reduced anxiety eases pressure on health services such as crisis support and GPs.
- ✓ Increased confidence reduces reliance on statutory services.





Choices: Community Outreach

2025 Achievements

We supported **1,673** residents at outreach sessions with advice on PIP, Child DLA, Universal Credit and more, helping people maximise their income and reduce anxiety.



I am really grateful for the help that the advisor gave me, filling in my forms. If it wasn't for their help I would have failed filling them in because I wouldn't have a clue where to start so a big THANKS FOR WHAT YOU DID FOR ME.

100% of DIAL clients said their Advisor was knowledgeable and friendly, that they were happy with the advice they received, and that they would use our services again.

After using our Community Outreach service...



81% of clients said they would find it difficult to find alternative support if our service did not exist



91% of clients said they felt more confident and independent



84% of clients said their health and wellbeing had improved



96% of clients said they felt less stressed and anxious

Social Value Impact...

- ✓ Brings vital support into deprived communities, reduces transport barriers, strengthens community trust, increases take-up of entitlements in under claiming areas, and prevents people from being left without essential advice and support.
- ✓ Reduces digital exclusion by supporting people who struggle with complex online systems.



Choices: Community Outreaches


2025 Achievements

North Area Outreach ✨

At our North Area community outreaches, we delivered **1,055** hours of support to **900** residents.

Our Advisors helped clients to claim over £2.3 million in benefit amount

For every £1 invested by the North Area Council, we generated £54.80 for each client.



Dearne Area Outreach ✨

At our Dearne Area community outreaches, we delivered **411** hours of support to **311** residents.

Our Advisors helped clients to claim over £530,700 in benefit amount

For every £1 invested by the Dearne Area Council, we generated £50.60 in value for each client.




Monk Bretton & Lundwood Area Outreach ✨

At our North Area community outreaches, we delivered **37** hours of support to **42** residents.

Our Advisors helped clients to claim over £118,000 in benefit amount

For every £1 invested by the Monk Bretton & Lundwood Ward Alliance, we generated £47.20 in value for each client.





Choices: Community Outreaches

2025 Achievements

North East Area Outreach ✨

At our North East Area community outreaches, we delivered **187** hours of support to **168** residents.

Our Advisors helped clients to claim over 472,600 in benefit amount

For every £1 invested by the North East Area Council, we generated £94.52 in value for each client.



Royston Area Outreach ✨

At our Royston Area community outreaches, we delivered **148** hours of support to **138** residents.

Our Advisors helped clients to claim over 347,700 in benefit amount

For every £1 invested by the Royston Ward Alliance, we generated £69.54 in value for each client.



Penistone Area Outreach ✨

At our Penistone Area community outreaches, we delivered **179** hours of support to **119** residents.

Our Advisors helped clients to claim over £593,600 in benefit amount

For every £1 invested by Penistone Area Council, we generated £61.57 in value for each client.





Choices: Advice at Home

2025 Achievements

Penistone Advice at Home ✨

We delivered **104** hours of support to **176** Penistone residents in their own homes.

Our Advisors helped clients to claim over £174,000 in benefit amount



I honestly can't thank DIAL enough. Before their help, I felt trapped and overwhelmed by my financial situation and the constant struggle with my knees. I didn't even know Attendance Allowance existed, let alone how to apply for it. Receiving the High Rate has been an absolute game-changer. It's not just the money, though that's a huge relief; it's the peace of mind knowing I can better manage my care and finally feel like I have some control over my future again. DIAL gave me back my confidence and my independence.



Social Value Impact...

- ✓ Home visiting reaches residents who would otherwise receive no support.
- ✓ Increased income and stability reduces the risk of falls and poor health linked to poverty, helps protect vulnerable adults, lowers the chance of going back into hospital, and prevents people needing to move into residential care.

Home Visiting Service ✨

We delivered **228** hours of support to **258** Barnsley residents in their own homes.

Our Advisors helped clients to claim over £900,000 in benefit amount





Choices: Warm Connections & Small Measures

2025 Achievements

We supported **688** clients with energy advice, responding to **2,033** enquiries and spending **902** hours delivering one-to-one support. Alongside this, 65 households received free Small Measures items, worth an average of **£34** per household, helping people to stay warmer and reduce energy costs.

For every £1 invested in our Warm Connections service, we generate £263.65 in Social Value



Social Value Impact...

- ✓ Provides immediate cost-of-living relief and simple home improvements that prevent illness, reduce winter hospital visits and NHS costs, lower the risk of winter deaths and improve energy skills for long-term resilience.
- ✓ Cuts carbon waste, support public health, tackle health inequalities and promote net zero.



Just a note to say thank you so much for the wonderful winter warm pack. I absolutely love everything in it and I didn't realise the duvet was going to be a double one and so warm.

Our caseworkers helped clients to claim over £49,000 in grants



Choices: Barnsley & Doncaster Foodbank Advice

2025 Achievements

We supported **301** clients, with our Advisors spending **338** hours providing phone advice for Doncaster clients and face-to-face support for Barnsley foodbank clients.

Social Value Impact...

- ✓ Moves people from crisis to stability, reduces repeat foodbank use, increases sustainable income instead of emergency aid, and builds dignity and financial skills.



*Our Advisors helped clients to claim over **£444,600** in benefit amount*

After using our Foodbank Advice service...

85% of clients said they would struggle to find support without DIAL's foodbank advice service

91% of Doncaster Foodbank clients said their health and wellbeing had improved

100% of Barnsley Foodbank clients said their health and wellbeing had improved

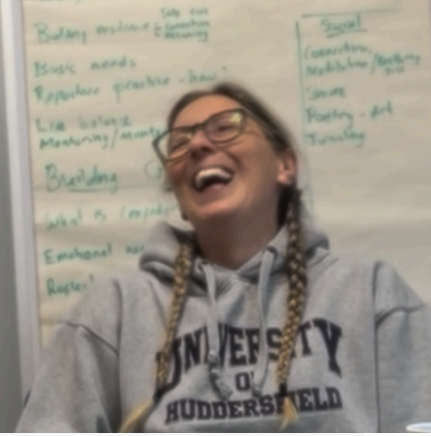
100% of DIAL clients said that they were happy with the advice they received, and that they would use our services again.



DIAL saved my life. I was helped and supported. I would always go to DIAL in the future. I cannot thank DIAL enough. Thank you.



Passionate about possibilities



Chances: Opportunities and Achieving Potential

2025 Achievements

Shared Steps delivered **154** hours of client engagement through one-to-one support, mentoring, workshops, and social groups, helping people build skills, confidence, and connections.

32 volunteers contributed **637** hours supporting our Advice Line, outreach, foodbanks, and events, providing essential help and making a real difference across the community.

The estimated value of volunteer work is £8,727



Participants of our new Pathways to Work initiative, Stronger Together: Shared Steps told us...

★ Overall, they feel more confident and have a greater sense of moving forward.

★ The mentoring sessions helped to reduce anxiety, clarify goals, and encouraged them to try new things.

★ The workshops supported recognition of transferable skills, greater assertiveness, and increased self-compassion.

Social Value Impact...

- ✓ Supports employability, boosts mental health recovery, reduces benefit dependency, and encourages community participation by increasing readiness for work.
- ✓ Improves self-confidence, reducing isolation related health risks through peer support, and creating volunteer opportunities.

“ I am thankful to Charlotte for helping me to understand how important it is to start to accept my negative feelings and emotions. I understand now if I do this it takes away the power of the OCD. I have learnt about the importance of living in line with my values. This helps to manage my OCD better. ”





Connections: Social Inclusion

2025 Achievements

2025 saw the final months of our three social inclusion groups, with clients enjoying a range of activities including 'get fit' sessions, coffee mornings, Carer support, and home-cooked meals. Members from each group continue to meet, forming lasting friendships and reporting reduced isolation and stronger connections to their community.



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.



9 Together at the Table sessions

56 Connect Together members

13 regular Stronger Together attendees

Social Value Impact...

- ✓ Reduces loneliness and social isolation.
- ✓ Lowers GP visits.
- ✓ Strengthens informal care networks.
- ✓ Promotes community cohesion.



82% of Connect Together members feel less isolated

77% of Stronger Together members feel more connected to their community





Changes: Healthy Lifestyles

2025 Achievements

From April to October, 18 Talk & Trims sessions gave 40 people a free haircut alongside information on local health and wellbeing services.

At Christmas, we delivered 300 Comfort & Joy hampers to disabled people and carers in Barnsley, spreading support and festive cheer across the community.



I only came for the free haircut, but I got a lot more than that. The young lad, Jeff, was brilliant. I walked in feeling heavy and left feeling a foot taller. It's a proper lifeline for men like me who just need a space to talk and not feel rushed.



Thank you so much, I can not wait to drop the hamper off to my neighbour when he comes back from the hospital. You have the kindest of hearts.



Social Value Impact...

Talk & Trims:

- ✓ Improves mental wellbeing, reduces isolation, reaches men who are often hard to engage, encourages early help-seeking, and prevents issues from escalating into crisis.

Christmas Hampers:

- ✓ Reduces seasonal hardship, promotes dignity and inclusion, supports carers' mental wellbeing, and strengthens community connections.



18 Talk & Trims sessions



40 people received a free hair cut



300 Comfort & Joy hampers given away



Making a Difference



What our clients said...



DIAL helped me find out about what I was entitled to as I was unsure as I'd never claimed anything before. The person I saw was very understanding, helpful and non-judgemental. I would definitely have no hesitation in using the service again.



You were exceptionally helpful. The person I spoke to called me back on several occasions to clarify matters. Since then I have recommended DIAL to several people.



My experience with DIAL was very good. I had no knowledge of DIAL before a friend told me. They were very helpful, listened to my problems and were non-judgemental. All this really helped me.



Found all staff very friendly and informative, don't think I'd have got through the process of my PIP claim without them. I won my tribunal hearing and the award is a huge help. Thank you so much.



Volunteering for DIAL helped me to start my journey out of depression. It helped me connect with wonderful other people, to help people and feel needed, to feel more open, trusting and confident, and so much more



I had a successful PIP after a mandatory reconsideration by DIAL which I had no idea how to do and would not have done this myself. I want to thank you sincerely for all you've done. It's so very much appreciated.



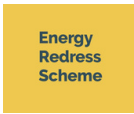
The service supported me greatly and I wouldn't have been able to attain what I did without the service. So glad this exists exists in Barnsley.





Thank You!

To all our 2025 funders...



North East Ward Alliance



Dearne Area Council



Royston Ward Alliance



Monk Bretton Ward Alliance



We raised over £4,795 from our birthday fundraiser and public donations

“Thank you is not enough to describe the praise I have for you all - I don't know what to say but thank you to you all, you are angels.”

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