



Passionate
about
possibilities.





Annual Report 2019



About DIAL



Our aims

-  To improve access to information, advice and guidance so disabled people, their families and carers have increased understanding and are better informed to make choices
-  To reduce social isolation of disabled people, their families and carers
-  To increase access to opportunities for disabled people, their families and carers to achieve their potential
-  To increase the opportunities for disabled people, their families and carers to have healthy lifestyles

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

Message from Sharon Brown, Chief Executive Officer



Welcome to our 34th Annual Report.

The new year brings the launch of Warm Connections, commissioned by the North Area Council to reduce cold homes and social isolation for local residents. Chloe and Lis join our team as social inclusion workers and get busy out in the community, supporting local people and making an impact!

Our community workshops continue to move around the borough, informing and empowering local disabled people to know their rights and get to grips with the benefit system. We are welcomed in Cudworth, Grimethorpe and Lundwood then move to the South Area where we deliver four workshops funded by the South Area Council Wellbeing Fund.

During the Summer we expand our outreach provision in the Central Area Council, supported by their Wellbeing Grant. We are delighted to welcome volunteer, Duncan onto our staff team as our newest benefits advisor. Isn't volunteering brilliant!

Working with Age UK Barnsley and Citizens Advice Barnsley, steps up a gear as we join together our collective knowledge, skills and expertise to deliver Barnsley Council's new Universal Information and Advice Service across the borough. Three great local organisations, working together to make a real difference to people in Barnsley.

And finally, it wouldn't be an annual report without a Quality Mark Award. For the 9th successive time we have been awarded the prestigious Advice Quality Standard along with the additional Telephone Advice Standard. Now advice doesn't get much better than that !

A big thank you to everyone who made the last year happen, including trustees, volunteers and staff. Fantastic achievements.



Message from Glen Gascoigne, Chair



Yet another busy and fruitful year for the dedicated and hard working staff at DIAL .

There appears to be no limits to the talents of our team in securing the much needed funding required to carry out the many services that DIAL provides.

However, none of this would be possible without the input of all the staff within our organisation. Our volunteers, whose selfless contributions, deserve a special mention and a heartfelt thank you from the board of trustees, for the work they do in making DIAL the much needed organisation it is for vulnerable people within our community.

Once again, a very big thank you to you all in guaranteeing the continued success of DIAL







Board of Trustees

Glen Gascoigne (Chair)
Father Stephen Race
(Vice Chair)
Anne Tilley (Treasurer)
Gill Carr
Ian Turner






Our services



Choices

-  Information
-  Advocacy
-  Benefits advice
-  Social welfare advice



Connections

-  Befriending
-  hOurbank
-  Happy café
-  Good neighbours
-  Peer support group

Chances – opportunities and skills

-  Volunteering
-  Support hub

Changes – healthy lifestyles

-  Healthy group activities
e.g walking group
-  Health awareness

2019 at a glance



January

- 📅 Warm Connections goes live! Our new service to reduce cold homes and social isolation
- 📅 We're awarded the Independent Complaints Advocacy Service Contract for a further 5 years

February

- 📅 Community workshops on PIP and ESA go back out on the road to Lundwood, Cudworth and Grimethorpe.

March

- 📅 Trustees hold a Recruitment Evening at The Cooper Gallery

April

- 📅 Warm Connections start fortnightly energy switch sessions in Darton and Athersley

May

- 📅 Former volunteer, Duncan is appointed as our newest benefits advisor

June

- 📅 Face-to-face advice expanded in the Central Area thanks to a grant from their Wellbeing Fund
- 📅 Our new Volunteer Strategy is signed off by our board of trustees

2019 at a glance



July

- 📅 DIAL join with Barnsley CAB and Age UK Barnsley to deliver the council's Universal Information & Advice Service

August

- 📅 South Area Council fund new community workshops in Hoyland, Wombwell, Darfield and Rockingham

September

- 📅 Launch of our first Happy Café at Mapplewell, where people can connect and build new friendships.
- 📅 Gwen, our Senior Benefits Advisor, retires after 27 years dedicated service

October

- 📅 BUPA award us a grant for a new men's peer support group.
- 📅 Awards for All fund us to undertake a volunteer impact assessment on our work in local communities

November

- 📅 We pass our 9th successive Advice Quality Standard audit and are also awarded the Telephone Standard.
- 📅 Evaluation event with participants of our community workshops to help plan and shape our future advice services

December

- 📅 hOurbank North hold their annual Gift Swapping event . Warm Connections join the party, giving out winter warmth packs to local residents

A focus on



88 North Area Council residents saved £29,514 on their energy bills

Our Warm Connections Team support people living in cold homes and/or experiencing fuel poverty through

- home energy assessments
- energy awareness events
- energy switching sessions
- energy efficiency advice

64% of people said they were less worried about their energy bills and felt their mental wellbeing had improved as a result

“Now I know what to look for when I go online, I feel more confident I can switch suppliers all by myself.”

Sue, Athersley



A focus on



70 people living in the North Area were reconnected with their communities through our befriending service, peer support and Happy Café.

The Warm Connections Team provides home visits to residents who are experiencing social isolation. By chatting to people about their interests the team can explore what's available and support the individual to engage with their local community.

71% of people said that they felt more connected to their own community

"The scariest part of going to a new group is walking into a room full of strangers. Just having someone to go with me the first time, has made all the difference"

John, Darton



A focus on - Supported Enablement Workshops



90 local disabled people attend Personal Independence Payment and Employment Support Allowance workshops

Our community workshops across the North East and South areas of Barnsley are a safe learning space for people who are wanting to learn how to complete their welfare benefit claim.

76% of attendees reported that they felt more confident to support themselves in managing their claim forms

“Over half of the people who attended the workshop within 6 months had completed their own claim form or someone else’s. What a powerful thing a little learning is!”

Nigel, Workshop Trainer



A focus on

- Supported Enablement Peer Support



32 local disabled people came together to support each other in two new peer support groups in Lundwood and Cudworth.

The groups give local disabled people the opportunity to come together after attending a community workshop. Members provide mutual support and encouragement to those making a benefit claim.

87% of peer support group members reported increased confidence in supporting themselves, giving them an improved outlook for their claim.

“Support from the peer group has been invaluable, putting worries into perspective and giving me the confidence to continue”

Denise, Cudworth



A focus on - Volunteers



Our volunteers contributed 1675 hours of support on the advice line, office admin and out in the community. The value of this volunteer work is estimated at £22,680

As a thankyou, celebrations for the volunteers were organised and included an Afternoon Tea Party during Volunteers Week in the summer and a Christmas Party at Favela

DIAL provided 122 hours of training towards helping our volunteers with upskilling and confidence building

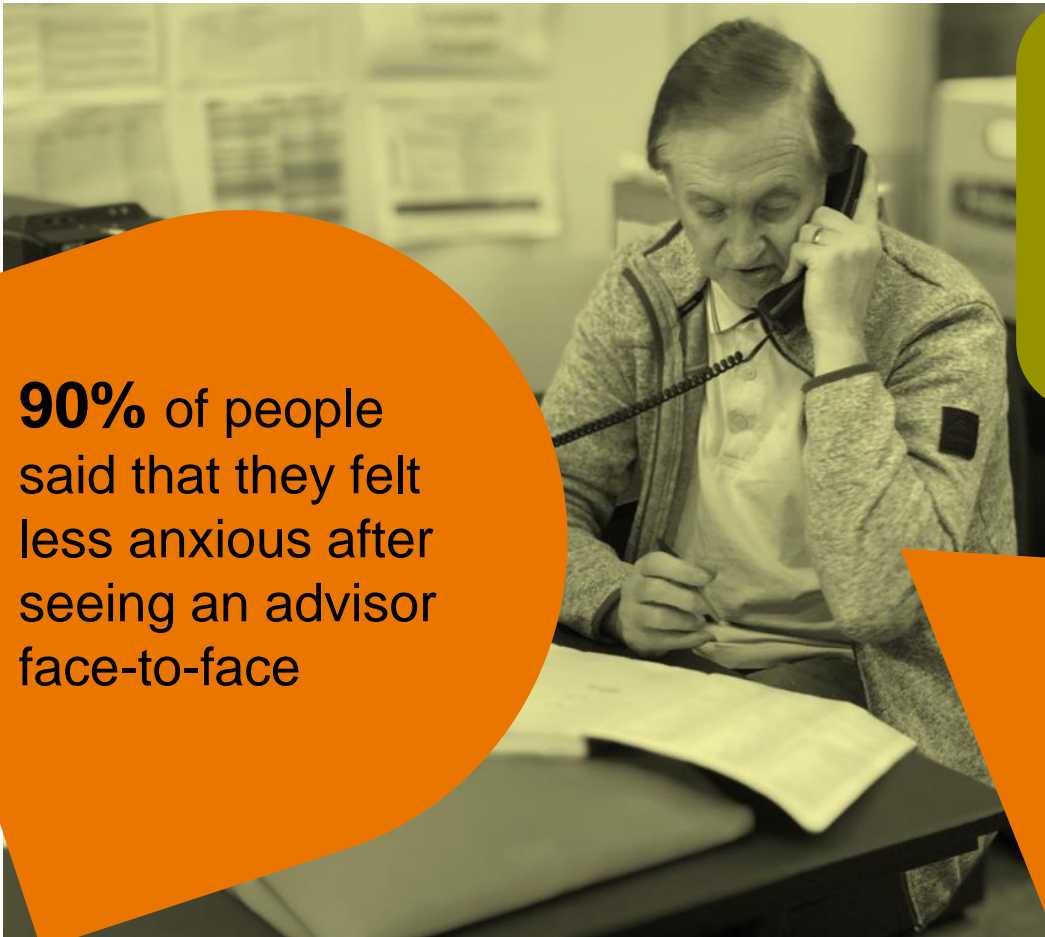
“Through becoming a volunteer, I regained my confidence and belief in myself. I learnt new skills I never dreamt I could do”

Sue, Barnsley



Making a difference

- what our service users say



90% of people said that they felt less anxious after seeing an advisor face-to-face

"Thank you for explaining my options about benefits. I feel so much better knowing what I can claim and how to go about it."

After using the advice line **94%** of people said that they had a better understanding of the welfare reform process

Making a difference

- what our service users say



"The hospital has made improvements which means nobody else will have to experience what my husband went through on the ward"

ICAS Client

"I've really enjoyed being part of the community, meeting people and making new friends"

Chris, Staincross

70% of hOurbank North members said that they felt their health and wellbeing had improved



Thanks to our funders



Goldthorpe &
Bolton on Dearne
Big Local

**Royston Ward
Alliance**

North Area Council
Darton East, Darton West, Old Town, St Helens

South Area Council
Darfield, Hoyland Milton, Rockingham, Wombwell

Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

Dearne Area Council
Dearne North, Dearne South



**Shaw Lands
Trust**



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And a special thank you to everyone who has supported DIAL with a personal donation over the past year.



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