



Passionate
about
possibilities.

Impact Report 2022

Choices, Chances, Connections and Changes



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Introduction - year at a glance

**Choices - Advice Line, Community Outreach,
ICAS, Warm Connections**

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**In 2022, we supported
7,085 local residents
with advice and support**



Introduction



Re-awarded Quality Performance Mark for excellence in delivering our Independent Complaints Advocacy Service (ICAS)



Re-awarded the Advice Quality Standard for delivering excellence in advice



£196,339
in funding from The National Lottery Community Fund

About DIAL

DIAL Barnsley is a local disabled persons user led organisation and a registered charity. 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.

Year at a glance

This year, we have continued to provide community outreach sessions across Barnsley thanks to ongoing funding from Central Area Council, Dearne Area Council, North Area Council, Penistone Area Council and Royston Ward Alliance.

Alongside our community advice sessions, we have maintained our Advice Line and increased volunteering opportunities after receiving £196,339 in funding from the National Lottery Community Fund.

We continued our Warm Connections service borough wide, focussing on an energy advice service, thanks to the Energy Redress Fund.

We received investment in new services including South Yorkshire Community Foundation Green Social Prescribing to launch Green Connections and North Area Council to support our social isolation service, Connect Together.

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

Dearne Area Council

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

Penistone Area Council
Penistone East, Penistone West

Royston Ward Alliance

South Yorkshire's Community Foundation

Energy Redress Scheme



Advice Line

Almost 100% of clients said the person they spoke to was friendly

Almost 75% of respondents said that their health and wellbeing had improved since using our service

We received over 4600 client enquiries on our Advice Line

Our advisors helped clients to claim over 1.2 million in benefit amount



Almost 75% of clients said that they felt more empowered

Almost 100% of clients said the person they spoke to had the knowledge to deal with their enquiry



Almost 62% of clients said that they felt more confident

Our advisors and volunteers spent 1600 hours speaking to clients on the Advice Line



Almost 100% of clients said they would use our Advice Line again

Choices



North Area Outreach

We saw 565 residents at our North Area outreach sessions



We provided 154 outreach sessions in the North between April and December 2022

100% of clients said that the advisor they saw was friendly



Our advisors spent over 755 hours with North Area clients



We helped North Area residents gain £777,588 in benefits



Choices

Central Area Outreach

We saw 352 residents at our Central Area outreach sessions



100% of clients said that the advice they received was appropriate and explained properly



Our advisors spent over 537 hours with Central Area clients



We provided 74 outreach sessions in the Central Area between June and December 2022

We helped Central Area residents gain £601,044 in benefits



Dearne Area Outreach

We saw 131 residents at our Dearne Area outreach sessions



We provided 53 outreach sessions in the Dearne between June and December 2022

100% of clients said that the advisor they spoke to was knowledgeable



Our advisors spent over 200 hours with Dearne Area clients



We helped Dearne Area residents gain £158,628 in benefits





Penistone Area Outreach

We provided 26 outreach sessions in Penistone between June and December 2022



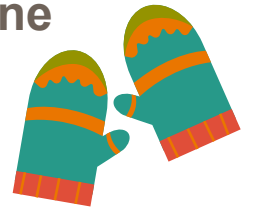
We saw 74 residents at our Penistone Area outreach sessions



100% of clients said that they were happy with the advice they received and they would use our service again



We delivered 75 winter warm packs to Penistone residents



Our advisors spent over 123 hours with Penistone Area clients



We helped Penistone Area residents gain £179,040 in benefits

Choices

Royston Area Outreach

We saw 68 residents at our Royston outreach sessions



Our advisors spent over 202 hours with Royston clients



We provided 26 outreach sessions in Royston between June and December 2022



80% of clients said that they felt more empowered and more independent after using our outreach service

We helped Royston residents gain £86,532 in benefits



Choices

Chronic Diseases

Independent Complaints Advocacy



Over 2700 individual contacts made in 2022



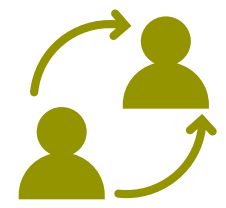
“ We need you around; a brilliant service ”



100% gave our ICAS service a satisfaction level of 10/10



We received 109 referrals



Our ICAS advisor spent over 918 hours with clients



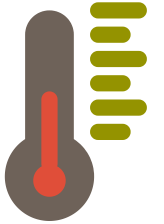
We supported 137 clients with complaints

Warm Connections



We carried out 505 home visits

We advised and supported 1,158 households in Barnsley



“

With the help of DIAL's Warm Connections, I am now paying a regular affordable amount and reducing my debt. This is a big relief to me as it was affecting my health - thank you!

”



Our caseworkers spent over 1,084 hours with clients



We helped clients gain over £1.6 million in benefits and grants

choices
made

Chances

Volunteering



We recruited 5 new trustees who all represent the community they serve



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



“ 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 ”



Our 14 volunteers contributed 873 hours of support by telephone and in the community

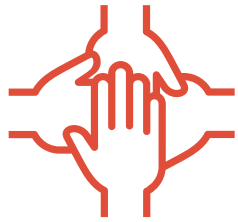
The value of volunteer work is estimated at £11,960



Connections

Connect Together

85 people attended our Connect Together events



We held four 'Grab a Gift' gift swap events and gave away over 20 Christmas goody bags

We gave away 33 slow cookers at our Crisis Support Sessions



Over 154 hours of client contact, including 70 safe and well calls



We held 10 monthly events and 17 social groups

“Very enjoyable with lovely people; a welcoming, safe place to meet together and make new friends. Aimi is lovely and very friendly and welcoming”



changes

Green Connections



I thoroughly enjoy meeting up with Green Connections. We see some locations that I normally wouldn't go to, which is great!



We held 25 Green Connections sessions across Barnsley

We carried out over 40 hours of safe and well checks, calling clients on a weekly basis



“

The contact I've had with Jeff at Green Connections has led to getting support in other areas of my life. DIAL has helped me through a very difficult time in my life, I am very grateful

”



'Supporting and connecting local people'



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