



Passionate
about
possibilities.

Impact Report 2023

Choices, Chances, Connections and Changes



Contents



Contents

2	2023 at a Glance
3 - 12	Choices - Advice Line, Community Outreaches, Foodbank Advice, ICAS, Warm Connections
13	Chances - Volunteering & Apprenticeships
14 - 15	Connections - Connect Together, Stronger Together, Together at The Table
16	Changes - Green Connections

**In 2023, we supported
7,905 local residents
with advice, information
and support**

2023 at a Glance

2023 was a year of expansion and development for DIAL. We launched several new projects and initiatives and expanded our outreach provision thanks to investment from the North East Ward Alliance and Cudworth Ward Alliance, and continued to receive ongoing funding from North, Central, Dearne, Penistone and Royston Area Councils to continue delivering community outreach sessions.

This year, for the first time in DIAL's history, we recruited two Apprentice Advisors to address the skills gap we often face when recruiting benefit advisors.

Our social inclusion services have also expanded. The North Area Council has awarded Connect Together another year of funding as well as an additional investment in our new project, Together at the Table.

Alongside Connect Together, we successfully secured funding from Scope to launch a borough-wide social inclusion service called Stronger Together, which aims to bring people together to tackle the cost of living crisis.

Our Warm Connections energy advice service continued helping vulnerable residents after receiving a huge grant of £208,731 from the Energy Redress Scheme. After securing additional funding from the Household Support Grant, we provided items to help save energy in the home through our Small Measures project.

Finally, we are currently undertaking an exciting research project to develop a user-friendly app to enable people to complete their own PIP forms, in collaboration with the University of Sheffield.



Energy
Redress
Scheme

£208,731

**in funding from the
Energy Redress Scheme**



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



Advice Line

Number of enquiries we received on the Advice Line

4500

Number of hours our advisors and volunteers spent speaking to clients on the Advice Line

1635

Our advisors helped clients to claim over £1.3 million in benefit amount

100% of clients said

The advisor was knowledgeable and friendly

They were happy with the advice

They would use our services again

75% Of clients said they felt more empowered after using the Advice Line

68% Of clients said their health and wellbeing had improved since using the Advice Line

75% Of clients said they felt more independent after using the Advice Line



North Area Outreach

Number of outreach sessions delivered 204

Number of residents we supported at outreach 1085

Number of hours our advisors spent with residents at outreach 993

90% Of clients felt less anxious after using our service

93% Of clients had a clearer understanding after using our service

87% Of clients felt more confident after using our service

Our advisors helped clients to claim over £1.64 million in benefit amount

Central Area Outreach

Number of outreach sessions delivered **138**

Number of residents we supported at outreach **691**

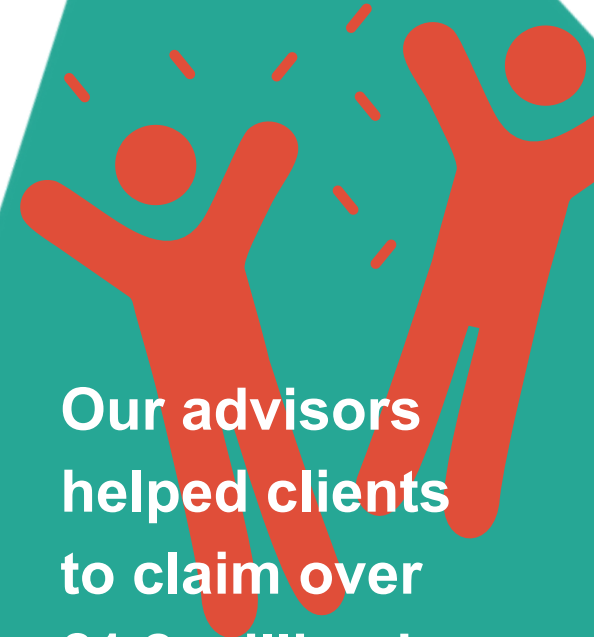
Number of hours our advisors spent with residents at outreach **661**

90% Of clients felt less anxious after using our service

95% Of clients had a clearer understanding after using our service

87% Of clients felt more confident after using our service

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



Dearne Area Outreach

Number of outreach sessions delivered

81

Number of residents we supported at outreach

226

Number of hours our advisors spent with residents at outreach

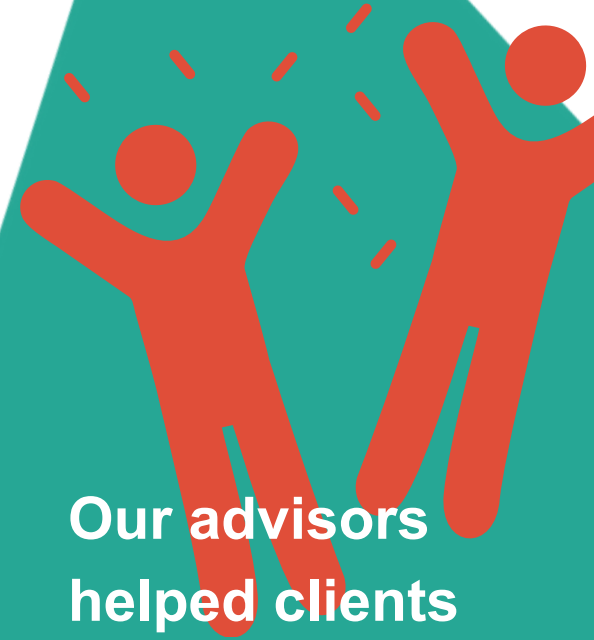
306

90% Of clients felt less anxious after using our service

93% Of clients had a clearer understanding after using our service

86% Of clients felt more confident after using our service

Our advisors helped clients to claim over £335,000 in benefit amount



Penistone Area Outreach

Number of outreach sessions delivered

46

Number of residents we supported at outreach

139

Number of hours our advisors spent with residents at outreach

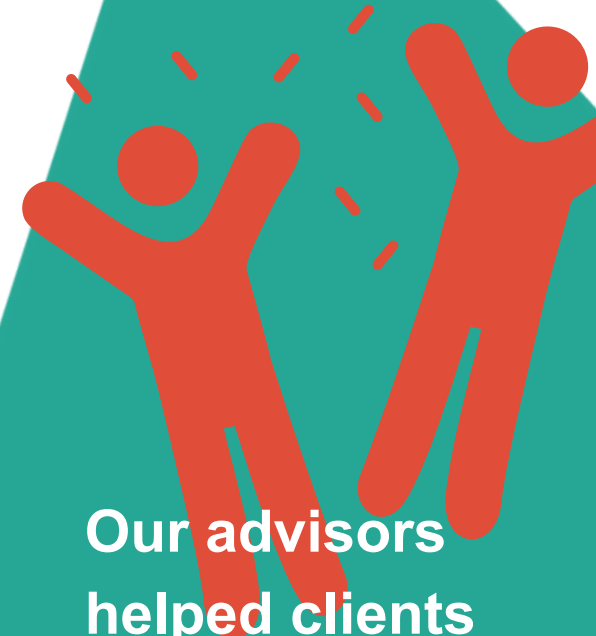
143

90% Of clients felt less anxious after using our service

100% Of clients had a clearer understanding after using our service

81% Of clients felt more confident after using our service

Our advisors helped clients to claim over £271,000 in benefit amount



Royston Area Outreach

Number of outreach sessions delivered

48

Number of residents we supported at outreach

141

Number of hours our advisors spent with residents at outreach

186

78% Of clients felt less anxious after using our service

89% Of clients had a clearer understanding after using our service

70% Of clients felt more confident after using our service

Our advisors helped clients to claim over £189,000 in benefit amount

North East Area Outreach

After successfully securing new funding to provide outreaches in the North East, we started delivering the new sessions in August 2023.

Number of outreach sessions delivered

23

Number of residents supported at outreach

52

Number of hours the advisor spent with clients

63

76% Of clients felt less anxious after using our service

73% Of clients had a clearer understanding after using our service

70% Of clients felt more confident after using our service

Our advisors helped clients to claim over £21,000 in benefit amount



Foodbank Advice Sessions

In partnership with Barnsley Foodbank Partnership and the Trussell Trust, we provide crucial face-to-face welfare advice and energy advice at 8 foodbanks across Barnsley.

Number of hours the advisor spent with residents at outreach

192

Number of residents supported at outreach

198

90%

Of clients said that their health and wellbeing had improved since using our foodbank outreach service

Our advisors helped clients to claim over £127,000 in benefit amount



Independent Complaints Advocacy Service

Service Information

Number of ICAS contacts

3060

Number of clients we supported with complaints

126

Number of hours our ICAS worker spent with clients

998

Number of phone calls made and received

378

“Fantastic service! We need more in the community. When people are ill, they haven’t got the fight in them to challenge things that are so wrong.”

95% Of clients were satisfied with our ICAS service

Warm Connections

Number of home visits carried out

360

Number of clients we advised and supported

1128

Number of hours our caseworkers spent with clients

545

Number of clients who received Small Measures

131

95% Of client homes are more energy efficient and warmer after using our Small Measures service

90% Of clients have an increased knowledge of energy efficient measures after speaking to our Energy Advisors

78% Of clients are better able to afford energy after receiving advice and support from our Energy Advisors

We helped clients gain over £2.3 million in benefits and grants



“ 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 woman Susan is - thank you! ”

Volunteering & Apprenticeships

Number of hours our volunteers contributed

1,432

Number of volunteers who supported our Advice Line, community outreach, events and social groups

31

Number of new Apprentice Advisors

2

“ I choose to volunteer to pay back the wonderful support that DIAL gave to me when I needed it. Thank you to everyone at DIAL. ”



The estimated value of volunteer work is £19,618

Connect Together

Number of signed-up members who regularly attend groups and events

111

Number of check-in calls made to members

320

Number of themed events

22

Total number of events and groups

69

94%

Of clients felt less isolated after attending Connect Together

96%

Of clients felt more connected to their community after attending Connect Together

At our themed events, we gave away:

35 gardening kits
28 cleaning packs
27 picnic hampers



“ 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. ”

Stronger Together

Our new Stronger Together service launched in late September 2023.

67%

Of clients feel their health and well-being has improved since attending Stronger Together

64%

Of clients feel their health and well-being has improved since attending Stronger Together

20 members

14 events and groups delivered

Together at the Table

98%

Of clients feel less isolated since attending Together at the Table

98%

Of clients feel more connected to their community

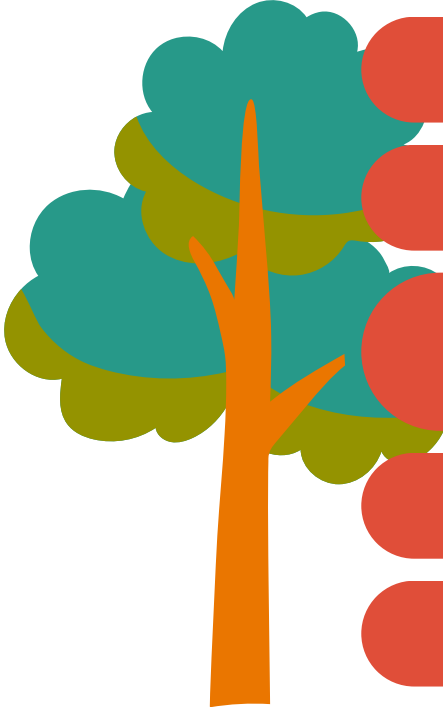
Our new Together at the Table service launched in late October 2023.

13 get-togethers since October

Green Connections

In the final 7 months of
our Green Connections
project, we held:

23
sessions



Sketching, painting and poetry writing at Locke Park

Nature walks along the River Dearne

Historical visits to Monk Bretton Priory and the
Maurice Dobson Museum & Heritage Centre

Visit to Cannon Hall's cafe and garden centre

Bird watching at Elsecar Reservoir



Passionate
about
possibilities.

'Supporting and connecting local people'



DIAL, McLintocks Building, Summer Lane, Barnsley, S70 2NZ
Tel: 01226 240273 Email: first.contact@dialbarnsley.org.uk
www.dialbarnsley.org.uk

Registered charity Number: 1189882. A Company Limited by Guarantee. 5234581
Copyright © 2023 DIAL Barnsley. All rights reserved. No reproduction without permission