



**Passionate  
about  
possibilities.**

## Annual Report 2015



## **DIAL**

### **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 for**

“A Life without Boundaries”

#### **Our mission**

is to support and empower disabled people and carers, enabling them to live a more enriched and independent lifestyle

This is achieved through our aims to:

- give a voice through personal experience
- remove stigma, challenge discrimination and promote equality
- ensure services match need

## DIAL

### Message from our Chief Executive Officer

It has been an exciting year for everyone at DIAL as we celebrated our 30<sup>th</sup> birthday and launched our new brand.



We started the year with the appointment of our new Coordinator, Gill for our timebank in the Dearne – **hOurbank**. She has worked tirelessly since March to establish the project and its membership has reached an amazing 41 members who are sharing their time and skills.

In the spring we started delivering the **Independent Complaints Advocacy Service** and appointed Jo, as Lead Advocate and Paula as User Involvement Officer.

We have continued to work with partners of Advice Barnsley and won a contract with Citizens Advice Barnsley to delivery community advice sessions within the North Area Council wards in September.

Our two task and finish groups have enabled us to produce two new strategies for **Volunteering** and **Communications and Marketing** and these will support us to deliver our strategic plan.

In October we launched our new brand which coincided with our 30<sup>th</sup> birthday week and we celebrated with an event for clients and staff at the Metrodome. Volunteers were involved in bucket collections at Morrisons and B&M and commissioners and funders got their first glimpse of our brand at a special unveiling event at The Core.

Our new brand is a bold statement about who we are and where we want to be in the future and the effort put into its fruition is without doubt a testament to staff commitment and tenacity.

Our exciting year ended with good news from The Scottish Power Energy People Trust who awarded us a grant to continue our fuel poverty work – **Fuel Poverty Busters** !

So here's to the next 30 years with grateful thanks to all trustees, staff and volunteers !

## **DIAL**

### **Message from our Chairperson**



I would like to say a big thank you to everyone who has given time or played a part in supporting the work carried out by DIAL during 2015.

Staff, volunteers, funders, partner organisations and the general public have all played a part in our continued success and development. Without this valuable collaboration and teamwork we wouldn't have been able to maintain and increase the services we provide to the citizens of Barnsley.

Our achievements and accomplishments, which you will read about in other parts of this report, have improved and expanded during the last year due to the needs of local people despite the limited funding sources currently available in today's hard economic climate. This successful expansion has been accomplished as a result of the dedication of management, staff and volunteers alike.

Staff and volunteer have given help and support to many people in the local community. This help and support comes in many forms and is given through the dedicated full-time staff and the volunteers who give a couple of hours of their time a week supporting the services we provide. Everyone is made welcome and a large number of the public and other professionals have commented that DIAL provide these much needed services in a professional, efficient and effective way to the local population.

For myself and on behalf of all the Trustees I would like to say a big thank you to everyone currently involved and to the many new people who will hopefully join us in the future.

Steve Waller - Chair

## **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

**Insider Information** – Our flagship peer advice service which provides information, advice and support on social welfare issues

**Support to Appeal** – Our team of advisors who support those who wish to dispute a decision about their welfare benefits

**Healthy Living** – Our volunteering project to inspire and involve individuals in their community to promote healthy lifestyles

**hOurbank** - 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 six venues within the borough providing advice on Welfare Benefits

## **DIAL**

### **2015 - The Year At A Glance**

#### **January**

DIAL is awarded funding from the Department of Health to raise awareness about Personal Health Budgets for local people

#### **March**

Gill is appointed as our new hOurbank Coordinator

#### **April**

DIAL commences delivery of new Independent Complaints Advocacy Service contract

Nigel appointed Team Leader for Advice and Information Team in our organisational restructure

#### **June**

DIAL and Citizens Advice Barnsley awarded contract to deliver joint community outreach sessions in the North Area Council wards

#### **July**

DIAL establishes Diabetes Coproduction Group to work with Barnsley Clinical Commissioning Group on the new diabetes pathway specification

#### **September**

A DIAL wedding! Congratulations to Paula and Bryan

Sharon attends The Scottish Power Energy People Trust's 10<sup>th</sup> birthday celebration at the House of Lords

#### **October**

Our 30<sup>th</sup> Birthday celebration at the Metrodome for staff, volunteers and trustees

DIAL unveils our new brand to commissioners and funders

Our hOurbank Showcase Event in the Dearne

Our Advice & Information Team pass the Advice Quality Standard with flying colours

**November**

DIAL holds event for people with COPD to talk to Barnsley Clinical Commissioning Group about their lived experience

**December**

DIAL is awarded a grant from The Scottish Power Energy People Trust to continue our fuel poverty work

## DIAL

### In Close Up

#### Insider Information

“As people come to terms with reductions in income and access to support from public services due to government austerity measures, our team still manages to perform effectively and provide a quality service, passing the AQS with flying colours for the fifth time in a row”

**Nigel – Team Leader Advice & Information**



#### Support to Appeal

The Support to Appeals project has had a very successful year. We continue to receive positive feedback from people who are delighted with the support they receive and who report increased confidence and improved mental wellbeing. Many thanks to our volunteer team who commit their time and energy to supporting local people to challenge unfair decisions.

**Sarah- Appeals Manager**





## First Contact

“Volunteers form the core of our First Contact team and very often they have joined us after using our services. All of them are given the opportunity to develop their skills and experience within the organisation. For some it is a stepping stone to other opportunities, some go on to join our Board of Trustees; others just want to “give something back” through delivering our core service.”

**Paula, First Contact Coordinator**



## hOurbank

“This new community project is really taking the area by storm. Local people have embraced hOurbank and are enjoying sharing skills and knowledge. Each member banks time by helping community groups and each other and can withdraw hours when they themselves need assistance”.

**Gill, hOurbank Coordinator**



## Independent Complaints Advocacy Service (ICAS)

“Since April the ICAS Service has been incredibly busy. We have dealt with over 60 new referrals and are working closely with Healthwatch and the NHS Care Commissioning Group to help to address complaints of local people. We have recruited new volunteers and Paula has joined our team as User Involvement Officer- all in the first six months !”

**Jo, Lead Advocate**



## Community Outreach

“Our outreach in the North area council wards which started in September has been well attended and successful in terms of health and financial outcomes. Our joint provision with Citizens Advice Barnsley has been a real partnership approach to service delivery”

**Mick, Community Outreach Advisor**



## DIAL

### Making A Difference

In 2015 DIAL supported people in many different ways and this support led to the following long term changes for individuals:

**80%** of people said that they felt less anxious after using our service – **Insider Information**

**77%** of people said that they felt more in control of their lives after using our service – **First Contact**

**48%** of people said that they felt more able to manage their own affairs after using our service – **Community Outreach**

**99%** of people said that they felt more supported to challenge an unfair decision after using our service – **Support to Appeal**

**94%** of event participants said that they felt more empowered – **Healthy Living Agents**

**72%** of people said that they felt less isolated after using our service- **Insider Information**

**98%** of people said that they had more awareness about services available to them after using our service – **First Contact**

**71%** of people said that they felt that their mental wellbeing had improved after using our service – **Support to Appeal**

**68%** of people said that they had used the information they had been given by our service to help another person – **Insider Information**

**94%** of event participants said that they were likely to change their behaviour – **Healthy Living Agents**

**73%** of members said that they felt more involved in their community- **hOurbank**

# DIAL

## Brand Launch

In October we launched our new brand and we were delighted to be joined by our supporters and funders for the official unveiling!



Paul, a member of our communications task and finish group and client, talking about what a difference DIAL has made to him.

Our Grants Officer, Russell, from the Big Lottery having a chat with Sarah about her lottery funded **Support to Appeal Project**.



Staff, volunteers and trustees beaming with pride!

## **DIAL**

### **Our Team**

#### **Board of Trustees**

Steve Waller (Chair)  
Paula Page (Treasurer)  
Steve Tazzyman  
Niky Grundy

Sue Hill (Vice-Chair)  
Susan Stewart  
Sheila Kirk

#### **Staff**

Sharon Brown  
Jill Morton  
Nigel Brown  
Gwen White  
Neal Wragg  
Stefan Brown  
Molly Moxon  
Sarah Moore  
Paula Taylor  
Zoe Green  
Gill Richmond-Burns  
Paula Green  
Jo Stanley  
Mick Barker

Chief Executive Officer  
Development Manager  
Team Leader – Advice and Information  
Peer Advisor  
Peer Advisor  
Peer Advisor  
Peer Advisor  
Appeals Manager  
First Contact Coordinator  
Healthy Living Coordinator  
hOurbank Coordinator  
User Involvement Officer  
Lead Advocate (ICAS)  
Community Outreach Advisor

#### **VIP Volunteers**

Diane Greaves  
Susan Stewart  
Sue Hill  
Bryan Huscroft  
Mark Wood  
Paula Page  
Glen Gascoyne  
Paula Clapham  
Chantelle McLean

First Contact  
First Contact  
First Contact  
First Contact/Peer Advisor  
Administration  
Appeals Advisor  
Appeals Advisor  
Appeals Advisor  
ICAS Advocate

In the last year DIAL volunteers gave a total of 2309 hours of their valuable time and this equates to a total of £25607 resource investment.

Thank you all!

DIAL

## Acknowledgements

We would like to gratefully acknowledge the support of:



Shawlands Trust



## DIAL

And grateful thanks to all the following who made individual donations:

M Brown	J Cooke	M Dillon	G Uttley
S Thacker	A Wilkinson	K Turner	S Thompson
B Howell	J Hughes	J Slater	B Townhill
M Burke	D Skelton	D Needham	B Dorling
S Bostwick	I Riley	M Briscoe	N Kirk
M Johnson	A Birkingshaw	D Desbro	A Newton
G Mitchell	C Beard	J Hoyland	L France
P Moxon	K Frain	J B O'Brien	A Norris
G Darlow	B Eid	J Hadfield	C Taylor
K Priestley	P & J Brown	R Booth	L Steel
J Dickinson	A Nixon	S Wordsworth	E Todd
A & H Eccles	S Holt	M Hall	R Jones
J Goodwin	J Hatfield	H Love	J Morris
C Rodgers	M Clarkson	C Barnett	A Rogerson
K Hall	J England	G Spencer	M Barrett
A Rooker	A Campbell	J Dodds	J Pickering
M Wake	J Ellis	J England	J Wilson
M Hitchen	J Beevers	M Hall	B Dorling
C Groom	P Beasley	B Wilkinson	B Davies
J Hadfield	F Bailey	L Rimmington	D Royston
D Brown	P Gillespie	R Stainforth	R Goulding
R Flinders	M Hitchen	G Sanders	D Stevenson
A Nicholson	A Riddle	M Dyson	B Sanders
K Evans	N Evans	L B Archer	D Royston
J Berry	J Allen	W Exley	J Banner
E Ogden	A Brookes	M Spinks	G Duerden
N Ashton	P Gillespie	S Dennis	J Hailes
D Carnell	E Oliver	J Weaver	M Kirby
A Brown	K Beevers	E Heatley	K Baker
K Smith	D R Wildman	K Wilkinson	T Holmes
D Banham	I Wilkinson	P Kemp	K Schofield
K Crossland	M Scarborough	E Iveson	R Wood
P Penrose	J Stoker	D Ford	J Brook
J Parkin	K A Senior	S Holt	P Watson
E Vincent	P Austin	B Camplejohn	J Cooke
D Canning	N Senior	M Lomax	M Sellars
S Firth	J Flaszynski	P Fletcher	D Brown
D Royston	R Linney	R Wood	J Parsons
M Middleton	E Cartwright	J Robinson	P Jones



S Wright	M Hargreaves	W Kennedy	V Bennett
K Ellis	R Goulding	H Etherington	D Hudson
B Green	B Chappell	B Medlam	T Wilson
S Hardman	S Thacker	E Spacey	J Hatfield
J Lockwood	A & H Eccles	Mr D Moore	M McGrath
R Anderson	D Readman	M Hitchen	W Rolink
G Trickett	J Juhasz	C Bately	D Sellars
K Nash	D Sellers	L Greaves	L Fisher
A Crossland	N Middleton	R Padgett	E Tingle
S Watson	I Rowe	M W Brook	J Hudson
R Lazenby	H Higginbottom	J L Lever	S White
D Smith	G Scott	C Berry	S Holling
Mrs Hand-Davis	S Shaw	C Wood	G Minett
C McGrath	B Pearson	S White	M Bowman
M Allsop	K Kerry	J Banner	C Middleton
L Tench	J Bradbury	A & H Eccles	G Minett
M Burton	J Stoker	B Sedgwick	L Greaves
J Robinson	K Ellis	K Guest	C York
B Dorling	J Newton	S Nuri	B Harvey
L Strathearn	B Brook	D Padgett	J Cassidy
E Cartwright	E Self	R Sargesson	B Parker
D Lowe	J Hollingworth	G Minett	M Wallace
K Davis	D Cressey	K & S Bradley	D Sellers
M McGrath	S Wright	J Walker	J Slater
M Newton	A Senior	E Brook	R Durkin
P Williamson	P Clarkson	B Brown	P Hudson
C Coldwell	W Kennedy	M Grimshaw	