

New Forest Disability Information Service

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charity no: 1104589

company no: 05124781

New Forest Disability Information Service

**New
Forest
Dis**

Annual Review

April 2010

to March 2011

Providing free, confidential, impartial
disability related information, advice
and guidance throughout the
New Forest and surrounding areas

We sell a large range of new
and lightly used donated daily
living aids & mobility equipment

Speaker available for clubs,
groups etc

Fee paying services:

Consultancy

Training

Occupational Therapy Assessments

NFDIS LOTTERY

Just £1 per month per number
is all it takes to play the NFDIS Lottery!

The draw takes place on the first working day
each month

The winners receive half the draw fund as cash
prizes
and the other half supports the work of the
NFDIS.

The more people that play

The bigger the cash prizes

Don't delay!

Please complete an NFDIS Lottery application
form

and join in the fun ... thank you

We thank our supporters

To buyers and donors of our 2nd hand equipment sales we thank you

To players of our NFDIS Lottery we thank you, and to all future players we welcome you, good luck!

To grateful clients who show their appreciation with cash, cheques and chocolates we thank you most sincerely

To all our wonderful volunteers, without whom there would not be a NFDIS, we applaud you.

Board of Trustees 2010 to 2011

Janet Allen	Chairman
John Woolhouse	Honorary Treasurer
Larry Anthony	Company Secretary
Molly Deaton	Trustee
Michael Lanning	Trustee

Mission statement

'to empower people living with disabilities in the New Forest and its surrounding area to enable them to lead active and fulfilling lives integrated in society'

Chairman's Report

It is with amazement that I am once again writing a report which signifies the passing of another year leading up to another Annual Public Meeting.

It is a time of great change for public and charitable organisations and I am delighted to be able to be positive about the ongoing development of our organisation despite the increasing difficulty of getting funding in this climate.

At the beginning of the year we very successfully completed our Quality Audit, with exceptional praise from the auditor, thanks to all the work Jacki and her team did in updating our procedures and demonstrating our competence in practice. Many team members were interviewed over the two days of audit, and the cohesion of the team and pleasant atmosphere in the office were noted by the auditor.

For the team, this year has been about concentrating on our service delivery and ensuring we are able to continue to support the team to provide a quality service. We have continued to obtain our contracts at Lymington Hospital, and for the Occupational Therapy service, and Jean is working at enhancing her outreach services across the New Forest. Dennis continues to do a grand job in representing people at welfare benefit tribunals in this difficult climate.

We thank our supporters

Burry Charitable Trust

Co-operative Trust

Dibden Allotments Fund

ExxonMobil

Hampshire County Council

Henry Smith Charitable Trust

New Milton Rotary

Bramshaw Parish Council

Bransgore Parish Council

Breamore Parish Council

Brockenhurst PC

Burley Parish Council

Copythorne PC

East Boldre Parish Council

Ellingham, Harbridge & Ibsley Parish Council

Fordingbridge TC

Godshill Parish Council

Hale Parish Council

Hordle Parish Council

Hyde Parish Council

Hythe & Dibden PC

Lymington & Pennington Town Council

Marchwood PC

New Milton TC

Sway Parish Council

Totton & Eling TC

Fundraising



New Milton Extravaganza in the snow in December



Team NFDIS at New Forest Rotary cycle ride in May

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Meanwhile the office continues to be busy with a wide ranging number of enquiries as well as an increase in equipment sales.

Underpinning this work we have been looking at our marketing strategies, and I hope you may notice that we have enhanced and modernised all aspects of our marketing documentation. This has been done in conjunction with improving all avenues of possible funding support. We are lucky enough to have Lucy Coggin join us with her marketing background and have borrowed the expertise of Ann Jarman, with her fund raising expertise to improve our income opportunities. This work however is ongoing and we continue to need support with arranging some possible events and links with funders to further enhance our income.

On a fun note several of the team took part in the New Forest Rotary 'Horse and Cycle Ride' from Burley cycling sixteen miles across the tracks of the forest- no mean feat! Although we don't know what our final income from this will be, it is looking as though we will benefit from in the region of a thousand pounds, due to the efforts of those who have supported this event.

I wish to take this opportunity to thank you all for your support and thank the team for their professional and dedicated work.

Janet Allen Chairman Board of Trustees

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Company Secretary's Report

There have been a number of significant events in the period summarised in this report. Their overall success is a testament to the dedicated staff and volunteers that make up the operational team and I offer a resounding thank you to all concerned.

We started the year with the development of an action plan following the completion of an internal opinion survey. It is pleasing to see that the survey showed an overall satisfaction with the Service of 95%. Feedback received from individuals and via team meetings has acknowledged progress is being made with most areas of concern, the exceptions being ventilation of the premises and confidence in the future. The Board of Trustees are reviewing our continuity/contingency planning and it is hoped this will result in improved confidence in the future. Ventilation is proving more difficult to improve and is the subject of ongoing activity.

Having retained our accreditation with the Community Legal Service for General Help with Casework in Welfare Benefits last year we continue to monitor our procedures to maintain the high standard achieved at audit.

Throughout the year our service delivery has continued to provide free advice to those in need and along with last year shows a significant increase in the demand for our services when compared with previous years.

OT Assessments

Our Occupational Therapist (OT) Jane carries out home visit OT assessments in partnership work with HCC Adult Services. Helping clients with bathing, seating and access needs, advising on such things as bath lifts, stair lifts and mobility aids etc.

Private OT Assessments are also available for speed of service.

Equipment Sales

NFDIS sell a wide range of new and lightly used donated second hand daily living aids and mobility equipment from our Head Office. Clients have the opportunity to discuss their needs, try our equipment for suitability and be advised in the confidence that there will never be 'inappropriate selling'

Lymington Hospital Outreach

NFDIS attends patients on the wards, in partnership working with referral from HCC Adult Services, to ensure that they have a point of contact upon discharge when they are not receiving a care package provided by Adult Services. This intervention role is proving most valuable for keeping clients informed of their rights etc once they are back at home.

Consultancy & Training

Our trainers & consultants can provide a valuable, professional service to any organisation requiring diversity awareness, disability discrimination, access insight or welfare benefit training; each package is tailored appropriately to the purchaser's requirements, and is delivered in-house at modest cost.

NFDIS Head Office

650 clients came through the door of our Head Office and 621 telephoned our Helpline last year. Everyone is greeted by an Information Officer at reception, who will take confidential details, either answering basic enquiries straight away or will pass over to Office Manager Josey for allocation to an Advisor.

Clients are offered appointments with an Advisor for casework, such as welfare benefits applications, which are carried out in our white sound masked interview room.

Donated paperback books, DVD's & CDs are also sold here as fundraisers along with our own NFDIS Lottery.

Hythe Outreach Office

Clients in the east of the New Forest have the facility of an Outreach Office every Wednesday at The Grove; usually staffed by Dennis, a very experienced Advisor.

Tribunal Representation

Our Senior Advisor Dennis will handle casework of a more complex nature including welfare benefits appeals & he represents clients at tribunal hearings; often securing several thousand pounds of outstanding benefit entitlements for them.

Outreach Service

Our Outreach Worker Jean travels around the New Forest holding clinics in community locations such as libraries on a regular (usually monthly) basis. This gives clients the opportunity to make first point of contact with NFDIS, often before they realise they need us!

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We continue to represent excellent value for money in terms of cost to the community compared with the income the community receives via benefits obtained by our clients with the help of the service. Table B, on centre pages, shows that for the first time we have exceeded £500,000 pounds of new benefits obtained during the year for our clients. The income we help to obtain continues to be approximately seven times the annual cost of the service.

Larry Anthony Company Secretary

NFDIS Head Office in New Milton



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Treasurer's report

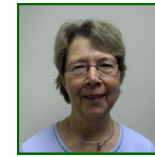
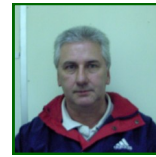
A year ago, the economic climate was making us very concerned about our ability to raise money to meet our commitments for our work in the community. Nevertheless, the hard work of our team and the generosity of our supporters lead to income exceeding outgoings in the year 2010-11 by some £14,000. This in turn resulted in our total funds carried forward at March 2011 being a relatively healthy £68,463.

As we were preparing our budget for the year 2011-12, one of our major supporters announced that they would be unable to make a contribution to our work this year and our anticipated income has been reduced by approximately £11,000. The Board resolved not to reduce our planned activities because of this setback choosing instead to try to make up the shortfall by our marketing group exploring new avenues of income.

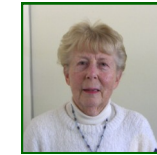
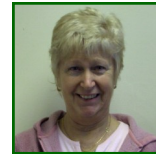
Of course our work would be quite impossible without our volunteers but even so our very existence depends entirely on a continuing and reliable income flow. It will be another challenging year.

John Woolhouse Honorary Treasurer

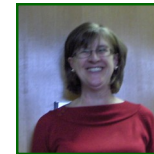
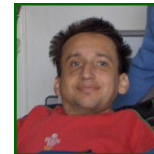
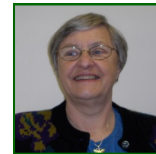
The NFDIS Office Team



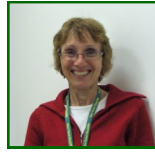
Advisors Dennis, Merry, Jane & Barbara



Information Officers Sheila, Jenny, Pat & Marilyn



Information Officers Molly, Michael, Tessa, Shelagh & Bryan



Data Entry Clerks John & Roger

&

Outreach Worker Jean



Office Manager
Josey

Chief Executive
Jacki



Feedback from our clients

You will be pleased to hear that my husband has been granted the Attendance Allowance at highest rate we wanted to say 'Thank You' to you personally for your effort on our behalf, it is so good to know there is help at hand when it is needed

... we are so pleased with your service and want to convey our thanks...

I would just like to thank you for all your advice and support helping first with DLA and then with ESA which are both so bizzare and confusing. I could never have done this alone, your fantastic knowledge about the benefit mine-field was great. Your easy going manner put me at ease, I hope you continue to help others ... once again a heart felt massive thank you.

I cannot express my gratitude enough for your help, it will make such a difference ... thank you

Thank you for pointing me in the right direction ... what a weight off my shoulders ... thank you

You gave us a great deal of help ... we have just been notified that this application was successful ... thank you so much for all your assistance in this matter

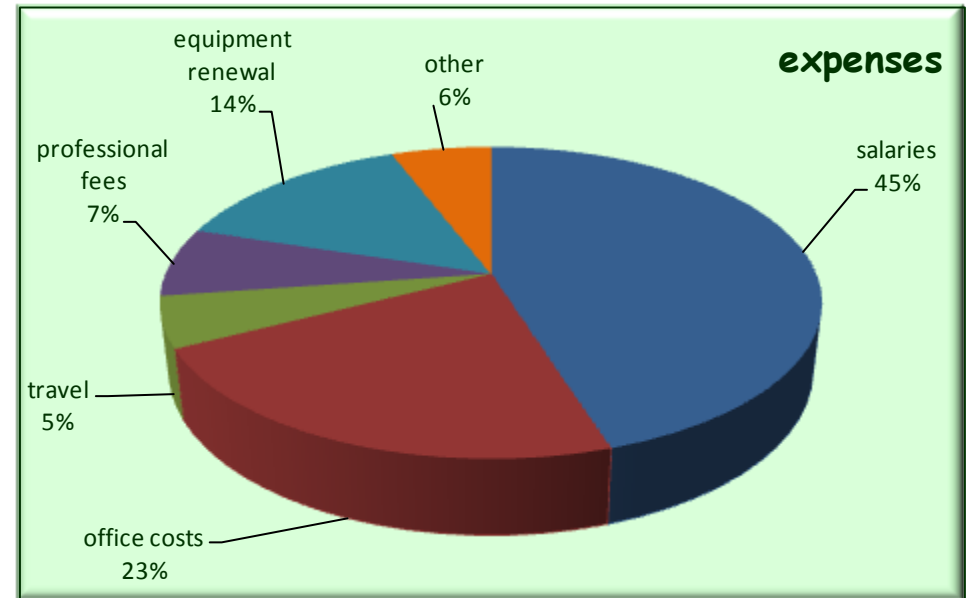
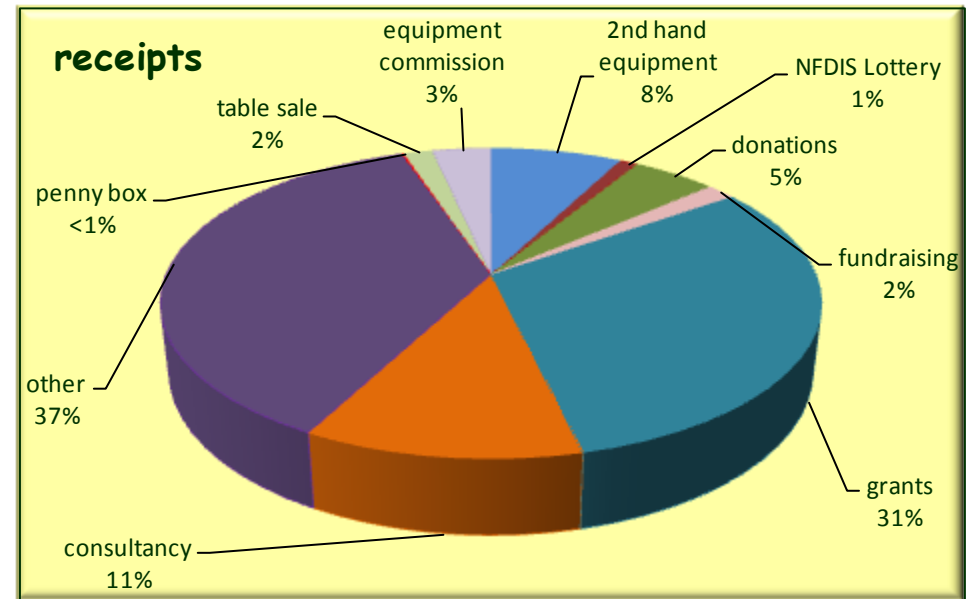
You are simply fantastic!

Thank you once again and long may you continue to provide such a worthwhile service to the community

Many thanks for allowing Dennis to represent me at my Tribunal. His support was much appreciated. All the best for the future ...

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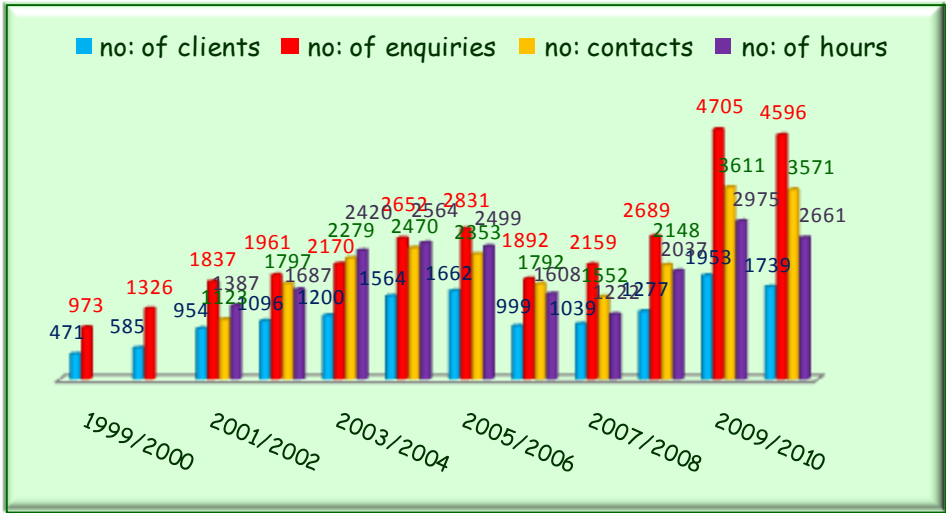
2010 - 2011 finances



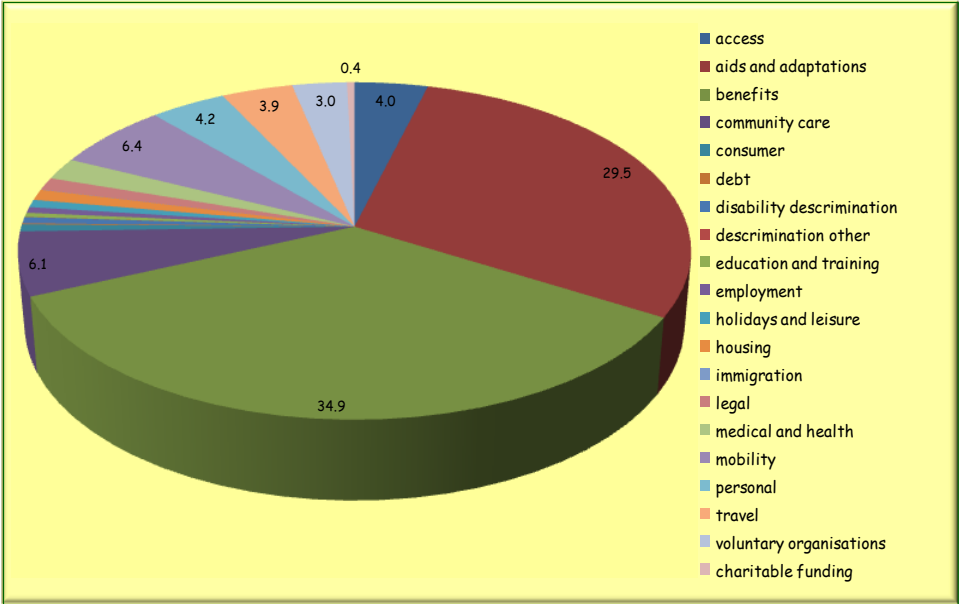
Full accounts are available upon request.

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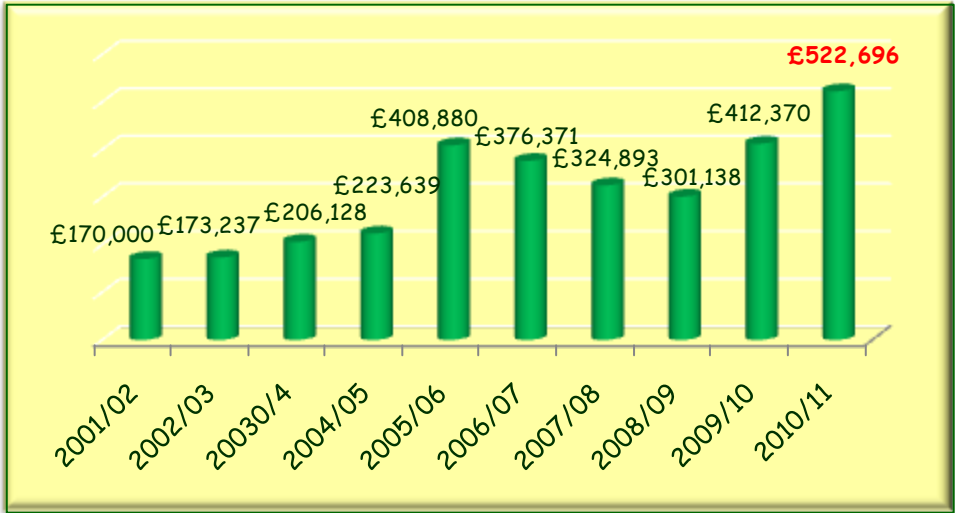
Statistical data



no: of clients, enquiries, client contacts and hours used per annum

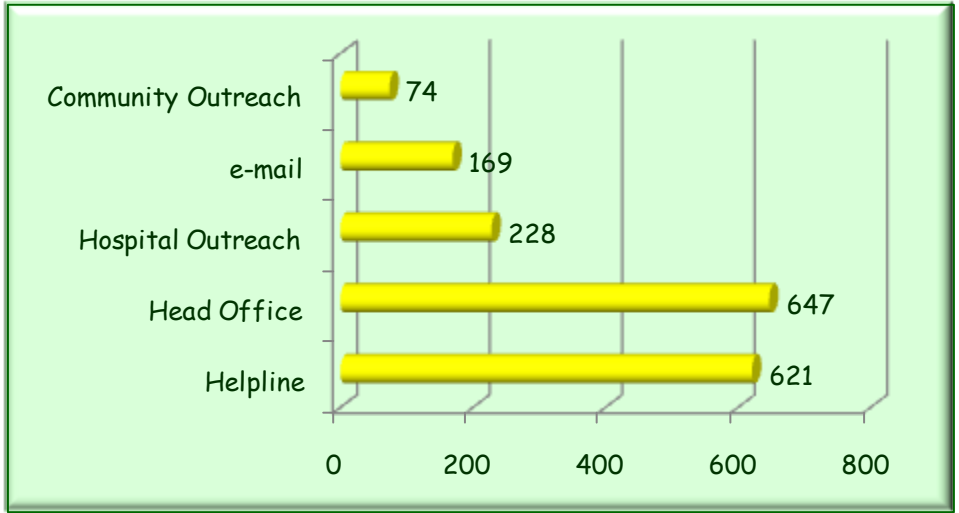


% of client enquiries by topic 2010/2011



amount of welfare benefits secured for clients per annum

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method of first contact with clients

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