

New Forest Disability Information Service

**New
Forest
Disability**

**Annual Review
April 2015
to March 2016**

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'



Members of:



charity no: 1104589

company no: 05124781

Chairman's Report

Welcome to our 17th Annual Review, a report which continues to demonstrate our ongoing commitment and success in supporting people in the New Forest with Disability related issues despite the many challenges for charities like ourselves.

As benefits and local services continue to be reduced so the reliance on charities to take up the slack becomes increasingly important. In order to manage these consistently high client numbers and provide an accessible service across the New Forest we continue to develop our Outreach Services with the aim of being as inclusive as possible.

Underpinning the service our office volunteers continue to be the backbone of our charity; providing professional information, advice and support under the very able leadership of our Office Manager Josey and Admin Assistant Margaret.

We have been developing our social media presence during the year with Facebook and Twitter which are getting increasingly popular. We also launched our new e-newsletter, which we are proud to promote; it offers updated information about current topics locally and nationally as well as information related to our organisation.

Our Fundraising Group, while small, continues to raise money, have fun and promote us in the best possible light. As well as the two Quiz Nights, which continue to be sell out events, we had an extremely successful Vintage Tea last summer enjoyed by all, our thanks to Beryl and team.

A taster of the year which I hope demonstrates not only the commitment of staff but the amazing high standards and enthusiasm of our Chief Executive of whom we are extremely proud. Thanks to Jacki and all of our Team for your hard work last year and for the future.

Janet Allen - Acting Chairman of Trustees

Treasurer's Report

2015/16 has again been a challenging year for NFDIS, as for most charities, with many public bodies being unable, as a result of their own financial pressures, to fund important projects which they would like to support.

Jacki and her team have again done well to maintain total income at a similar level to last year at £75,000, and to incur only a small loss of £3,800, while continuing to provide support for the disabled community through a wide range of services.

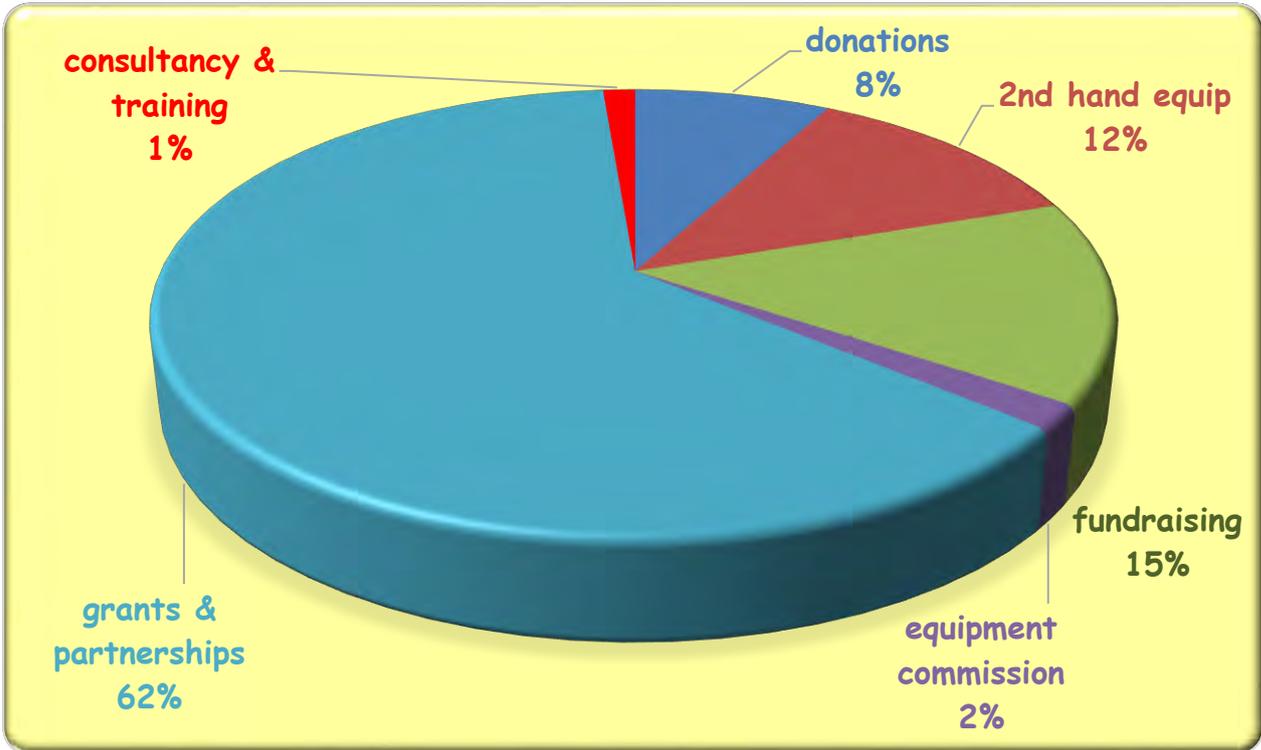
Support for clients appealing to tribunals has been in particularly high demand this year as more applications for benefits are turned down in response to squeezes on funding. In many cases we have been able to help to get such decisions reversed.

Much hard work has been devoted to securing grants and donations to enable us to maintain our services, and an unusually high level of grants has already been received for the current year, which gives confidence that we will be able to increase the quantity and quality of these services.

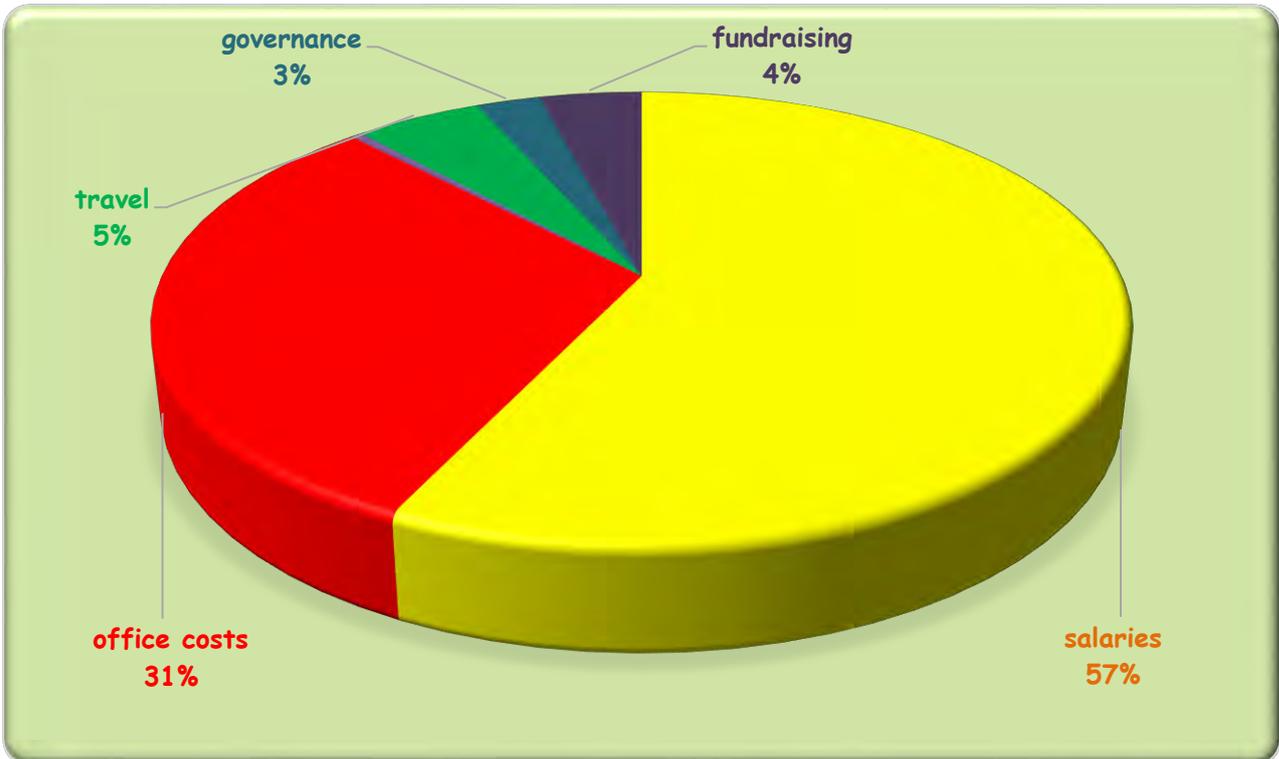
Our Reserves, though slightly reduced from last year, continue to be at a satisfactory level - important in these uncertain times.

David Wansbrough - Honorary Treasurer

income £75,364



expenditure £78,336



Chief Executive's Report

As predicted this has been a challenging year for us and our clients; not least because of the significant changes with the welfare benefit system. Our Team have been working tirelessly, with our wonderful volunteers giving over 5,000 hours of their time to help others. We have been delighted to recruit and train up more volunteers, whilst maintaining training for the rest of the Team to keep up to date.

The pilot of our Signposting Service in Lymington Hospital foyer every Wednesday is in partnership with Southern NHS Trust and West Hampshire CCG, is very busy and the permanent display of literature is well received. We also provide advocacy for in-patients who need support to plan their future but do not have family locally. Our Partnership working with HCC Adult Services at Lymington Hospital providing advice pre-discharge continues on the wards.

Grants from Henry Smith Charity, Barkermill Foundation and Sovereign Housing Fund will permit Outreach Co-ordinator Geraldine to continue and develop our Outreach Service to targeted locations.

A new Pop-Up Advice Service is being funded by a Big Lottery Awards For All grant. This is a very exciting new project which will take our Outreach Advisor Mel into small, isolated or hard to reach areas of the New Forest delivering advice sessions in café's, garden centres etc.

Senior Advisor Mary has been extremely busy preparing and successfully representing clients at tribunal hearings; whilst peer-supporting Mel in her training for the work. This will offer continuity of service and more capacity in the future for this essential service.

I congratulate all our Team, our Office Manager Josey and Admin Assistant Margaret for ensuring we offer our very best service to over 2,000 clients a year. Well done everyone, good luck for 2016/17, and thank you one and all!

Jacki Keable - Chief Executive

Head Office & Helpline

Over 730 new clients visited our Head Office and 717 accessed our telephone Helpline. Another increase in carers (37% of contacts) and referrals from professionals (25%) has kept us busy with people living with disabilities (37%) contacting for themselves. Our Advisor appointments have been running at near capacity, both at Head Office and at our Hythe Outreach, with 54 clients receiving a home visit.

Signposting Service



Pop-Up Advice

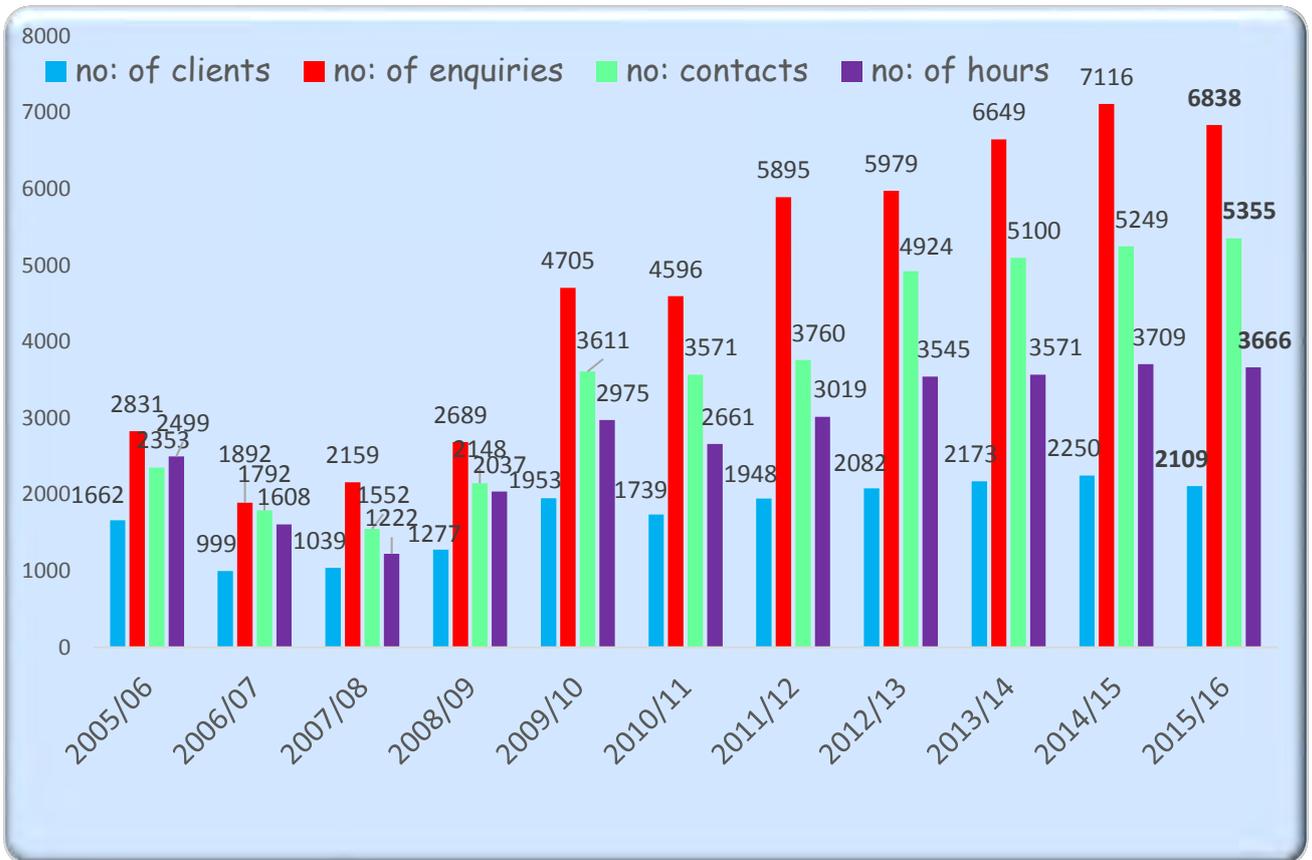


Fundraising Group

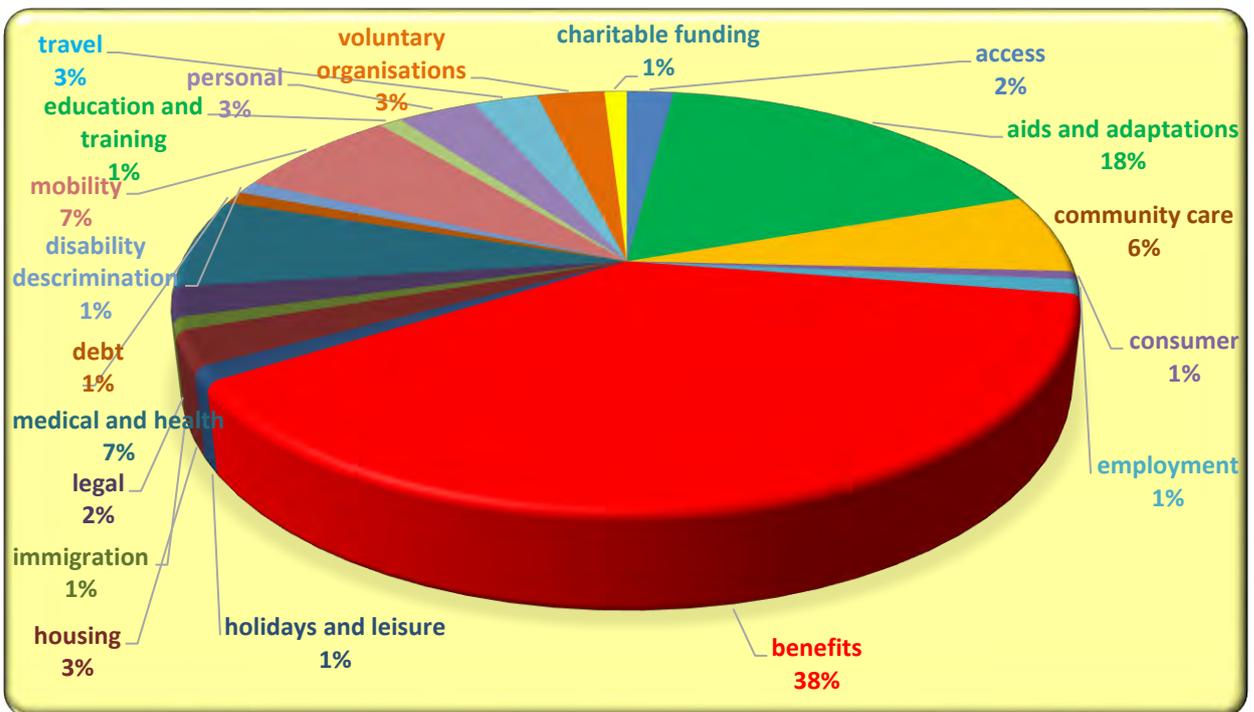
We thank our wonderful Fundraising Group who, under the enthusiastic Chairmanship of Beryl, put on events such as the Vintage Tea and Quiz Evenings as shown below. Coming in June - Spinnaker Tower sponsored abseil!



Client statistics per annum displayed over last ten years



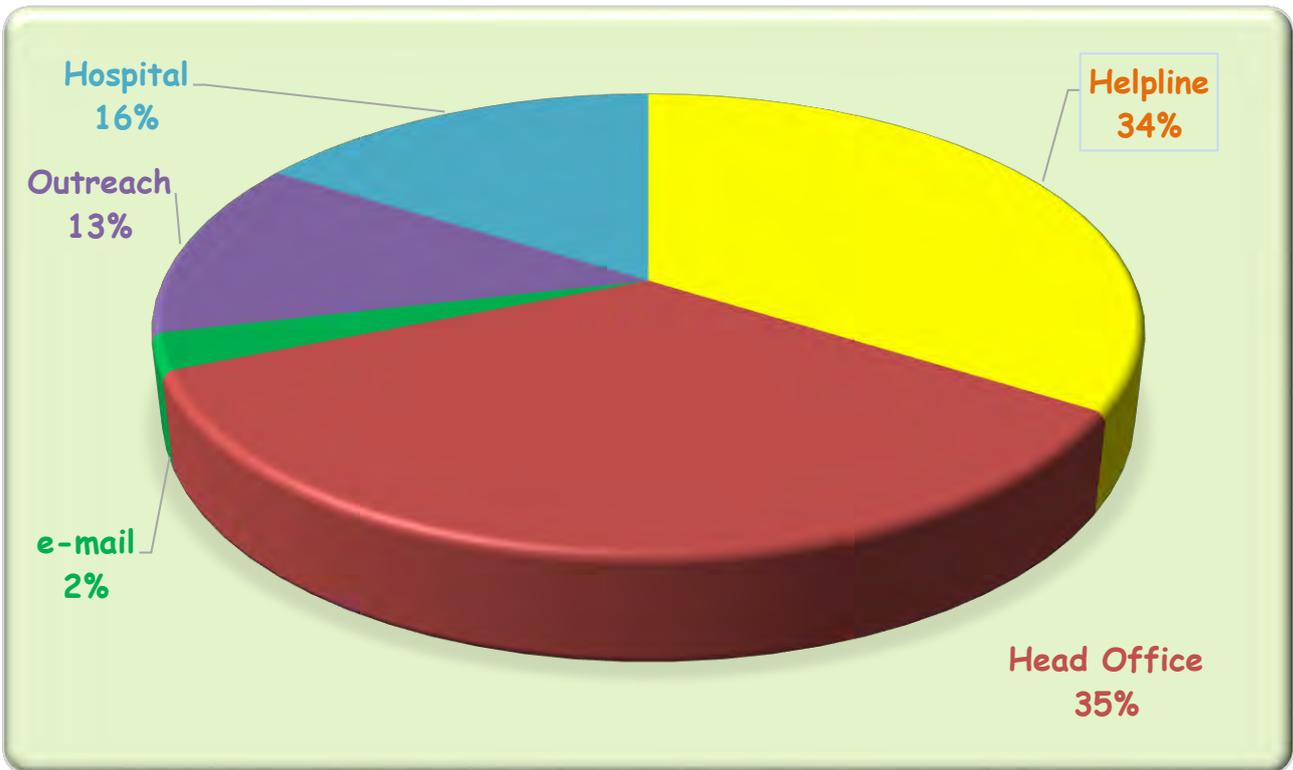
% client enquiries by topic 2015 to 2016



New benefit secured for clients per annum



Client's method of first contact 2015 to 2016



The NFDIS Team

Advisors

Outreach

Barbara



Mary



Heather



Mel



Geraldine



Advisor

Co-ordinator

Information Officers

Jenny



Sheila



Pat



Roger



Annie



Hilda



Information Officers

Data Clerks

Marguerite



Sylvia



Nick



John



Matt



Josey



Jacki



Margaret



Board of Trustees

Janet



David



Office
Manager

Chief
Executive

Admin
Assistant

Acting
Chairman

Treasurer

Board of Trustees

Company
Secretary

Anne



Ann



Tony



Mike



Geoff



Reg



Trustee

Trustee

Trustee

Trustee

Trustee

Trustee

Client Feedback:

99% of clients randomly surveyed stated they were very/extremely happy with the service received, and 100% would recommend NFDIS to friends and family.



We thank our supporters:

The Burry Trust

ExxonMobil

HWICF - Sovereign Housing

Big Lottery - Awards for All

Lymington & Pennington

Mayoral Fund

Zurich Community Trust

Dibden Allotments Fund

Barker-Mill Foundation

Henry Smith Charity

The Grocer's Charity

Bright Ideas

Donations & raffle prizes:

Tesco New Milton; Cllr Alan
Rice; Solent Model Boat Club;

Rectory Quilters; Otters

Nursery; Fairweathers

Garden Centre; Cotton & Co;

Esprit; Phase 8; Balmer Lawn
& many individual donors

Special thanks to:

Quizmaster & DJ - Bob

sponsors of brochures &
posters:

Rotary Club of New Milton

Rotary Club of Lymington

Rotary Club of New Forest

New Milton Friends Group

sponsor of Meeting Room:

PrinceCroft Willis Accountants

sponsor of Display banners:

Heppenstalls Solicitors

sponsor of money boxes:

Balmer Lawn Garage

donations in collection tins at:

Silver Hind - Sway

Hare & Hounds - Sway

One2go - Brockenhurst

Dave Jones & Son

Jennifer's - New Milton

We thank our supporters:

Beaulieu Parish Council
Bramshaw Parish Council
Bransgore Parish Council
Breamore Parish Council
Brockenhurst Parish Council
Burley Parish Council
East Boldre Parish Council
Ellingham, Harbridge & Ibsley Parish Council
Fordingbridge Town Council
Godshill Parish Council
Hale Parish Council
Hordle Parish Council

Hythe & Dibden Parish Council
Lymington & Pennington T C
Marchwood Parish Council
Martin Parish Council
New Milton Town Council
New Forest District Council
Ringwood Town Council
Sopley Parish Council
Totton & Eling Town Council
Lymington & Dist' MS Society

Weekly Outreach room provided
by Hythe Parish Council

Working in Partnership with HCC Adult Services providing Advice to in-patients at Lymington New Forest Hospital.

Working in Partnership with Southern Health NHS Trust and West Hampshire Clinical Commissioning Group to provide weekly Signposting services at Lymington Hospital foyer.

Working in Partnership with Lyndhurst, Hythe, Totton, Ringwood & Fordingbridge Libraries, Lymington Community Centre providing monthly outreach advice sessions - open to everyone.

We thank our supporters:

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

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

To grateful clients who show their appreciation with cash, cheques and chocolates our most sincere thanks

To New Forest Mobility Services, our suppliers of new equipment stock, we work so well together

To collectors of old mobile phones & ink cartridges, users of Easysearch and Easyfundraising a big thank you

To everyone who collects loose change in our money boxes you really make a difference - thank you

Board of Trustees:

Janet Allen	Acting Chairman
David Wansbrough	Honorary Treasurer
Tony Carpenter	Trustee & Company Secretary
Anne Corbridge	Trustee
Ann Jarman	Trustee
Michael Bray	Trustee
Geoff Holmes	Trustee
Reg Odbert	Trustee

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

*

We advise upon, and sell a range of new and lightly used donated daily living aids and mobility equipment.

*

A speaker is available for clubs and groups etc we do not have a fixed fee however a donation is very welcome.

*

Fee paying services:

Occupational Therapy Assessments

Training in disability related subjects eg welfare benefits, disability discrimination, disability awareness

New Forest Disability Information Service

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6 Osborne Road
New Milton
Hampshire
BH25 6AD

Helpline: 01425 628750

Adminline: 01425 623485

e-mail: info@newforestdis.org.uk

website: www.newforestdis.org.uk

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