

**New Forest Disability Information Service**  
**Annual Review 2001/2002**

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**New Forest Disability Information Service**



*Annual Review April 2001 - March 2002*

**The New Forest Disability Information  
Service Mission Statement**

**‘is 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’**

# **New Forest Disability Information Service**

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### **Chairman's Report**

A very warm welcome to this our third annual review and as you will see, from the graphs, tables and reports, in the following pages it has been yet another successful year; with everyone working even harder to achieve higher standards and to give more help and information to each and every client.

Despite our success, unfortunately, in any organisation there has to be a downside and ours was that our Secretary, Alan Morris, (who had been with the Service from the beginning) also Joan Mulkern, (who had been Chairman for the last two years) have resigned from the Management Committee. I would like to take this opportunity of thanking them both for their contribution and hard work whilst they were on the Committee and wish them both well for the future. I am pleased to say we now have a new Secretary.

I am grateful to our Treasurer, who works very hard to make sure everyone stays within budget, and with his prudent handling of the accounts, has again managed to achieve a pleasing surplus.

Finally, my grateful thanks go to ALL staff, both paid and voluntary and to my colleagues on the Management Committee who, with their support, dedication and hard work have helped to make this, my first year as Chairman, a reasonably smooth one!

Marie Morgan  
Chairman

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### Service Manager's Report

This time last year I finished my report looking forward to a very exciting start to the new financial year... ..well it certainly has not been dull!



In April 2001 our first Outreach Service opened at Hythe. Open every Wednesday 12 – 4pm at The Grove, in St John's Street it has been very well received as the statistical analysis highlights. In May the launch was performed by Cllr Felicity Hindson, Chairman of the Social Services Committee, recognising the impact that the NFDIS has made in provision of a much needed

amenity to disabled people, families and carers in the locality, and we were delighted by the number of people attending the ceremony, and as the photograph shows it was a very jolly event. We gratefully acknowledge a Department of Health Grant for Opportunities for Volunteering, and generous support from the WRVS, Waterside Credit Union and Dibden Allotments Charity for providing accommodation.

Our Home Visiting Service has certainly gained momentum proving to be a very valuable branch of the Service whereby highly trained staff visit house-bound clients for benefits issues, offering a truly accessible service in keeping with our Equal Opportunities Policy.

Once again Service take up has increased hugely (64%) as shown in the statistical data, which is now produced electronically since introducing our Computerised Client Logs System in April. What is not instantly obvious is the increase in time required and the complexity of some cases, that through experience, reputation and referral from colleagues in the local statutory and voluntary sector services, our team are now handling – and resolving for clients. NFDIS has made applications on behalf of and secured in excess of £170,000 in new benefit awards for clients during this year alone ... most rewarding!

Throughout the year we have attended fetes and open days, given talks to groups and clubs, distributed brochures and continued promotional activity

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to raise Service awareness within the New Forest area and I would like to thank our stalwart team who have given so freely of their time and energy to carry out this work.

By induction training new staff and updating the skills of existing staff we endeavour to give our clients a service of the highest standards. To ensure quality, from our monthly random survey responses, we are proud to present that over 90% of clients are *'very satisfied'* with the service they received; over 94% found the member of staff they dealt with *'very helpful'*; over 90% stated the information they were given was *'very helpful'* and 98% would *'recommend our service to a family member or friend'*. I consider that is a record to be proud of and would like to congratulate the team for such dedication and diligence.

Rounding off the year we opened our second Outreach Service at The Public Office, Christchurch Road, Ringwood in February 2002. Open on Mondays 10am – 2pm in partnership with the New Forest Voluntary Service Council whom we would like to thank for providing our accommodation. At the March launch we were pleased to welcome so many local people and Councillors from parishes that the office will



serve, and were delighted that the Mayor of Ringwood Cllr Danny Cracknell performed the ceremony as shown. Already proving popular this Outreach Service goes one step further to bringing the NFDIS to clients in a way that is accessible to their particular requirements.

Adding to all that, we have installed a new computer network to take us forward to what looks like being an even busier year ahead.

It only remains for me to sincerely thank our totally committed staff for all their hard work, members of our Management Committee for their loyal support and the Centre Co-ordinator and Leonard Cheshire Resource Centre for our main, New Milton office accommodation.

Jacki Keable  
Service Manager

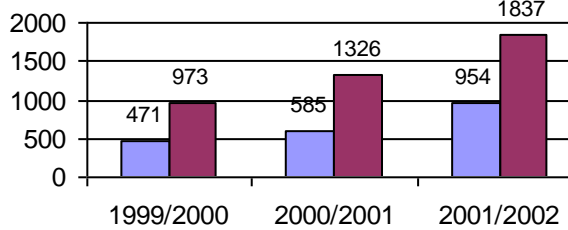
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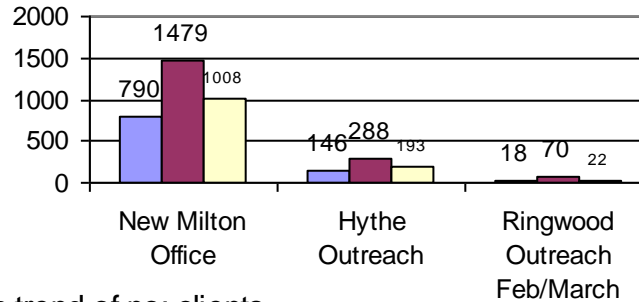
## Statistical information

Clients often have more than one query and can visit or telephone several times before resolving a complicated issue, these charts illustrate the increase in number of clients and enquiries, and all corresponding data.

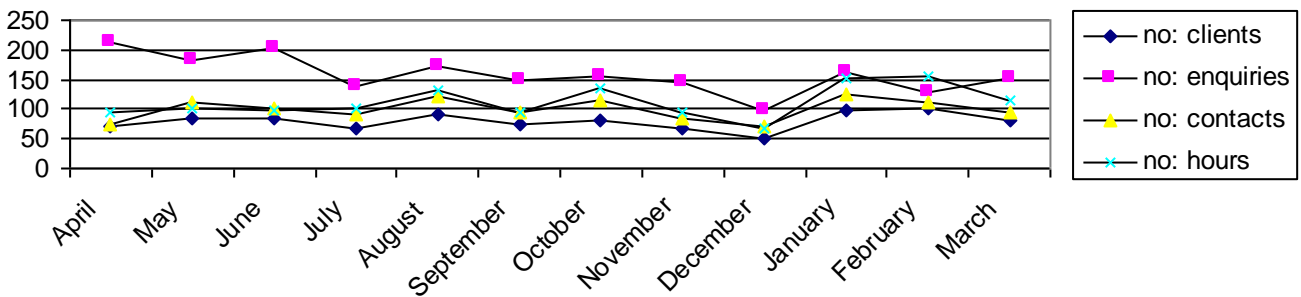
**chart a** number of clients and number of enquiries per annum



**chart b** 2001/2002 number of clients, enquiries and client contacts per venue



**chart c** by month trend of no: clients, no: enquiries, no: client contacts, no: client hours.



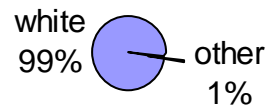
**chart d** contact made for:



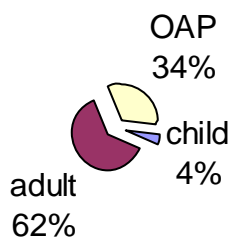
**chart e** contact made by:



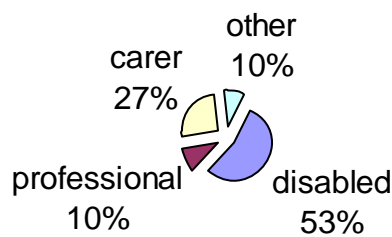
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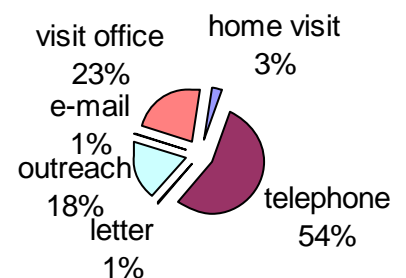
**chart g** contact made by:



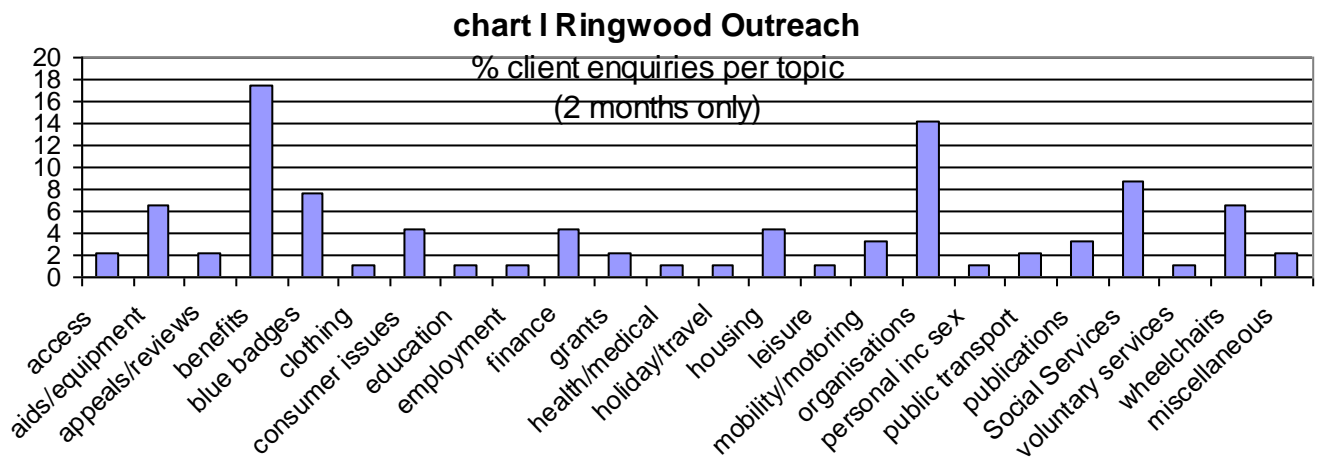
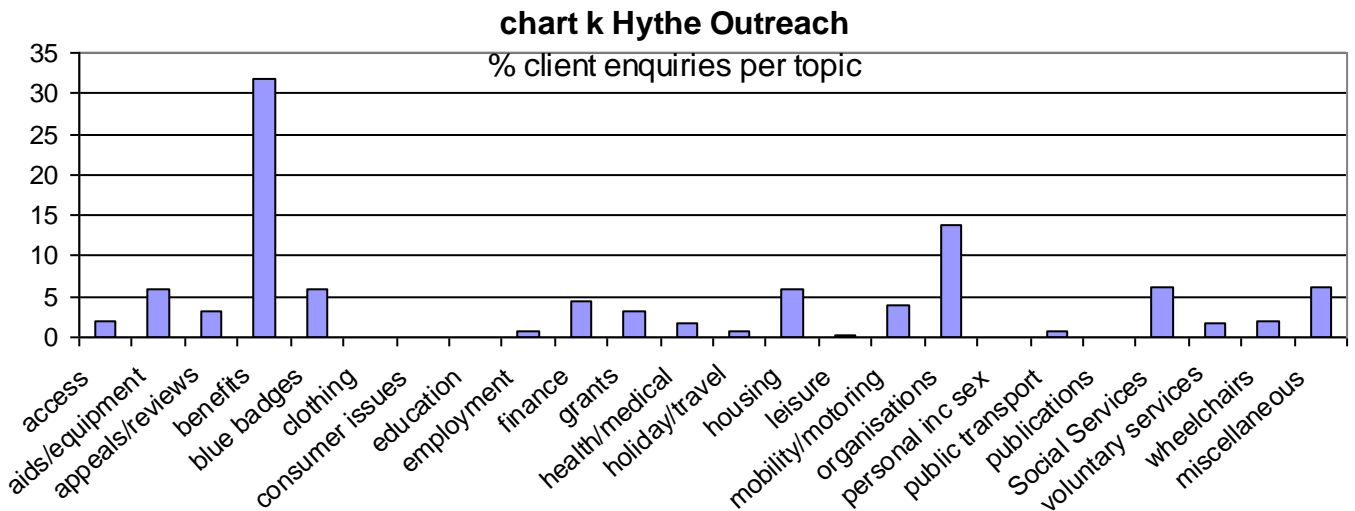
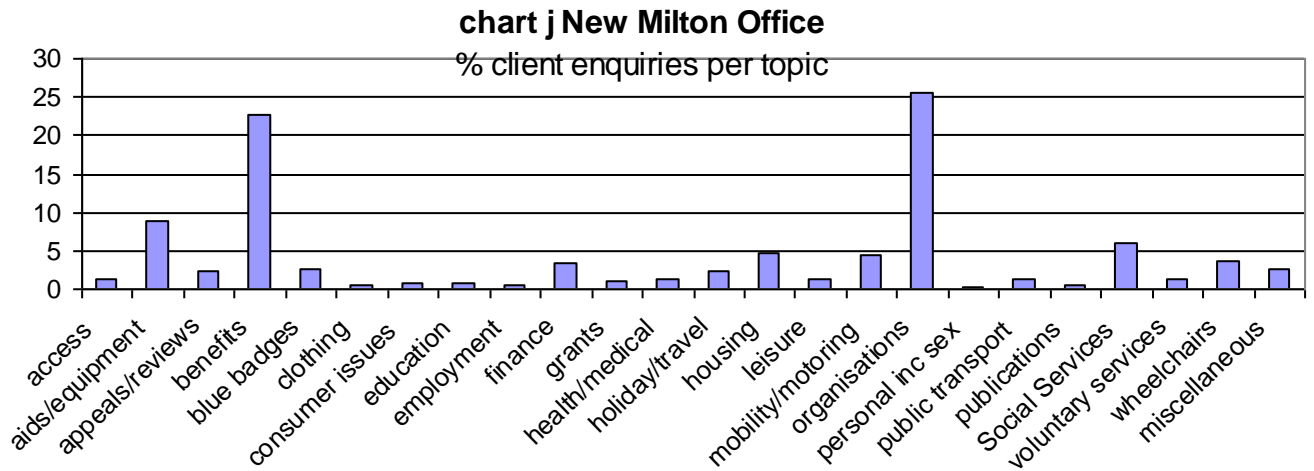
**chart h** contact made by:



**chart i** client contact service by:



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Over **£170,000** of new benefit awards have been secured for our clients during the financial year April 2001 to March 2002.

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### **How may we help?**

**Case Study 1** Mr A arrived at the Hythe Outreach Service and upon being greeted, he smiled and gave the Information Officer on duty a card. Not fazed, the officer read the card explaining that the bearer was deaf and that he required everything written down for him to read.

Duly settling down for a conversation, Mr A speaking, the officer writing a response, it was established that he required some work done at his house but had experienced difficulties in the past securing reliable workman, he sought help from the NFDIS. Upon establishing his exact requirements the officer explained that she could make a telephone call on his behalf to Care and Repair seeking their advice; this was done and Mr A was advised that he would receive a list of contractors in his area by post. He left pleased.

The following week Mr A arrived once more, with the list of contractors sent by Care and Repair. Explaining he had studied it, made his choice and would like the officer to make contact for him and arrange for the work to be done. This was achieved and Mr A left delighted with the advice and support he had received from the NFDIS team.

**Case Study 2** Miss C telephoned the Helpline in quite an upset and confused state; upon trying to get her Disability Living Allowance (DLA) raised it had been reduced, what could she do? The officer discovered her case history was much too complicated to handle over the telephone, and as the client was unable to travel a home visit was authorised.

2 officers visited Miss C, took a full history and discovered that she could do with more help than just her benefit claim. Miss C was guided by the officers on how to contact Social Services for a care assessment and an occupational therapy assessment, start having meals on wheels delivered, and ask the benefits agency to send copies of her file to the NFDIS.

Miss C said she had not fully understood the forms and it was apparent that she had not projected her needs adequately. Asking the benefits agency for the decision to be reviewed, a full report was presented which resulted in re-instatement of her mobility component and a higher rate of care component. She now receives carers twice a day and has aids in her kitchen, bedroom and bathroom to make life easier and safer for her. Miss C was so delighted with all the many hours spent on her case she sent the team a box of biscuits and a thank you card.



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### **Treasurer's Report**

This has, again, been a successful year with a surplus of funds at the end of the financial year. We now have contingency funds to cover six months operation in the absence of further funding.

Overheads have risen due to an expansion in the services provided to the public, but, close attention has been paid in order that these have been kept in line with budget forecasts as far as practicable.

The New Milton office is provided at a nominal rent through the good offices of the Leonard Cheshire Resource Centre. As there is no security of tenure, it has been considered prudent to place £2000 to a Designated Fund for the purpose of investigating alternative accommodation, should the need, however unlikely, arise.

Income from grants, donations etc. amounted to £44,715 of which approximately 85% was provided by the Department of Health and the National Lotteries Charities Board. The Management Committee is aware of this vulnerability which makes the drawing up of budget forecasts somewhat hazardous. This is particularly so for the year 2002/3 in that the final payment of monies under the current arrangement has been made by the National Lotteries Charity Board. A further application for funds has been made, but no answer is anticipated for some time.

In spite of this it should be stressed that in excess of £10,000 came from many other generous sources not least from a significant number of town and parish councils in the New Forest. Indeed thanks are due for all donations, large and small, which enables the provision of what is certainly an essential service to the disabled in the area.

G Rowland  
**Hon. Treasurer**

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### NEW FOREST DISABILITY INFORMATION SERVICE

RECEIPTS AND PAYMENTS FOR THE YEAR ENDED 31.3.2002

RECEIPTS				PAYMENTS	
Donations received	3,501.50			Capital Expenditure	3,732.87
Funds raised	486.65			Salaries	20,427.67
Other grants	<u>6,150.00</u>	10,138.15		Travelling	2,232.85
Restricted Funds:-				Printing	305.89
National Lotteries Charities Board	18,750.00			Postage	495.64
Dept. of Health	<u>15,826.00</u>	34,576.00		Telephone	1,059.90
				Publications	148.12
				Stationery	845.27
				Advertising	756.96
				Accountancy Charges	1,222.07
Bank Interest	<u>884.90</u>	884.90		Repairs & Renewals	250.75
		45,599.05		Sunscriptions	390.00
				Training Costs	1,086.05
				Insurance	299.78
OPENING BALANCES				Sundry Expenses	344.47
Portman Building Society	1,794.13			Bank Charges	<u>166.50</u>
Portman B/S Savings a/c	12,000.00				30,031.92
Barclays	4,989.79				
Cash	<u>2.42</u>	18,786.34			
					33,764.79

### CLOSING BALANCES

Barclays Current a/c	5,936.66	
Barclays High Interest	10,114.64	
Portman B/S	14,369.30	
Petty Cash	<u>200.00</u>	30,620.60

NOTES:-	<u>64,385.39</u>	<u>64,385.39</u>
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Payments due at end of financial year:

PAYE	£853.72
WAGES	<u>£2,096.42</u>
	<u>£2,950.14</u>

Monies received in advance:

Of the £18750 received from National Lottery Board, £3750 relates to the year 2002/3

Of the closing balances, £2000 has been placed to a Designated Fund for the investigation of alternative accommodation should the need arise.

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### **We thank our funders:**

Our grateful thanks go to the following organisations for contributing to our funds in 2001/02, in particular our major funders:

The Community Fund (formerly National Lottery)  
Department of Health (Opportunities for Volunteering)  
Leonard Cheshire

and:

Lloyds TSB Foundation  
Nationwide Foundation  
Abbey National Charitable Trust  
Primary Care Trust

Lymington Town Council  
New Forest District Council  
Lyndhurst Welfare Charity

We thank Mr Neil Richens at S&S Mobility for sponsoring our brochure.

### **Trustees:**

Marie Morgan (Chairman)	Alan Morris (Secretary rtd part year)
Graham Rowland (Treasurer)	Nikki Haswell (Vice-chair/Fundraiser)
Annie Blacklock (Member)	Mike Robson (Member)
Joan Mulkern (Member)	

### **Registered Office:**

16 Old Milton Road  
New Milton  
Hampshire  
BH25 6DX

### **Bankers:**

Barclays Bank plc  
Station Road  
New Milton  
Hampshire

Registered Charity No: 1075000