

**New Forest Disability Information Service**  
**Annual Review 2002/2003**

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**New Forest Disability Information Service**



*Annual Review April 2002 - March 2003*

## **New Forest Disability Information Service Annual Review 2002/2003**

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### Chairman's Report

A very warm welcome to this our fourth annual review and again I am extremely happy to report yet another successful year; with everyone working even harder to achieve the high standard we aim to give to each and every client both within the New Forest and also many visitors who holiday in this area.

As the word has spread of our ability to help people with disabilities, their relatives, carers and professionals, there are more challenges for our office team in New Milton, also our outreaches, and Home Visiting Service; who strive very hard to answer sometimes very complex questions and bring them to a satisfactory conclusion for the client.

This time last year we were eagerly awaiting results of our much-needed grant from the Community Fund (The National Lottery). - I am pleased to say we were successful. We have also just heard, that we have a second Dept of Health grant for Opportunities for Volunteering, and will be able to appoint a Village Link Co-ordinator to help smaller communities receive our service, in the new financial year. Through securing these grants we will be able to increase our training of staff, in areas we have identified, from the surveys undertaken with our clients, plus we hope to appoint a New Initiatives Development Officer in the autumn. All challenging work for the future!

This year we have recruited two new members to the Management Committee, which is most encouraging.

We are most grateful to our Funders (and also the donations we receive), without this help we would not be able to continue with the work we do. With our new recruitment and a larger management Committee I feel we can look forward to even more success in the coming year.

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 continued to help the Service go from strength to strength.

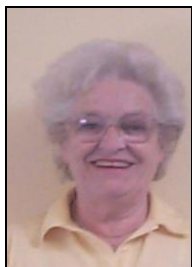
Marie Morgan  
Chairman



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## Service Manager's Report



Barbara

The year 2002/2003 was designated a year of consolidation; a time to strengthen all the systems already in place and to ensure that everything is running smoothly, that is not to say that it has been a dull year!

With the opening of our Ringwood Outreach Service on Mondays, in February 2002, we enjoyed a year of rising usage of the service, and despite missing Bank Holidays, the statistics for the first year are very promising.



Roy



Val

Hythe Outreach Service held every Wednesday continues to be a valuable facility for our clients in the east of the Forest. Our Home Visiting Service to the housebound for benefit applications has had the busiest year yet.

The New Milton Office has been bursting at the seams, and the acquisition of a small room near by, where clients can be interviewed or staff can work quietly has eased pressure on resources. The staff team have been working near capacity and once again the statistics show an increase in clients upon previous years, notably the complexity of the work now handled has risen with even more case work undertaken.



Paul



Hazel

Joint work and planning with statutory authorities and other voluntary organisations continues to ensure that resources are directed at proven needs and without duplication. We are grateful to Dibden Allotments Charity and Community First for providing accommodation for our 2 Outreach Services.



Maisie

Our dedicated staff team, both paid and volunteers, have been working very hard and all

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Jenny

receive on-going training to ensure that we provide our clients with a service of the highest standard. We are proud of the statistical analysis of our Client Satisfaction Survey which shows that over 90% of our client contacted were highly satisfied with the service received.



Pat

An enormous number of tasks go on behind the scenes ensuring that all the data is verified, computer and cardex systems updated, literature produced and the advertising material circulated to name just a few. Work towards gaining our Community Legal Service Quality Mark and our DIAL UK Quality Standards has made great progress and accreditation is expected by autumn 2003.



Jill

Plans for developing the Service have been put in place for year 2003/4. We are delighted to report that new Community Fund, and Dept of Health Opportunities for Volunteering grants, have been secured and other fundraising continues at a steady pace.



Dennis



Kate

I would like to thank all the staff, volunteers and Management Committee for their high level of commitment and look forward to the next year and our 2 new exciting projects.....

Jacki Keable  
Service Manager



Ted

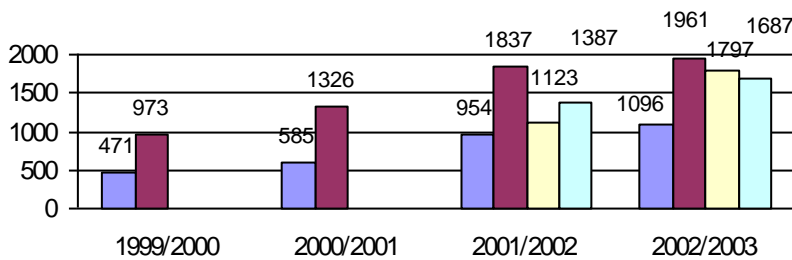


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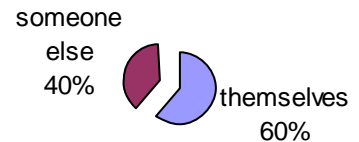
## Statistical information

Statistics for the New Milton office, Hythe and Ringwood Outreach Services for the year 2002/3, 99% of clients came from white ethnic groups

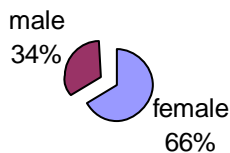
**chart a: number of clients, enquiries, client contacts & hours per annum**



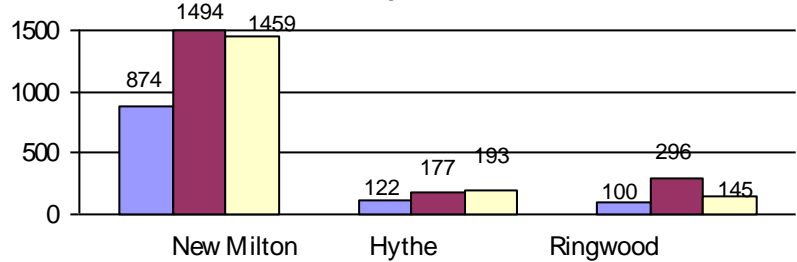
**chart b: contact made for:**



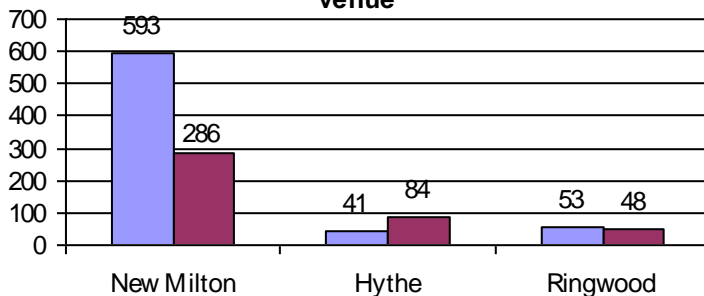
**chart c: contact made by:**



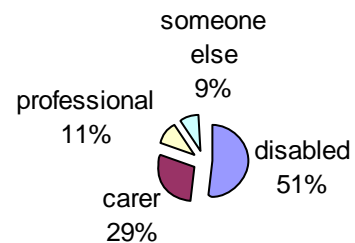
**chart d: number of clients, enquiries and client contacts per venue**



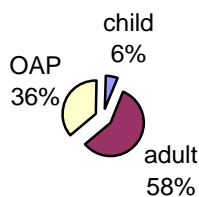
**chart e: no: of enquiries and no: of cases per venue**



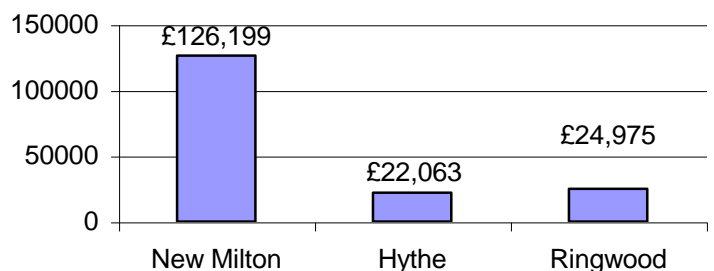
**chart f: contact made by:**



**chart g: contacted service for:**

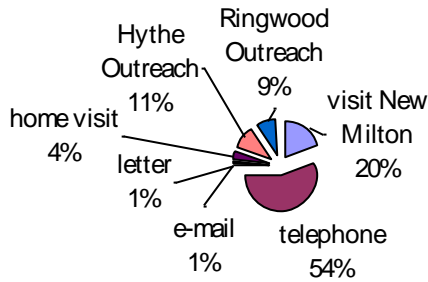


**chart h: amount of new benefit awards per venue - total £173,237**

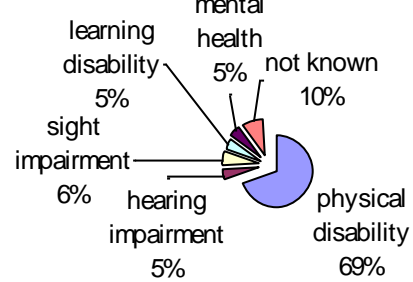


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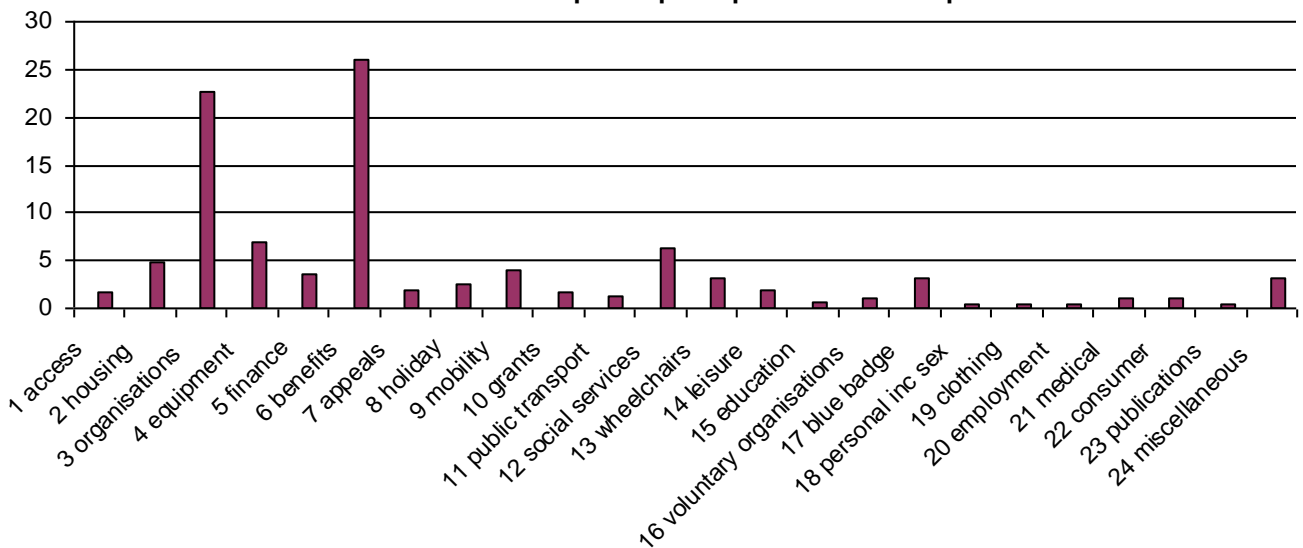
**chart i: contacted service by:**



**chart j: contact made for client with:**

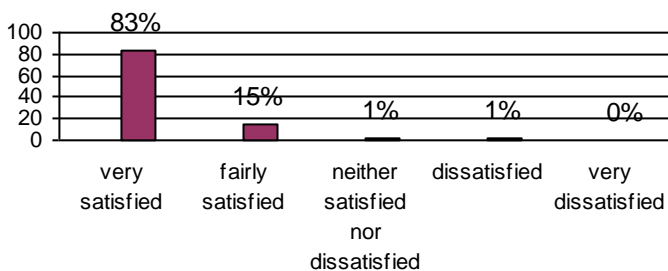


**chart k: % of client enquiries per topic - total 1947 topics**

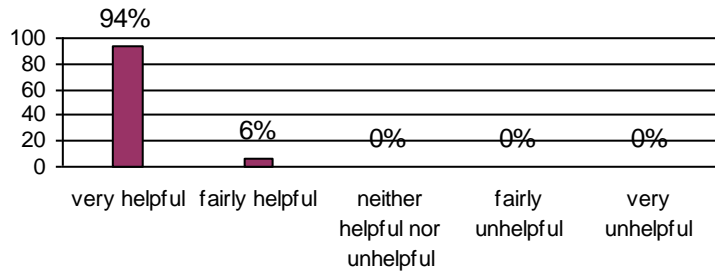


20 clients are randomly surveyed each month, 64% responded as below:

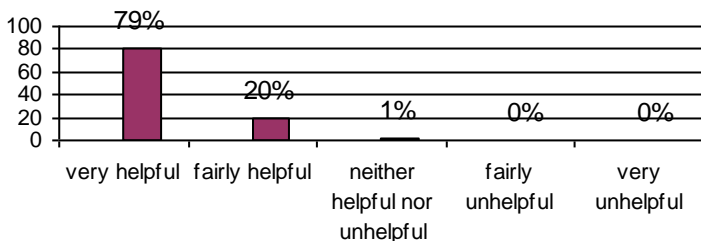
**1 how satisfied were you with service?**



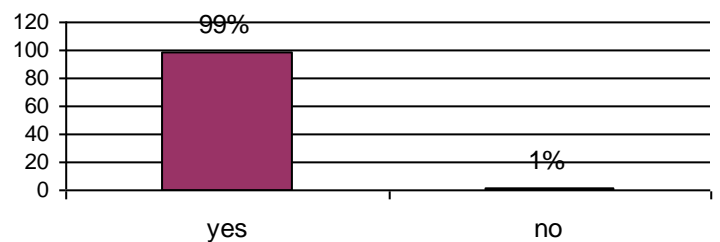
**2 how helpful were the staff?**



**3 how helpful was the information?**



**4 would you recommend the service?**



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### **What do our clients say?**

Mr D

'I am very satisfied with the service I received from the New Forest Disability Information Service. I was treated in courteous way by very kind and helpful staff, the advice I was given was very positive. I would like to add that this organisation is the only body that has helped me – no one else has – thank you.'

Ms N

'The Hythe Outreach Service is wonderful – before you came we had no-one to turn to and felt very isolated; all my family have used it and we can not find the words to express how very grateful we are.'

Mrs R

'You are wonderful, caring, invaluable people. I couldn't have done it (secured benefit award) without your help – thank you so much'

Mr C

'Keep up the good work – very helpful when in need...'

Mr & Mrs B

'We have been very well cared for, and we are very grateful. Thank you for all the precious help you have given us, all your hard work, its not easy with all the form filling which you so kindly did for us, and the wonderful results are out of this world – top marks everyone.'

Ms R

'the ladies that helped me (at Ringwood Outreach) were very caring but plainly are under-resourced and under-funded – they need more help in order to help people like me'

Mr O

'I am in the early stages with my disability and your help is very supportive. I felt very relaxed and free to discuss my problems openly with the staff and the information given to me was very supportive'

Miss M

'I only wish I had known about your service 3 or 4 years ago, the staff are, in one word, charming. The information I received was far beyond anything I know about – excellent'

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### **Treasurer's Report**

The figures for the year 2002/3 reveal the very satisfactory picture in that the overall expenditure was some £1000 below the budget forecast. Clear evidence of good financial control. There have, however, been a number of increases in salaries, travel and training. These were able to be covered by additional funds from Dept. of Health provided specifically for the purpose of developing Outreach services.

Nevertheless, the total income this year was approx. £12500 down on the previous year and this is reflected in the reduced closing balances. This is a direct result of the fact that no funding was received from the National Lotteries Charities Board compared with £18750 in the year ended 31.3.02. However, the picture is somewhat distorted by the fact that £3750 of Lottery money relating to the current year was in fact received in advance in the year 2001/2.

The good news is that a total of £66,746 (over 3 years) from the Community Fund has been agreed and that the first tranche of these monies will start to be received May 2003. A considerable, and understandable, period always takes place between the submission of applications to the Community Fund for grants and receipt of a firm reply. As a result cash-flow problems can arise, hence the need to maintain significant bank balances to cover such times and maintain the level of services rightly expected by the Service's clients.

Whilst there is a very appropriate emphasis on the larger sources of funding, it would only be right to acknowledge the £13000 generously provided from many other sources, large and small. Much of this coming from within the local communities.

Hon Treasurer – Retired



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**NEW FOREST DISABILITY INFORMATION SERVICE**  
 Receipts and Payments statement for the year ended 31 March 2003  
 Registered Charity No: 1075000

<b>OPENING BALANCES</b>		<b>PAYMENTS</b>	
Barclays Current Account	5936.66	Capital expenditure	757.00
Barclays High Interest	10114.64	Salaries	24452.06
Portman Building Society	14369.30	Travelling	1832.54
Petty Cash	200.00	Training	2253.10
	<u>30620.60</u>	Recruitment	70.00
		Printing	232.00
<b>RECEIPTS</b>		Postage	369.35
Donations	5825.77	Telephone	956.92
Funds raised	1200.58	Publications	95.55
Other grants	6155.00	Stationery	1122.24
Restricted Funds:		Publicity	226.98
Dept of Health	15794.00	Accountancy	1194.05
	<u>28975.35</u>	Office equipment repairs	596.59
<b>INTEREST</b>		Subscriptions	258.45
Barclays	60.65	Insurance	613.18
Portman	635.60	Rent	1999.17
	<u>696.25</u>	Bank charges	82.80
		Sundries	47.32
			<u>37159.30</u>
		<b>CLOSING BALANCES</b>	
		Barclays Current Account	1863.14
		Barclays High Interest	1164.86
		Portman Building Society	20004.90
		Petty Cash	100.00
			<u>23132.90</u>
		<u>60292.20</u>	<u>60292.20</u>

Payments due at the end of the financial year:

PAYE	1096.76
Salaries	2632.57
Stationery	92.24
	<u>3821.57</u>

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### We thank our funders:

Our grateful thanks go to the following organisations for contributing to our funds in 2002/03, in particular our major funders:

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

Bramshaw Parish Council	Lyndhurst & Pennington Town Council
Bransgore Parish Council	Marchwood Parish Council
Brockenhurst Parish Council	Netley Marsh Parish Council
Burley Parish Council	New Forest District Council
Camelot	New Milton Town Council
Dibden Allotments Charity	Nimble Fingers Craft Fayres
East Boldre Parish Council	Primary Care Trust
ExonMobil	Sway Parish Council
Hampshire County Council	The Will Trust EJM Stephenson
Hordle Parish Council	Totton & Eling Town Council
Hythe & Dibden Parish Council	

Mr Neil Richens at S&S Mobility for sponsoring our brochure  
Rotary Club of New Milton for donating office furniture  
G & B Plumbing of Christchurch for donating sanitary ware  
Mr John Pendrill AFA for auditing the accounts

### Trustees:

Marie Morgan (Chairman)	Gloria Jarrett (Secretary)
Graham Rowland (Treasurer)	Nikki Haswell (Vice-Chairman & Fundraiser)
- Retired December 2002	Mike Robson (Member)
Annie Blacklock (Member)	Peter Bray (Member)
Dean Marshall (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

The New Forest Disability Information

**Service 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’**