

New Forest Disability Information Service
Annual Review 2003/2004

New Forest Disability Information Service



Annual Review April 2003 - March 2004

New Forest Disability Information Service Annual Review 2003/2004

Chairman's Report

WELCOME to this our fifth annual review and again I can report yet another successful year. We are helping more clients each year and endeavouring to keep up our high standards in all areas of the service

I had not envisaged writing this report as I actually handed over the Chairmanship of the Charity to Dean Marshall in July 2003. Unfortunately, Dean, along with Peter Bray, our Vice Chairman, resigned in January of this year; we are most grateful to both for their contribution during their time in charge.

We have, however, managed to re-group and with some hard work and new members on the Board we find ourselves in a good position for the future. I am pleased to say that we have a new Treasurer, Neil Blair, who is already working well with the office team. We constantly work hard to ensure that all the necessary policies and procedures are in place and that everyone works to the same goal.

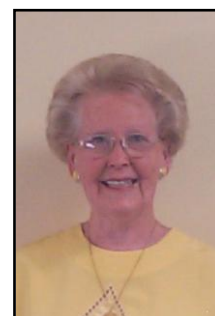
Looking to the future, we are hoping to move to new premises shortly, we will, however, still maintain our afternoon service at the Leonard Cheshire Resource Centre, to whom we are most grateful for allowing us this facility.

We are also in the process of becoming a Limited Company to give us a more secure future.

With grateful thanks to our Funders (and also the donations we receive) without whose help we could not continue with the work we do. We trust with our new office and being a Limited Company we can continue with our high standards and help even more people in the future.

Last but certainly not least my grateful thanks to ALL staff, both paid and voluntary and to my colleagues on the Management Committee, who with their support, (especially this year) dedication and commitment have continued to help the Service go from strength to strength.

Marie Morgan
Vice Chairman



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Service Manager's Report

The year 2003/2004 always promised to be a busy year – and we were not disappointed!

Beginning the Dept of Health (Opportunities for Volunteering) and Community Fund Grants we have strengthened our administration team with our Office and Volunteer Co-ordinator (Barbara), Deputy Service Manager (Roy), Village Link & Travelling Service Co-ordinator (Kate), plus a New Initiatives and Development Officer.

Stalwarts of the Information Team have trained hard upgrading their knowledge as Welfare Benefits Advisors (Paul, Jill, Maisie and Kate). 10 members embarked upon a 32 week National Open College Network Level 2 course in Information, Advice and Guidance. Such dedication may give our clients confidence in our level of service provision.

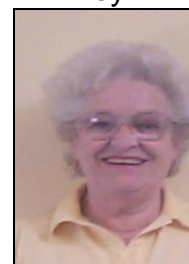
We attained the exacting standards of the Community Legal Service Quality Mark in General Help with Casework in Welfare Benefits in June; followed by the DIAL UK Quality Standard Level 1 awarded in September.

Hythe and Ringwood Outreach Offices have both had a successful year; and the telephone helpline continues to be very busy, (producing 165 clients that went on to require personal interviews). The New Milton office is so overstretched for space, time and staff, we have decided to secure our own premises and move administration during 2004, to allow expansion of the Information Team and provide our own fully equipped interview rooms.

The two new projects have got off to an excellent start. The Travelling Service has proved to be an efficient and cost effective way of taking the Service into the community. Any club, group, GP surgery, organisation etc may request a visit to anywhere in the New Forest area. It is a very flexible service offering a talk about NFDIS' work, an open question session, a clinic for individuals to seek help, or a combination of all 3. This is a free service, however donations are always very welcome.



Roy



Barbara



Kate



Paul



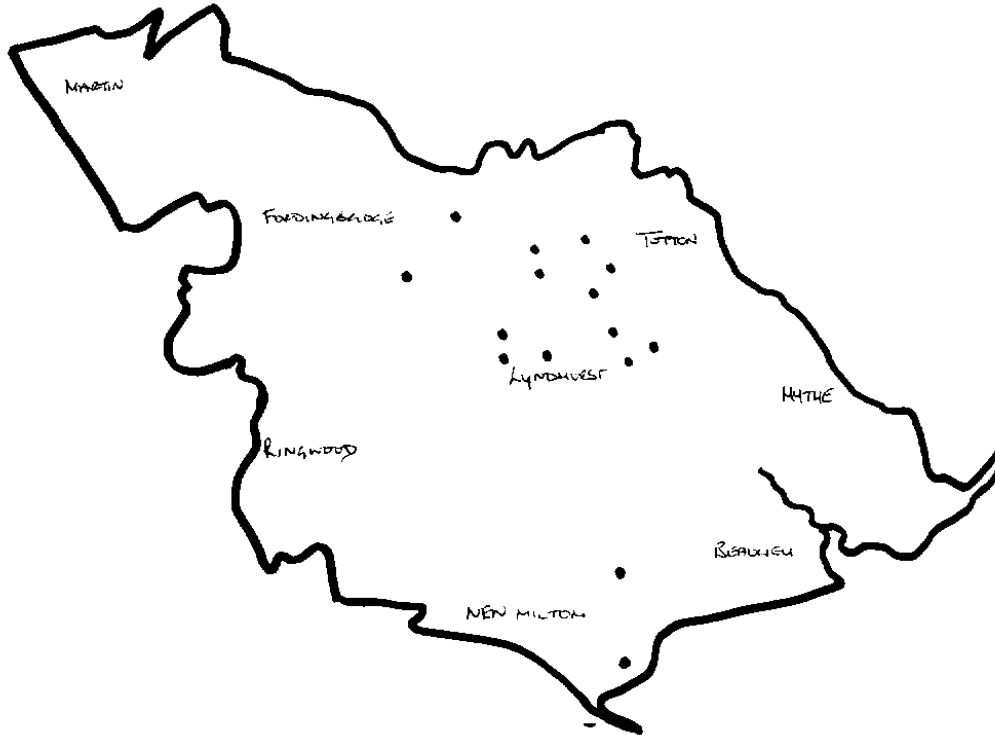
Val



Pat

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The Village Link project recruits volunteers to act as signposters and awareness raisers of the NFDIS and what it can offer to residents in their own areas. This is particularly pertinent in more rural and often isolated communities; 14 areas now have a Village Link, as shown below.



Four new Data Entry Clerks (Bill, Michael, Barbara and Tony) now handle all the client record data, freeing up the staff to see the clients. Jenny continues to verify and update our large database of information; Ted randomly surveys clients every month for quality of service and Dennis is expanding his interest in benefit work and handling more casework. Without these vital volunteers, the wheels of this large team would not run so smoothly – we thank them all. Jointly over 3,500 hours were voluntarily contributed during the year.

Unfortunately, we said goodbye to Hazel who kept our computer system up to date; and others with health issues, we wish them all well. Finally I pay tribute to all the staff, volunteers, and the Board of Trustees for their dedication and commitment in a very busy, exciting but also at times immensely challenging year.

Jacki Keable
Service Manager



Jill



Maisie



Jenny



Dennis



Ted



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Statistical information

Statistics for the New Milton office, Hythe and Ringwood Outreach Services for the year 2003/4, 99% of clients came from white ethnic groups

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

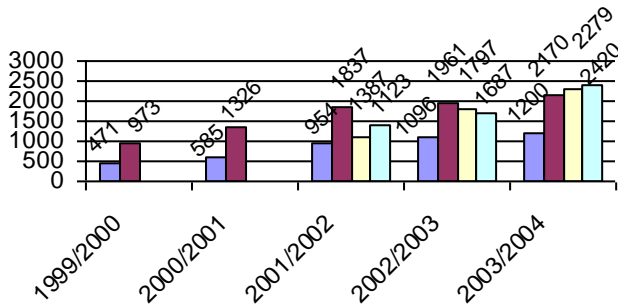


chart b: client contacted for themselves or another

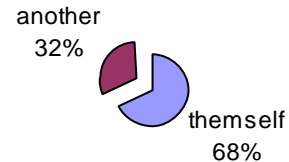


chart c: client is female or male

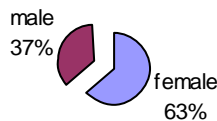


chart d: number of clients, enquiries and contacts per venue

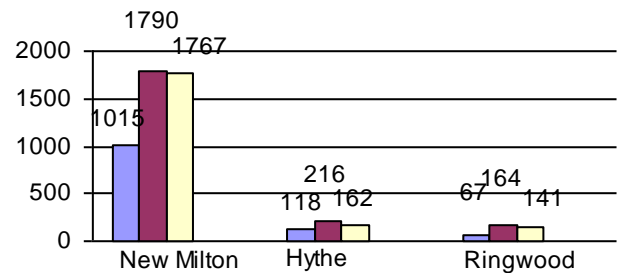


chart e: number of enquiries and cases per venue

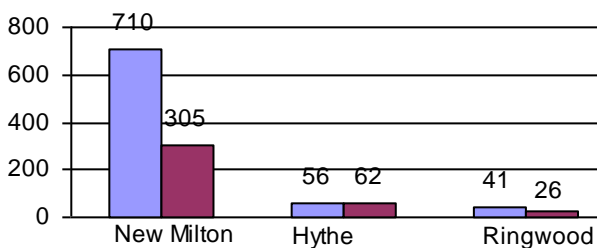


chart f: client by category

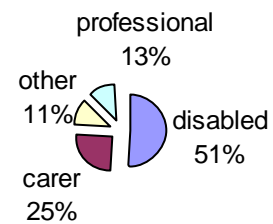


chart g: clients by age categories

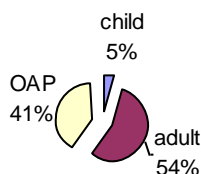
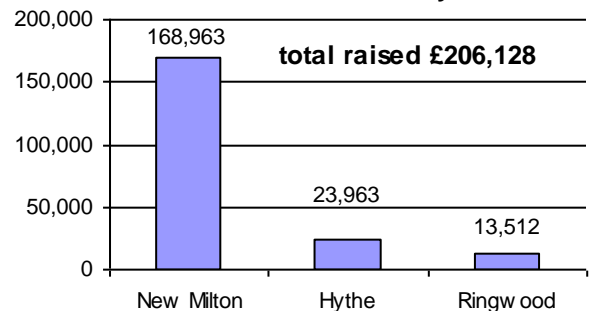


chart h: new benefit awards by venue



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chart i: client method of contact

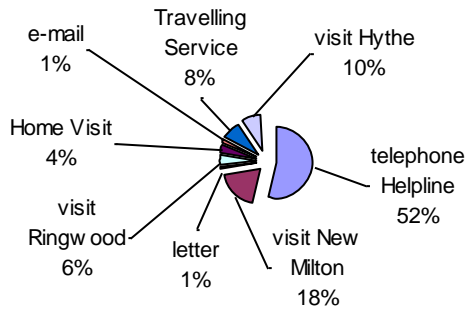


chart j: number of clients with each disability (inc multiple disabilities)

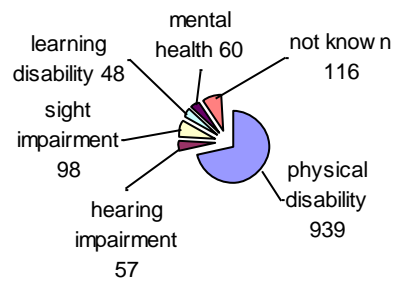
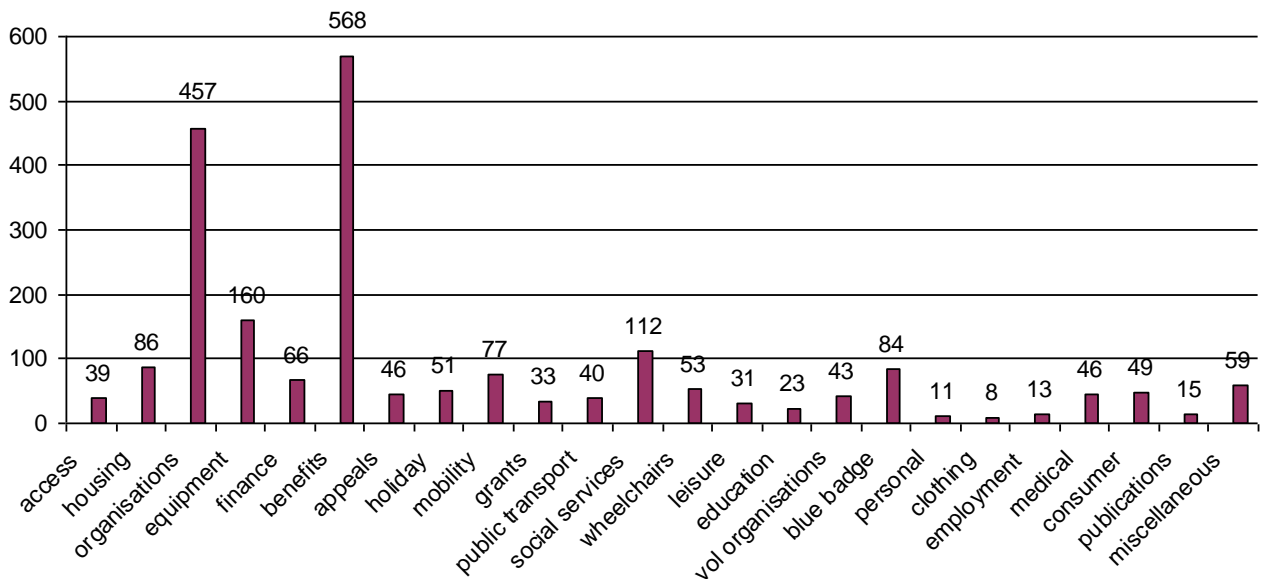
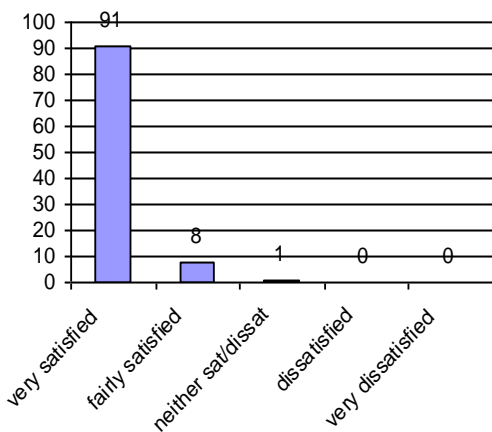


chart k: number of client enquiries by topic - total no: 2170

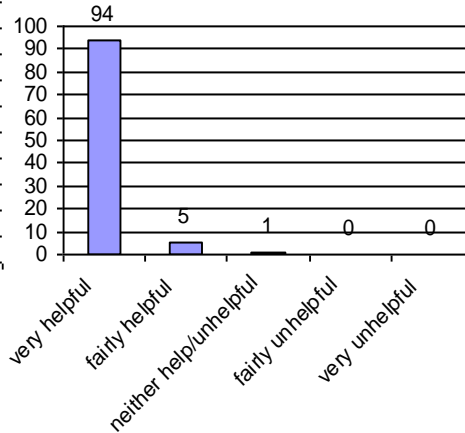


20 clients were randomly surveyed each month (=240 per annum) 57% responded. 100% stated they would recommend the NFDIS.

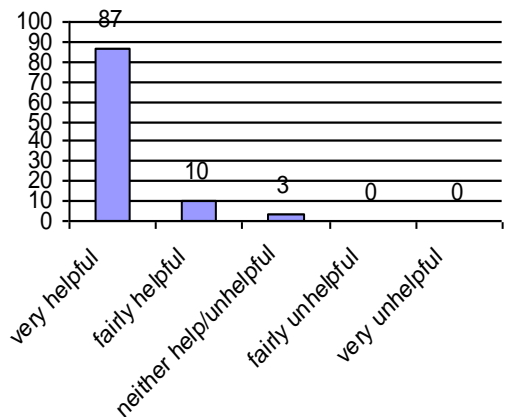
%how satisfied with service received?



%how helpful were the staff?



%how helpful was the information given?



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What do our clients say?

Miss A

‘how can you improve upon excellence?’

Mr B

‘you have helped three people in my family – and for each of us you have made us feel that we are the only person that matters – how can we ever thank you enough...’

Mrs C

‘thank you, thank you, what would I have done without you?’

Mr D

‘you are wonderful!!! The ladies could not have helped me more’

Mrs E

‘they are a nightmare (benefit forms) he made them understandable and took all the worry off my shoulders at such a traumatic time, thank you is inadequate’

Ms F

‘the lady I saw was so kind and gentle, I am sure she had a lot to do but did not rush me, I just wish I could give more to help such a valuable service to help others’

Mr G

‘wonderful – keep up the good work

Miss H

‘great service don’t ever stop helping us please, I first heard of you at Lyndhurst (Travelling Service) and have since visited the New Milton office three times and every time I came away feeling like a great weight had been lifted off my shoulders – when you care for someone all day every day you just do not have the energy to try and sort out everything as well – I just ask you and it is done – I had no idea what help I could get – you are great!

Ms J

‘wonderful service, my only comment is it seems to me you need more room, you are always so busy...’

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Treasurer's Report

As a result of the implications of the proposal to transfer our operations to a newly incorporated company the accounts shown cover a 14 month period to the 31st May 2004. As such they are not readily comparable with the previous 12 months to 31st March 2003.

There has however been a substantial increase in activity, income and expenditure. This was as planned and budgeted and largely arose with the benefit of continued and extra financial support from the Department of Health and The Community Fund. As a result we have again been able to expand and enhance our services.

We are especially grateful to these benefactors, Awards for All, Hampshire County Council, and the many other companies, groups and individuals who have enabled us to maintain, expand and continually improve our support.

Neil Blair
Hon Treasurer

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NEW FOREST DISABILITY INFORMATION SERVICE

**RECEIPTS AND PAYMENTS ACCOUNT
FOR THE PERIOD 1 APRIL 2003 TO 31 MAY 2004
Registered Charity No: 1075000**

OPENING BALANCES		PAYMENTS	
Current Account	1,863.14	Capital expenditure	7,744.24
Reserve Account	1,164.86	Salaries	42,805.31
Portman	20,004.90	Travelling	4,215.42
Petty Cash	100.00	Training	6,159.65
	23,132.90	Recruitment	648.68
		Printing & copying	329.55
RECEIPTS		Postage	608.70
Donations	927.73	Telephone	1,472.30
Fundraising	2,184.88	Publications	101.20
Grants received	16,065.00	Accountancy	235.00
Restricted Funds:		Wages preparation	492.33
Dept of Health	29,979.00	Equipment repairs	1,753.67
Community Fund	25,393.00	Subscriptions	353.82
Interest received		Insurance	2,231.91
Reserve Account	22.01	Rent	2,349.13
Portman	592.85	Bank charges	36.00
	75,164.47	Sundries	90.00
		Stationery	1,287.60
		Publicity	1,115.07
		Professional fees	699.75
			74,729.33
		CLOSING BALANCES	
		Current Account	1,783.42
		Reserve Account	86.87
		Portman	21,597.75
		Petty Cash	100.00
			23,568.04
	98,297.37		98,297.37

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We thank our funders:

Our grateful thanks go to the following organisations for contributing to our funds in 2003/04, in particular our major funders:

The Community Fund
Department of Health (Opportunities for Volunteering)
and
Awards for All
Bransgore Parish Council
Brockenhurst Parish Council
Burley Parish Council
Dibden Allotments Charity
East Boldre Parish Council
ExxonMobil
Fordingbridge Parish Council
Godshill Parish Council
Hale Parish Council
Hampshire County Council
Hordle Parish Council

Hythe & Dibden Parish Council
Lymington & Pennington Town Council
Marchwood Parish Council
Martin Parish Council
Minstead Parish Council
New Milton Town Council
New Forest Primary Care Trust
Ringwood Town Council
Sway Parish Council
Totton & Eling Town Council

Leonard Cheshire and Community First, New Forest
for use of their accommodation
Mr Neil Richens at S&S Mobility for sponsoring our brochure

Trustees:

Dean Marshall (Chairman)
- retired December 2004

Gloria Jarrett (Secretary)

Marie Morgan (Member)
- Vice Chairman from January 2004

Neil Blair (Treasurer)
- from December 2003

Mike Robson (Member)

Nikki Haswell (Fundraiser)

Annie Blacklock (Member)

Peter Bray (vice-Chairman)
- retired January 2004

Registered Office: Bankers: Chartered Accountants:

16 Old Milton Road
New Milton
Hampshire
BH25 6DX

Barclays Bank Plc
Station Road
New Milton
Hampshire

Willis Parsons
George Business Ctre
Christchurch Road
New Milton
BH25 6QJ

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’**