

# **New Forest Disability Information Service**



**Annual Review**

**April 2007 to March 2008**

## **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'**

**Board of Trustees Report:**

Twelve months ago, in our previous Annual Review, we stated how very difficult it was to get grant funding — little has changed for the voluntary sector, and grants have continued to be few and far between, with many worthwhile charities bidding for an even smaller pot of money.

However, despite another challenging year, we are pleased to report that the NFDIS has weathered the storm, and finishes the financial year in a much better position than it began.

The loyalty and dedication of the volunteer staff remains resolute, and by sheer determination and over 4,500 voluntary hours, the previous bleak outlook of 2006/7 has been changed around to provide a steady, vibrant team that is determined to provide a high quality Service.

Partial self funding has been key to this turn around, and having developed the sales of both new and second-hand disability equipment, and having developed the new layout in the office to provide permanent display areas for donated books and bric a brac, the office is now staffed daily from 10am to 5pm.

The management team have recruited and developed the skills of the staff, and continue to seek like minded volunteers to join the team in various capacities.

The Board of Trustees have recruited a valuable new Trustee, and were delighted to have Janet Allen join the team partway through the year, bringing vital core skills and total empathy to the client group that the NFDIS serves. A Treasurer is still sought, however the Chairman put in place procedures to oversee financial prudence with daily input from management to provide continuity.

The morale of both Staff and Board is upbeat, and plans are in place to build upon this recovery and to protect the future of this much needed Service.

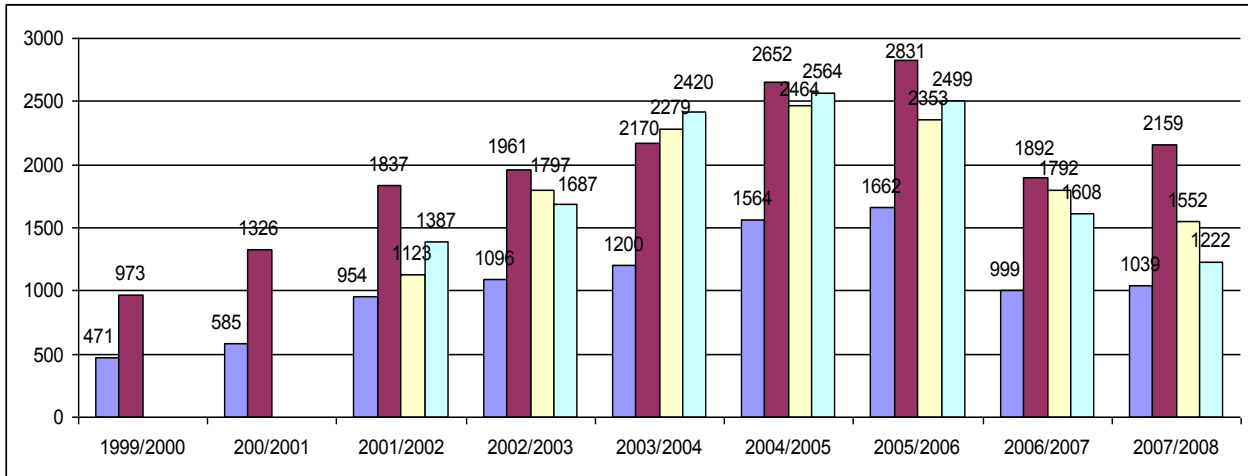
**Michael Lanning**  
**Company Secretary**

## New Forest Disability Information Service

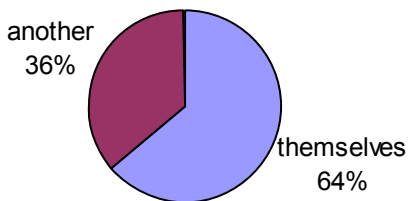
**Statistical data is presented from our New Milton (inc Library, GP Surgery & Community Links), Hythe & Ringwood Offices.**

In line with the ethnicity of the New Forest 99% of clients were white.

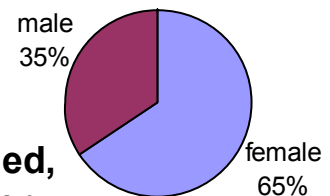
**chart a: number of clients, enquiries, client contacts & hours used.**



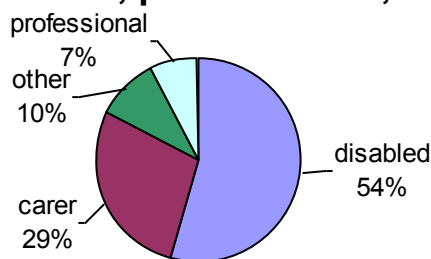
**chart b: %client contacted for themselves/another**



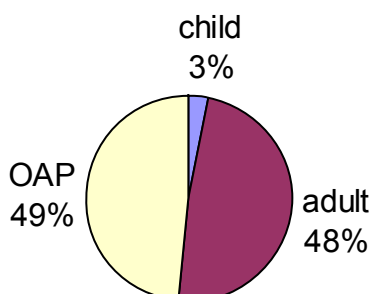
**chart c: % client female/male**



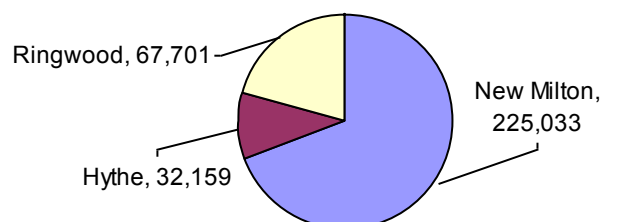
**chart d: %clients are disabled, carers, professionals, other**



**chart e: % clients for children, adults, OAPs**

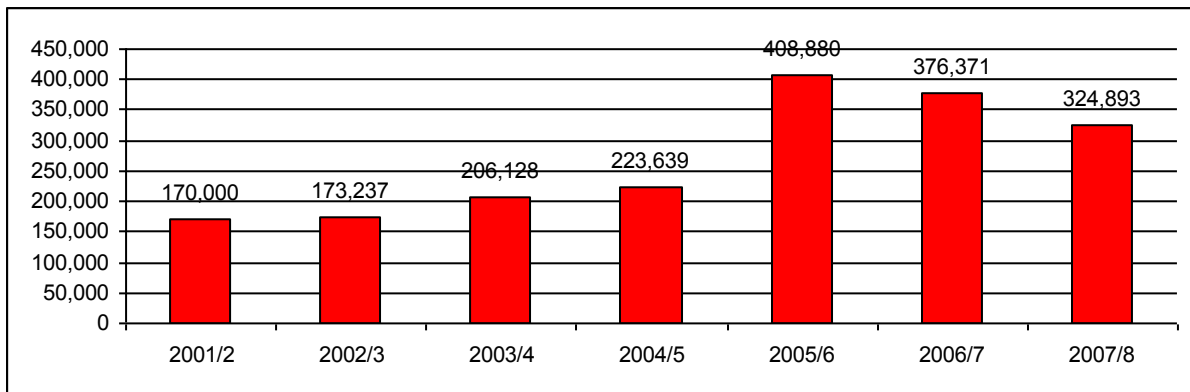


**chart f: amount of new benefit raised per venue: Total £324,893**

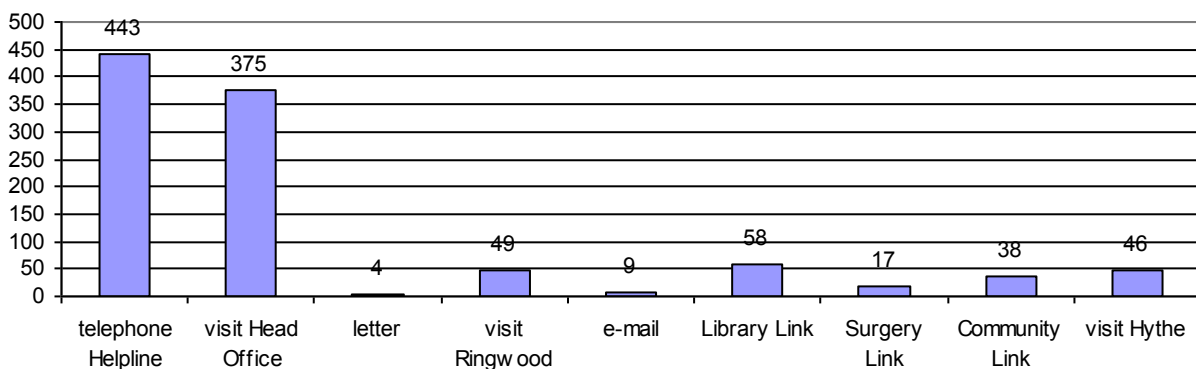


## New Forest Disability Information Service

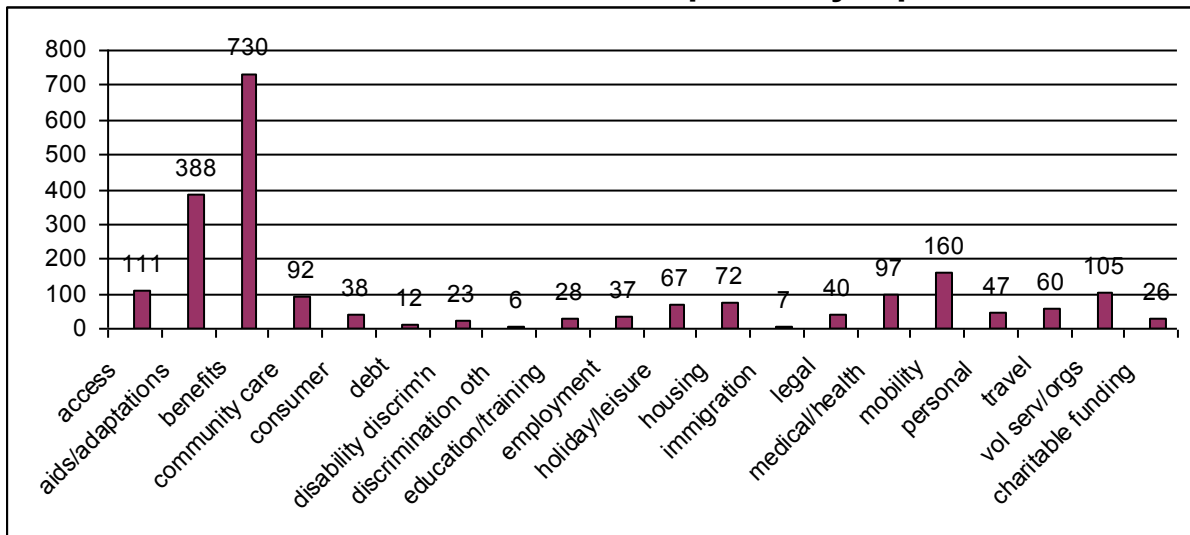
**chart g: amount of new benefit raised for clients per annum**



**chart h: client method of initial contact**



**chart i: client enquiries by topic**



### Quality of Service

Clients were randomly surveyed for quality of service; of the 66% who responded: Asked overall how satisfactory they found the Service, 96% stated very/fairly satisfied. Asked how helpful they found the staff, 97% stated very/fairly helpful. Asked how useful they found the information given, 99% stated very/fairly useful.

100% stated that they would recommend the Service to family/friends.

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**Statement of Financial Activities (Including income & Expenditure Account) for the year ended 31 March 2008**

	Unrestricted funds	Restricted funds	Total funds	2007
	£	£	£	£
<b>Incoming resources</b>				
<b>Incoming resources from general fund</b>				
Voluntary income				
Donations - general donations	14,821	-	14,821	2,022
Activities for generating funds:				
General fundraising	4,026	-	4,026	3,291
Consultancy and training	1,641	-	1,641	-
Sales of donated gifts	850	-	850	-
Commission on equipment sales	186	-	186	221
Investment income & interest	353	-	353	339
<b>Incoming resources from charitable activities</b>				
<b>Grants received</b>	14,665	-	14,665	10,412
<b>Other incoming resources</b>				
On line filing incentive relating to previous years	400		400	
<b>Total incoming resources</b>	<b>36,942</b>	<b>-</b>	<b>36,942</b>	<b>16,285</b>
<b>Resources expended</b>				
Costs of charitable activities and Governance costs	18,269	-	18,269	43,942
<b>Total resources expended</b>	<b>18,269</b>	<b>-</b>	<b>18,269</b>	<b>43,942</b>
<b>Net incoming/outgoing resources</b>				
<b>- Net income/expenditure for the year and net movement in funds</b>	18,673	-	18,673	(27,657)
<b>Total funds at 1 April 2007</b>	6,804	-	6,804	34,461
<b>Total funds 31 March 2008</b>	<b>25,477</b>	<b>-</b>	<b>25,477</b>	<b>6,804</b>

**Balance Sheet  
as at 31 March 2008**

	2008		2007	
	£	£	£	£
<b>Fixed assets</b>				
Tangible assets		4,551		5,148
<b>Current assets</b>				
Debtors		-		-
Cash at bank and in hand	22,888		2,445	
	<u>22,888</u>		<u>2,445</u>	
<b>Creditors: Amounts falling due within one year</b>	1,962		789	
	<u>1,962</u>		<u>789</u>	
<b>Net current assets</b>		20,926		1,656
<b>Net assets</b>		<u>25,477</u>		<u>6,804</u>
<b>Unrestricted funds</b>				
General funds	25,477		6,804	
Designated funds	-		-	
	<u>25,477</u>		<u>6,804</u>	
<b>Restricted funds</b>		-		-
	<u>25,477</u>		<u>6,804</u>	

**Notes to the Financial Statements  
for the period 1 April 2007 to 31 March 2008**

**Movement in funds**

	<b>At 1 April 2007</b>	<b>Incoming Resources</b>	<b>Outgoing Resources</b>	<b>At 31 March 2008</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Restricted funds</b>	-	-	-	-
<hr/>				
<b>Unrestricted funds</b>				
Designated funds	-	-	-	-
General funds	6,804	36,942	18,269	25,477
	<hr/>	<hr/>	<hr/>	<hr/>
	6,804	36,942	18,269	25,477
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total funds</b>	6,804	36,942	18,269	25,477
	<hr/>	<hr/>	<hr/>	<hr/>



**With thanks to our supporters:**

Co-operative

Henry Smith

ExxonMobil

Lymington Precision Engineering

Dibden Allotments Charity

Burry Charitable Trust

Sway Welfare Aid Group

Cllr Patricia Banks

Beaulieu Parish Council

Hythe & Dibden Parish Council

Bransgore Parish Council

Lymington & Pennington Town Council

Brockenhurst Parish Council

Marchwood Parish Council

Burley Parish Council

New Milton Town Council

Fawley Parish Council

Ringwood Town Council

Fordingbridge Town Council

Sway Parish Council

Hale Parish Council

Totton & Eling Town Council

Hordle Parish Council

Hyde Parish Council

Hampshire County Council

To Richens Care our thanks for sponsoring our brochure, and supplying our range of disability equipment for sale on commission .

To all the supporters of our Table Sales, thank you for buying and donating quality books and second hand goods.

To everyone who plays our NFDIS Lottery so loyally each month, we thank you; and to anyone who would like to join - we welcome you!

To all our kind clients who show their appreciation with cheques, cash, cakes and chocolates, we thank you most sincerely.

## New Forest Disability Information Service

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### **Board of Trustees: 2007/8**

Andrew Hayward-Wills	Chairman
Janet Allen	Vice-Chairman
Molly Deaton	
Barbara Keeling	
Michael Lanning	Company Secretary

### **New Forest Disability Information Service**

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Charity No: 1104589  
Company No: 05124781

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