

New Forest Disability Information Service

**New
Forest
D/S**

Annual Review

April 2009 to March 2010

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'

Chairman's Report

I am delighted once again to report that this year has been a busy and very fruitful year. We have continued to grow and develop and have consolidated many aspects of our organisation.

The Board has been strengthened with the addition of Larry Anthony who has brought his considerable experience of working in voluntary organisations. He has therefore been able to assist Jacki Keable with updating the Quality Policies and Procedures for the Audit in May; a no mean feat as they were needing considerable updating to reflect the work of the organisation as it is now.

Financially, we are now in a slightly stronger position which has enabled us to direct focus on our key work. Applying for, and obtaining grants, negotiating contracts with our partners and selling of disability equipment has resulted in producing a steadier cash flow this year. As Chief Executive, Jacki has been able to concentrate more on grant applications as she has had the support of Josey Carpenter as Office Administrator, and now Office Manager, an appointment which has added considerably to the strength of the office team.

An offer of a stall at the New Forest Show last July, not only offered a few of us the opportunity to enjoy entry to the show, but also to network with other organisations and the wider public, including Cllr Ken Thornber, Leader of Hampshire County Council, who subsequently gave us some money for expansion and development.

Other developments have included the installation of a new telephone system at the beginning of the year and updating our computer system towards the end of the year, both of which have considerably strengthened our technical infrastructure.

Whilst unfortunately we lost one volunteer, and have had some long-term sickness this year, we have also gained new volunteers which has continued to strengthen the team. Not to be complacent though, we do continue to look for volunteers as our referrals and workload increases from year to year.

I could elaborate further, but as you will hear at the Annual Public Meeting, our year has been one of considerable achievement and success. This is down to everyone supporting the work of the organisation and the very positive contribution everyone makes. Team working and leadership are fundamental to this and I think we have reached a new level of success this year. The Christmas Dinner and team meetings have been well supported and Board Members have been able to join in these events and see the strong camaraderie of the team.

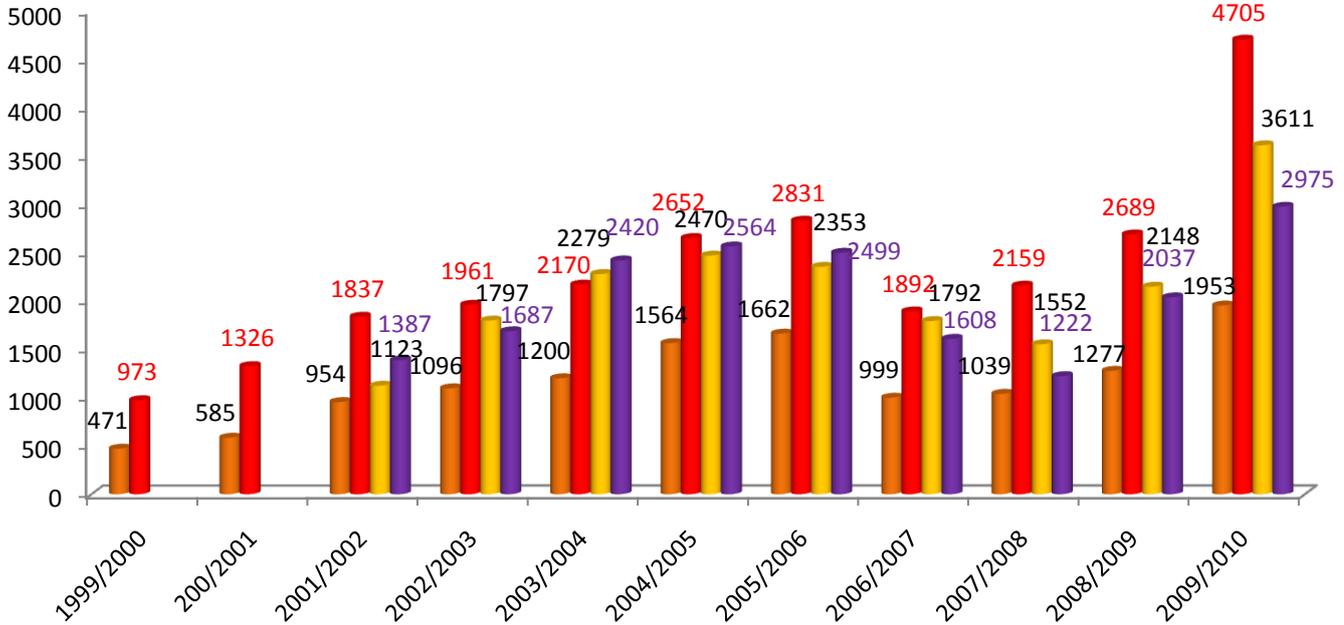
We look forward to continuing to develop our services in the years to come and are set to face the potential challenges of the changing political and financial climate ahead.

Janet Allen - Chairman Board of Trustees

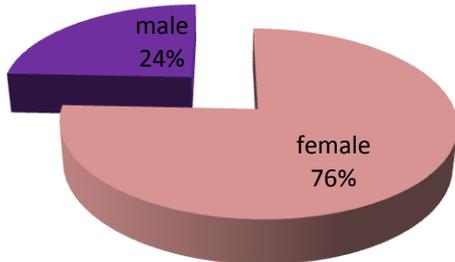
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Statistical data is presented for our Head Office, Telephone Helpline, Travelling Service, Hythe & Lymington Hospital Outreach.

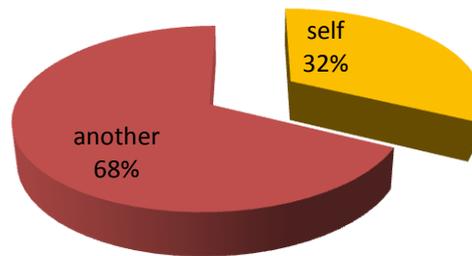
In line with the ethnicity of the New Forest 99% of clients were white



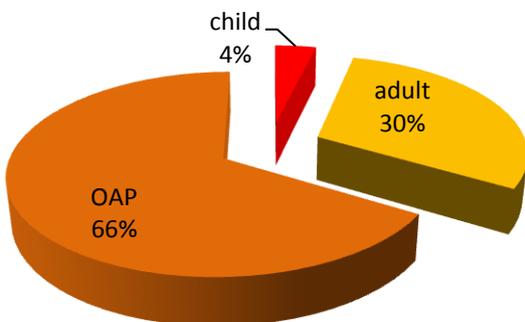
% contact by male/female



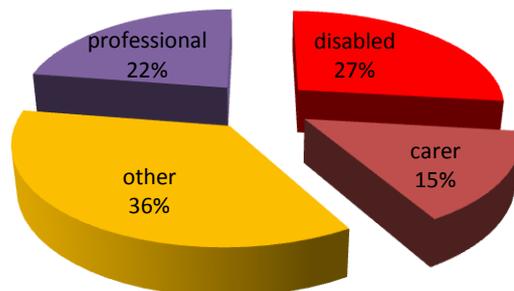
% contact for self/another



% contact for child/adult/OAP



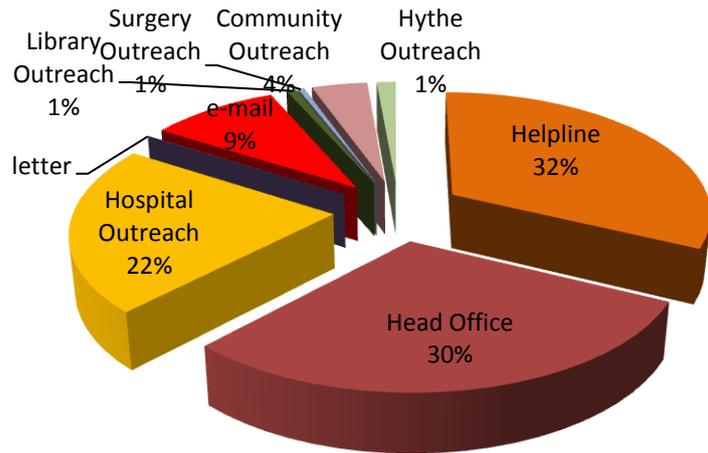
% contact disabled/carer/professional/other



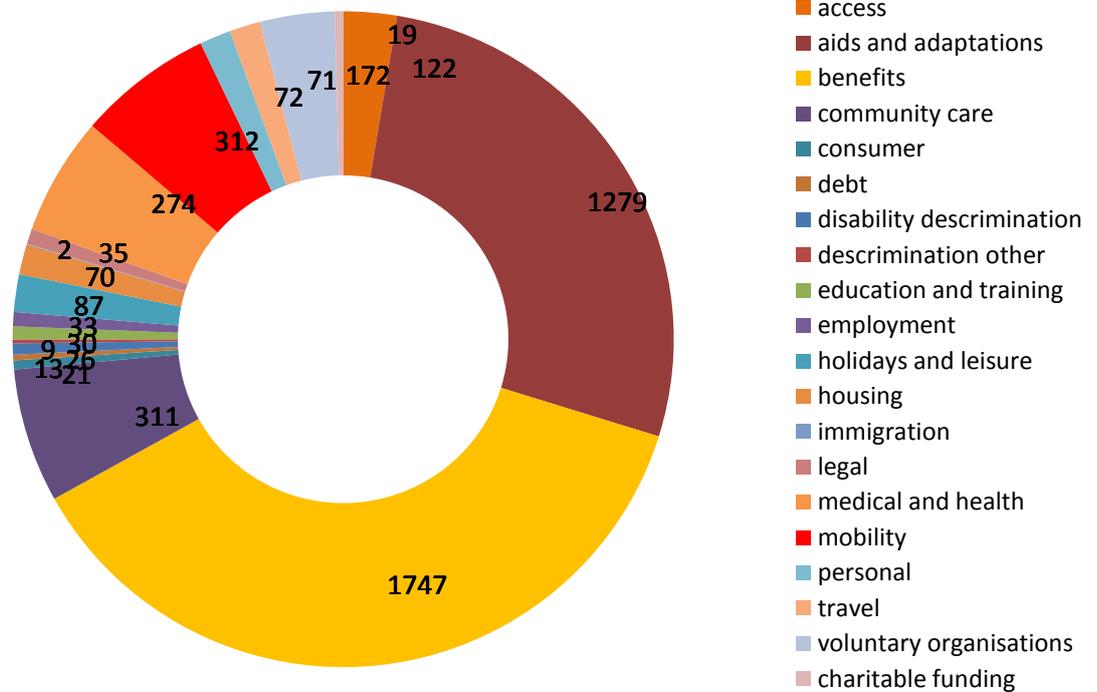
100% of clients surveyed said they would recommend NFDIS

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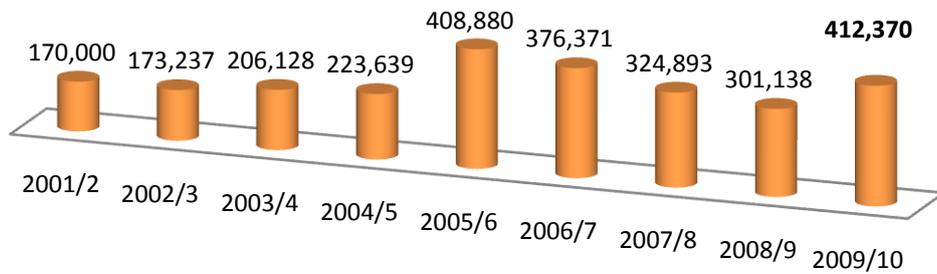
contact made via



no: enquiries by topic



amount of £ benefit raised per annum



Statement of Financial Activities (Including income & Expenditure Account) for the year ended 31 March 2010

	Unrestricted and Total Funds	
	2010	2009
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income		
Donations – general donations	2,259	30,556
Activities for generating funds:		
General fundraising	4,117	4,654
Consultancy and training	50	686
Sales of donated goods	5,971	2,957
Commission on equipment sales	2,659	2,669
Investment income and interest	24	642
Incoming resources from charitable activities		
Grants receivable	45,711	17,129
Total incoming resources	60,791	59,293
Resources expended		
Cost of charitable activities	57,398	33,841
Total resources expended	57,398	33,841
Net income for year	3,398	25,452
Reconciliation		
Total funds at 1 April 2009	50,929	25,477
Total funds at 31 March 2010	54,322	50,929

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Balance Sheet As at 31 March 2010

	2010		2009	
	£	£	£	£
Fixed assets				
Tangible assets		11,428		4,012
Current assets				
Cash at bank and in hand		61,663		57,727
Creditors:				
Amounts falling due within one year		18,769		10,810
Net current assets		42,894		46,917
Net assets		54,322		50,929
Unrestricted funds				
General funds		54,322		50,929

Notes to the Financial Statements For the year ended 31 March 2010

Creditors: amounts falling due within one year

	2010		2009	
	£	£	£	£
Deferred income		3,780		6,916
Other tax and social security		1,733		939
Other creditors and accruals		13,256		2,955
		18,769		2,955

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Treasurer's Financial Report

Our Chairman has referred to the strength of our organisation and the numbers in the income and expenditure account and the balance sheet confirm this. Turning those numbers into words, we were, during the year, able to make appropriate payments to key people without whom the organisation could not exist. In particular, the appointment of an office administrator, now office manager, means that we can be reasonably sure of our future organisational stability. We were also able to update our computer system. Despite this our income for the year still just exceeded our expenditure. As a result, our assets, largely our cash at the bank, also increased slightly during the year.

It is to be hoped that no-one is left with the idea that our future financial position is anything other than precarious. First of all the staffing of the office and the provision of client information would be quite impossible without our team of volunteers. Equally importantly, apart from the small income we generate for ourselves, the majority of our income relies on grants and donations which have to be obtained anew each year. With the current economic strains in the country as a whole, it must be clearly understood that our very continued existence depends almost entirely on a continuing and reliable income flow.

John Woolhouse

Honorary Treasurer

Activity Review for 2009-10

My summary of activities of the Service focus on the answers to three principal questions:

1. What services have we provided?
2. Are we fit for purpose?
3. Do we give the Community good value for money?

Services

During the reported period the Service has provided the following wide range of services:

- ◆ Face-to-Face information and advice for clients at Head Office and Outreach locations
- ◆ Home visiting
- ◆ Travelling Service at selected GP Surgeries and Libraries
- ◆ Telephone information and advice
- ◆ Sale of new and second hand disability aids and equipment
- ◆ In partnership with Hampshire County Council Adult Services, Occupational Therapy Assessments

Fitness for Purpose

Our operational effectiveness of our Service has recently been audited the Community Legal Services (CLS). The CLS are part of the Legal Services Commission and are the regulating authority for all non-criminal aspects of the justice system. After two days of intense audit activity the auditor informed us that we had achieved the lowest number of corrective actions and the highest number of points-of-good-practice for any organisation that he had audited in the last two years. His recommendation that our accreditation be renewed has been accepted by the CLS.

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Value-for-Money

To establish our value-for-money I have looked at measurements frequently used in the advice sector to measure and compare participating organisations. The measures used are Number of Clients, Number of Enquiries and Number of Contacts. In this context a contact is an interview, letter or telephone call and is used as a rough guide to the work content of a client enquiry. The results tabulated below show that during the last three years the Service has experienced a large year-on-year increase in all of these measurement areas.

Measure	2006/7	2009/10	Avg annual increase
Clients	1,000	2,000	26%
Enquiries	1,892	4,705	35%
Contacts	1,792	3,780	28%

The outcome of this work is that during the last three years, and as a direct result of our help, clients have received new benefit awards averaging £350,000 per year. This is approximately five times the cost of providing the service creating a significant inflow of cash that enhances the well being of the clients and benefits the Community.

Coping with the increases in workload, renewing our CLS accreditation and achieving the benefits awards on behalf of our clients would have been impossible without the considerable contribution made by our staff and volunteers, a resounding thank you to you all.

During the next three years we anticipate that the demands made upon us will continue the upward trend demonstrated in this report but clearly we are entering into a period of national economic uncertainty and whilst this is likely to emphasise the need for our services it will make funding more difficult to obtain.

In conclusion this short report shows that New Forest Disability Information Service provides a wide range of services, has received independent endorsement of its fitness-for-purpose and provides a service that is both free to our clients and value-for-money to those who provide our funds.

L Anthony

Company Secretary

We thank our supporters

Burry Charitable Trust
ExxonMobil
Dibden allotments Charity
Cllr Ken Thornber

Henry Smith Charitable Trust
Hampshire County Council
New Forest District Council

Bransgore Parish Council
Burley Parish Council
Copythorne Parish Council
Fordingbridge Town Council
Hale Parish Council
Hyde Parish Council

Hythe & Dibden Parish Council
Lymington & Pennington Town Council
Marchwood Parish Council
New Milton Town Council
Sway Parish Council
Totton & Eling Town Council

To Richens Care our thanks for supplying our range of disability equipment for sale on commission

To everyone who collects spare cash in one our Penny Boxes, thank you

To all the supporters of our second hand disability equipment sales, thank you for the donated 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.

To all our wonderful volunteers, who give their time so readily, we thank you most sincerely for without you there would not be an NFDIS!

New Forest Disability Information Service

Board of Trustees 2009 to 2010

Janet Allen	Chairman
John Woolhouse	Honorary Treasurer
Molly Deaton	
Michael Lanning	Company Secretary to December 2009
Larry Anthony	Company Secretary from December 2009

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Company no: 05124781