

New Forest Disability Information Service

**New
Forest
Disability**

**Annual Review
April 2012
to March 2013**

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'



Providing free, confidential, impartial disability related information, advice and guidance throughout the New Forest and surrounding areas.

*

We advise upon, and sell a range of new and lightly used donated daily living aids and mobility equipment.

*

A speaker is available for clubs and groups etc we do not have a fixed fee however a donation is very welcome.

*

Fee paying services:

Consultancy

Training in disability related subjects eg welfare benefits, disability discrimination

Occupational Therapy Assessments

Chairman's Report

This event sees the end of my first year as Chair of this wonderful organisation, a year that has seen change but also consistency.

We have seen some of our Team leave to deal with other challenges in their lives and to those I wish you well and thank you for the time and effort you have given to the Service; to those who have recently arrived I bid you welcome.

The year has also seen record numbers of clients seeking our assistance but the circumstances behind this have also made it more difficult to obtain sufficient funds resulting in a loss of some £9,000 this year. Fortunately our reserves provided protection from the effects of this loss but it does mean we will need to continue to be prudent in our financial affairs.

Despite all of this the need for an information service such as ours remains without doubt and our value to the community is evidenced by the fact that the money brought into the community with our help is an average of eight times the cost of running the Service.

To our many clients, thank you for trusting us to provide you with the information and help you need; and to our Team thank you for being the wonderful people you are.

Larry Anthony - Chair of Trustees

Treasurer's Report

New Forest Disability depends on three distinct sources of income: grants and donations (£15,884 in 2012/13); contract income in exchange for services provided (mainly to HCC Adult Services) (£31,288); and other non-contractual earnings from miscellaneous fund-raising activities, including social events and the sale of disability equipment and other items (£14,740).

All these sources have come under considerable pressure during the year under review. Grants and donations have been harder to secure (as is the case for the great majority of charities); contract income is secured annually; and fundraising activities are affected by the financial hardship felt by many people.

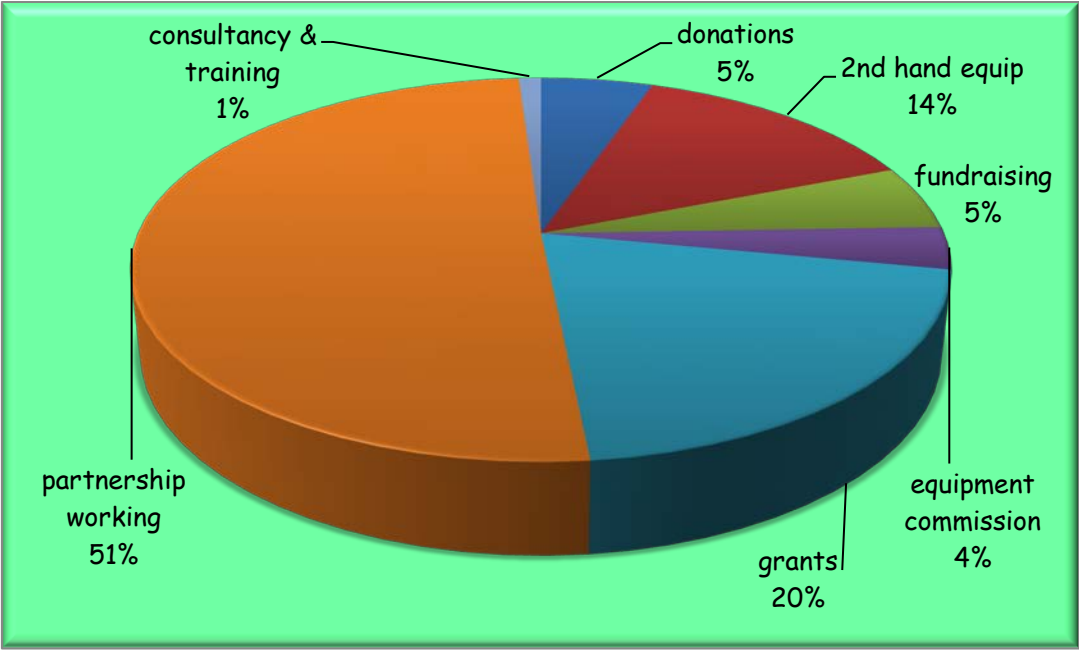
The Charity's income in 2012/13 was up by £7,000 from the previous year, but so were the costs of generating this income.

The great majority of costs consist of salaries and related expenses (mainly travelling), and rent, utilities, maintenance and insurance. The office is adequate but no more, much of the work is done on a voluntary basis, and the employees are by no means highly paid. Administration is efficient but stretched, so there is little if any scope for reducing costs without serious and lasting damage to the organisation.

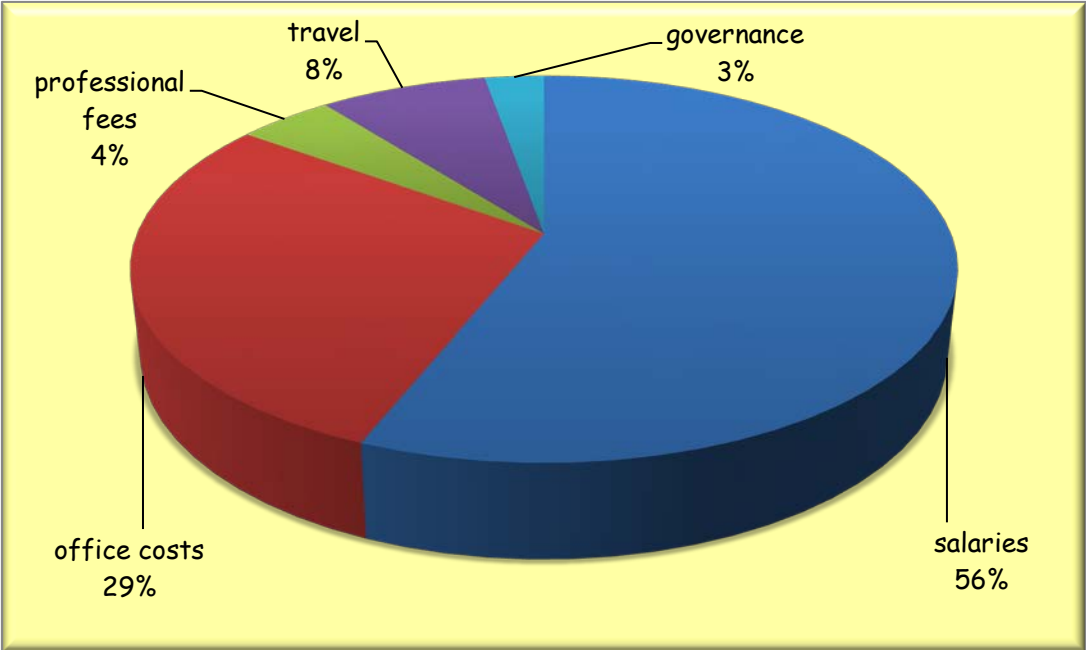
As a result, a deficit of about £9,000 was incurred for the year. Fortunately we have a reasonably healthy level of reserves, which has enabled Trustees to accept this deficit and maintain our level of service to clients for the time being, rather than impose damaging cuts. A number of new initiatives were put in train during the year to strengthen our marketing function and attract additional income in future years, but it is likely to be some time before we are able to extend and improve the service we offer to the disabled community in the way that we would wish.

David Wansbrough - Honorary Treasurer

Income £61,917



Expenditure £71,037



Chief Executive's Report

2012 - 2013 was the busiest year since NFDIS formed, with a record 2,082 clients generating almost 6,000 enquiries, seeking our advice. It has been another year of challenges, with the ever present need to secure sufficient funding at the forefront of my mind; whilst ensuring our Team have the 'tools' and resources to handle the anticipated increase in clients and complexity of casework being a priority.

The office has continued to run at high efficiency under the capable management of Josey, in what are very small premises. Jane continues to supply OT services to HCC Adult Services, with whom we are proud to be working in partnership; and Outreach Worker Geraldine joins us for our other partnership role advising patients at Lymington Hospital.

Our Outreach work continues to develop, made possible by the two and a half year grant from the Lloyds TSB Foundation paying approximately half of this Service. We must applaud Dennis, our Senior Advisor who handles all our tribunal work, tirelessly representing clients to secure their just rights - with a high rate of success; we are very proud to be the only charity offering such a vital and specialised service.

Our planned increase in volunteers has gone well, and we have put in a lot of training for the much publicised April and October 2013 changes to welfare benefits, to ensure the Team are ready to help our clients through, what will no doubt be, a stressful and worrying time.

As ever, none of the valuable service provided by NFDIS would be possible without the commitment and passion of our wonderful Team and on behalf of Josey and myself we thank you all most sincerely, wishing you all well for an even more successful 2013/14.

Jacki Keable - Chief Executive

Head Office

Over 900 clients visited our Head Office and 700 accessed our Helpline during the year as their first mode of contact. Information Officers greet them at reception, answering numerous enquiries, or taking confidential details for allocation to an Advisor for casework, such as welfare benefits applications. We have experienced an increase in referrals from other agencies for our specialist expertise; and clients unable to travel for appointments are offered home visits.

A range of new and lightly used daily living aids and mobility equipment is on display for sale, with helpful advice on hand to ensure suitability.

Hythe Outreach

Clients in the east of the forest have the facility of a regular Outreach Office every Wednesday at The Grove. Demand for appointments is high for this popular service, keeping it running at near total capacity.

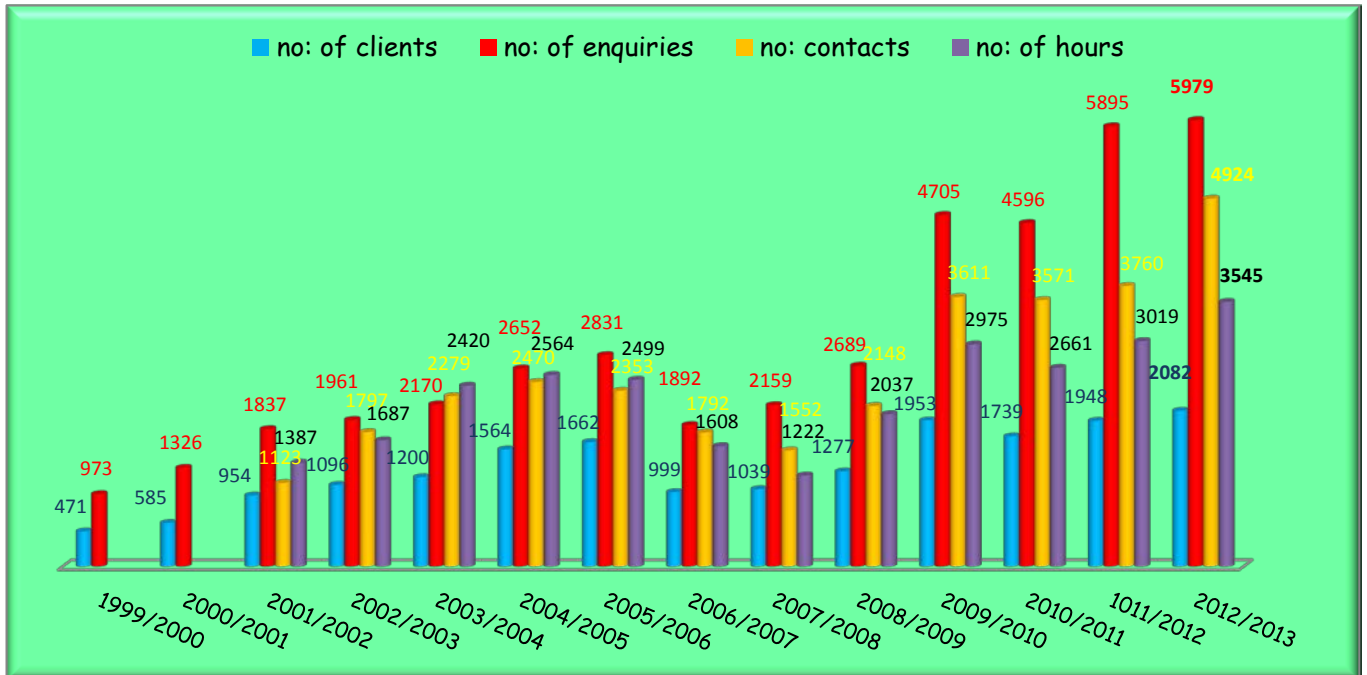
Tribunal Representation

Our Senior Advisor Dennis will handle casework of a more complex nature, including welfare benefits appeals and he represents clients at tribunal hearings; often securing several thousand pounds of outstanding benefit entitlements for our much relieved clients.

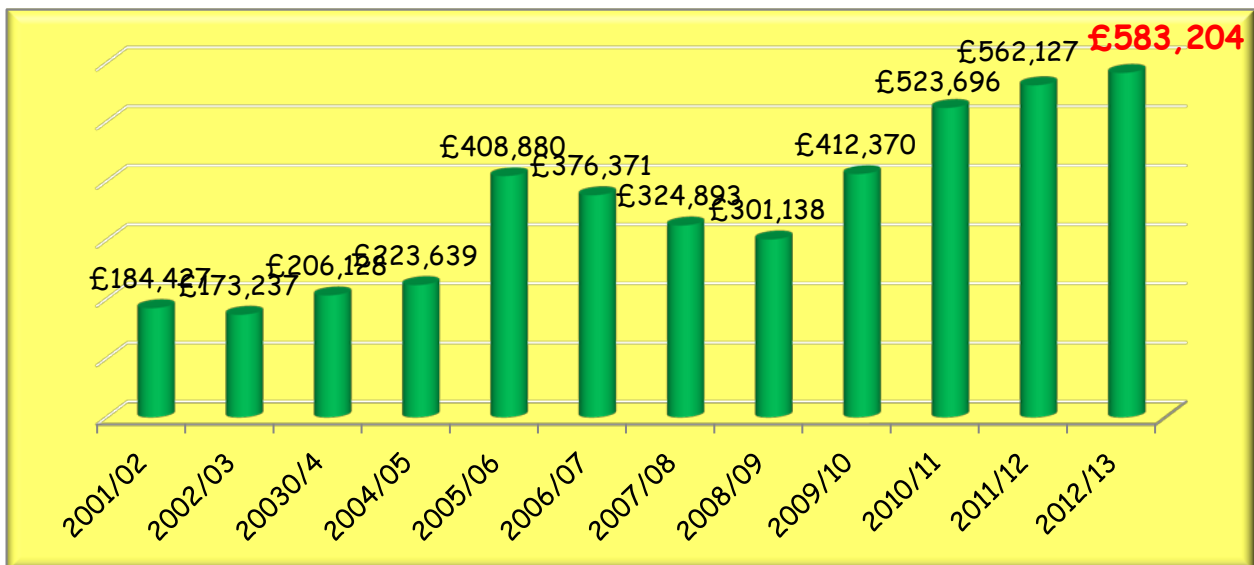
Outreach Service

Our Outreach Worker Geraldine travels around the New Forest visiting community locations, such as libraries, monthly. We are also in Lymington Hospital three times a week. Our Outreach presence gives clients the opportunity to make first point of contact with NFDIS, often before they realise they need us - over 300 started their relationship with us this way during the year.

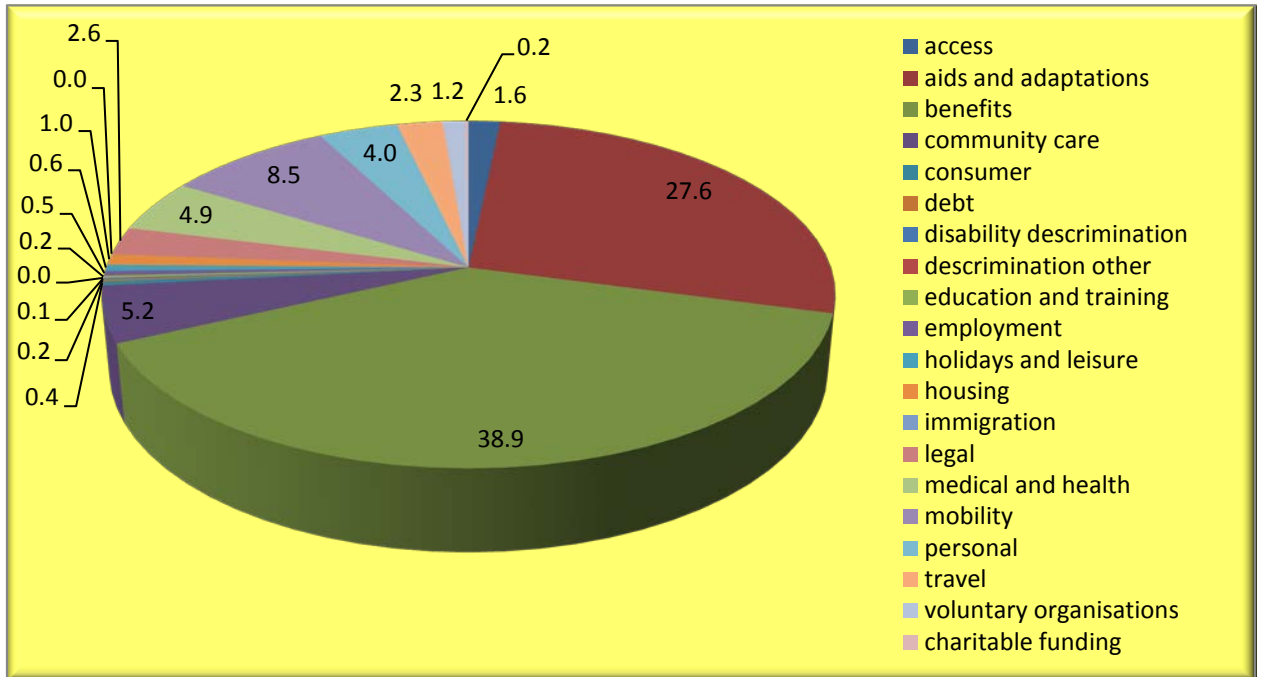
No: clients, enquiries, client contacts & hours used per annum



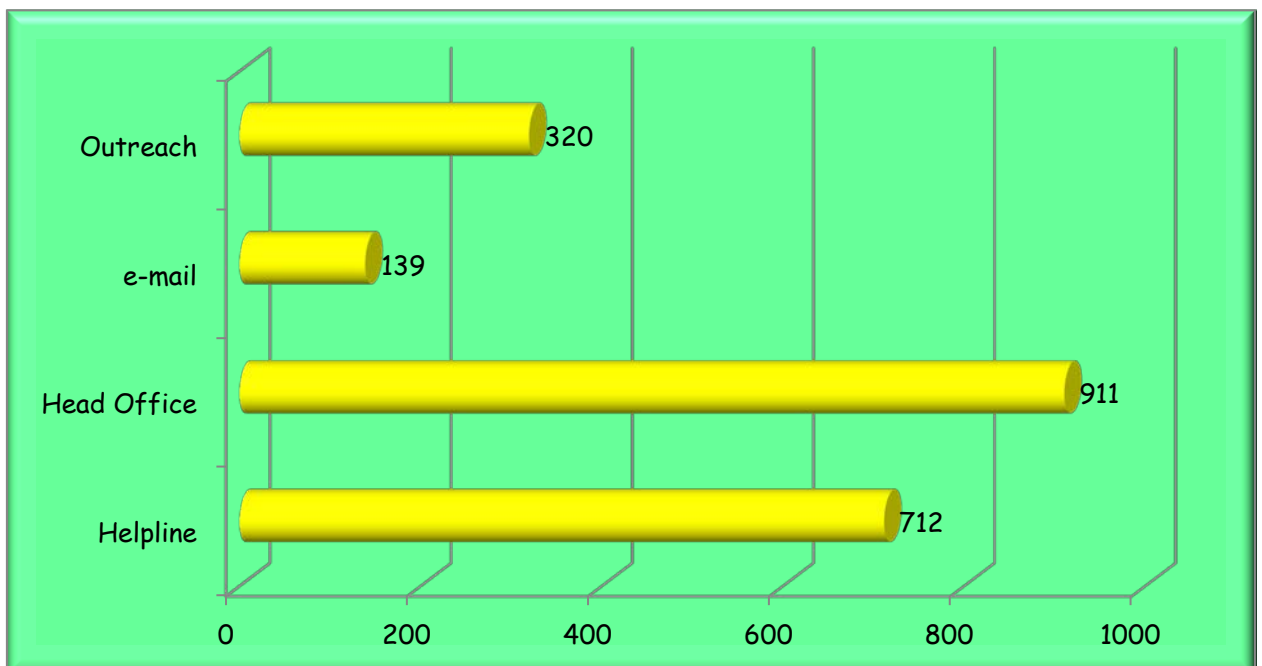
Amount of welfare benefits secured for clients per annum



% client enquiries by topic 2012 to 2013



Method of first contact with clients 2012 to 2013



The NFDIS Team

Dennis



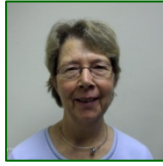
**Senior
Advisor**

Jane



**Advisor &
OT**

Merry



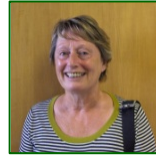
Advisor

Barbara



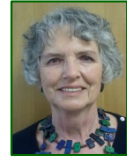
Advisor

Tessa



Advisor

Mary



Advisor

Information Officers

Jenny



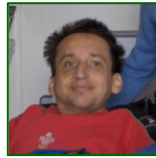
Sheila



Marilyn



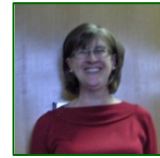
Michael



Pat



Shelagh



Information Officers

Roger



Mel



Hilda



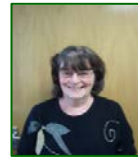
Heather



Annie



Kate

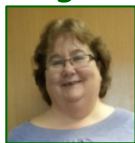


John



**Data Entry
Clerk**

Margaret



**Admin
Assisstant**

Geraldine



**Outreach
Worker**

Josey



**Office
Manager**

Jacki



**Chief
Executive**

Board of Trustees

Larry



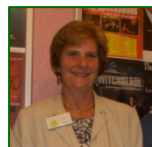
Chairman

David



Treasurer

Janet



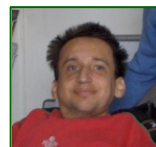
**Vice
Chair**

Molly



Trustee

Michael



Trustee

Anne



Trustee

Support in the Community

ExxonMobil support cheque presentation



New Milton Christmas Extravaganza our cakes went down well!



Team NFDIS cyclists & walkers ready to go - New Forest Rotary fundraiser

Client Feedback:

98% of clients randomly surveyed stated they were very/extremely happy with the service received, and would highly recommend NFDIS.

so helpful

- nothing seems too much trouble...
- helpful and polite; thank you so much

fantastic

- to have someone take so much time...
- what would we do without your service?

knowledgeable

- you know just what to do - and how to do it
- I would have given up without your help...

home visiting

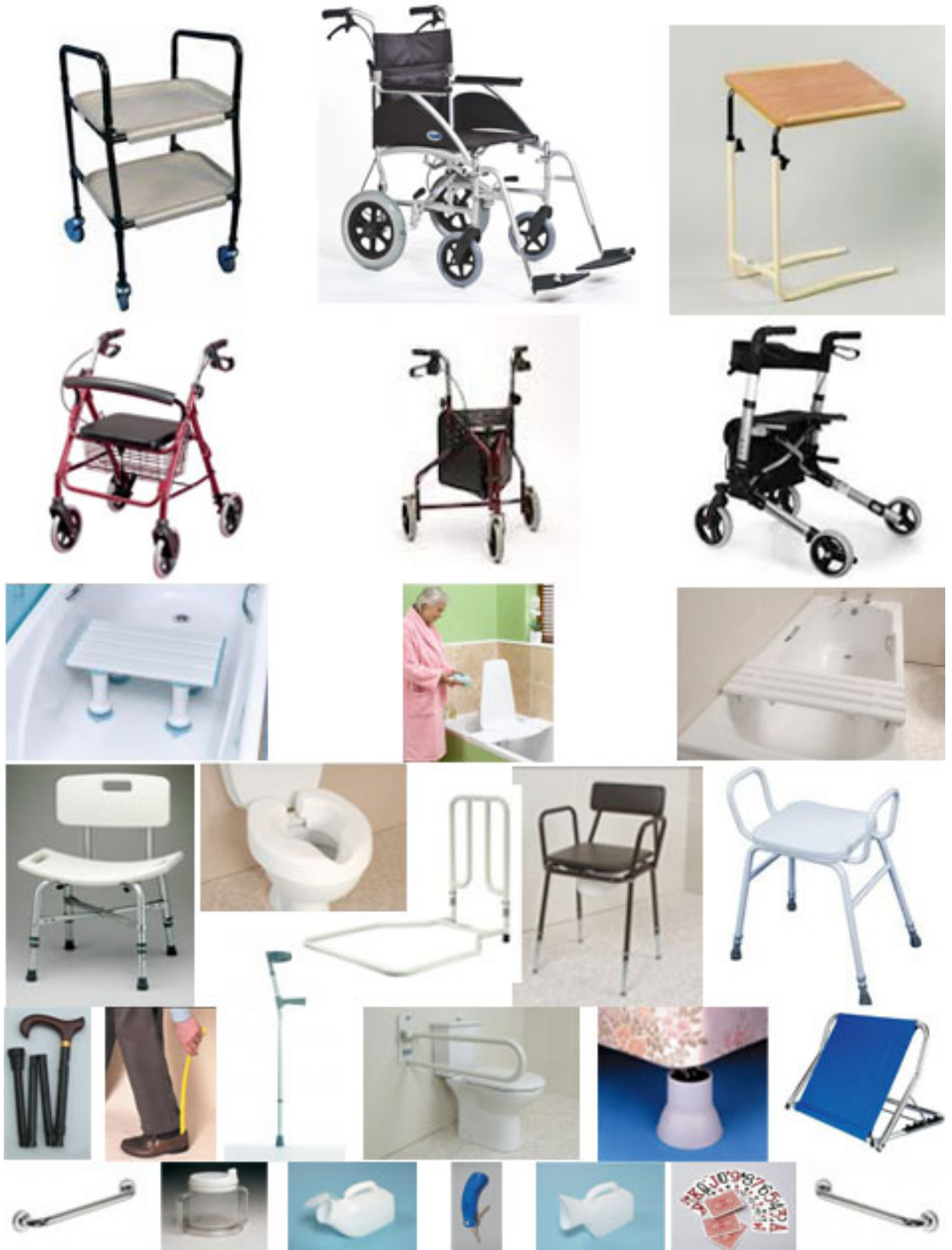
- simply brilliant.....
- helpful but not patronising, honest and sincere

professional

- a very professional service
- he was excellent, both kind and helpful

Equipment Sales:

We sell a wide range of new and lightly used donated mobility items and daily living aids. We are happy to discuss your needs and offer advice.



We thank our supporters:

Henry Smith Charitable Trust

Lloyds TSB Foundation

The Burry Trust

The Co-operative Trust

Dibden Allotments Trust

Lymington Rotary

ExxonMobil

Sponsors of brochures:

Rotary Club of New Milton

Rotary Club of Lymington

Rotary Club of New Forest

Sponsor of money boxes:

Balmer Lawn Garage

Room use: PW Payroll Solutions

Lymington Town Sailing Club

Beaulieu Parish Council

Bransgore Parish Council

Breamore Parish Council

Brockenhurst Parish Council

East Boldre Parish Council

Ellingham, Harbridge & Ibsley
Parish Council

Fordingbridge Town Council

Godshill Parish Council

Hordle Parish Council

Hyde Parish Council

Homefield House Social Fund

Hythe & Dibden Parish Council

Lymington & Pennington Town
Council

Marchwood Parish Council

Martin Parish Council

New Milton Town Council

Totton & Eling Town Council

Waitrose - Lymington - tokens

Morrisons - New Milton -
collection days

Cllr N Tungate - Mayoral Fund

Cllr A Evans - Cllr Fund

We thank our supporters:

To buyers and donors of our 2nd hand disability equipment sales we thank you

To players of our NFDIS Lottery we thank you..... to all future players we welcome you, and wish you good luck!

To grateful clients who show their appreciation with cash, cheques and chocolates our most sincere thanks

To New Forest Mobility Services, our new suppliers of equipment stock, we look forward to working together

To collectors of old mobile phones & ink cartridges, users of Easysearch and Easyfundraising a huge thank you

To all our wonderful Volunteers, without whom there would not be a NFDIS, we applaud your generosity

Board of Trustees:

Larry Anthony Chairman & Company Secretary

David Wansbrough Honorary Treasurer

Janet Allen Vice Chairman

Molly Deaton Trustee (retired July 2013)

Michael Lanning Trustee

Anne Corbridge Trustee

NFD£S LOTTERY

Have you joined yet?

Just £1 per number each month is all it takes.

The draw takes place the first working day each month,
the winners receive half the draw fund as cash prizes,
and the other half supports the work of NFDIS.

Please join today:

the more people that play

the bigger the cash prizes!

Just Text Giving

An easy way to donate (£1 - £10)

to **New Forest Disability**

on your mobile phone (no charge for the text)

please text **NDIS33 £..**

(enter amount you wish to give £1 - £10)

and send it to **70070**

New Forest Disability Information Service

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charity no: 1104589

company no: 05124781