

**New Forest Disability Information Service**

**New  
Forest  
Disability**

**Annual Review  
April 2013  
to March 2014**

## *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, disability awareness

## Chairman's Report

This year once again we have seen a rise in the demand for our services with both the number of clients and the enquiries they made increasing year on year. Despite the attempts to simplify the benefit system many still find it is a complicated process and indeed the changes themselves are stressful for our clients.

Thanks to our wonderful team of volunteers and staff we have been able to continue to meet this demand.

In addition this year we have played an active role in the formation of the New Forest Advice Network, a Big Lottery funded partnership of a number of the advice agencies in the New Forest aimed at providing those who need advice with a more widespread means of obtaining help and support.

We continue to seek opportunities to use our skills and expertise in order to earn funds and once again this is supported by a Team that has acquired a well-earned reputation for accurate delivery of sometimes complicated tasks.

Once again thank you to all who have placed their trust in us.

Larry Anthony - Chair of Trustees

## Treasurer's Report

A year ago we knew that we were facing a year in which conditions would be difficult for raising the funds we need in order to provide our vital services to the disabled community. This has been confirmed in practice.

However, the recruitment of some additional trustees to the board enabled us to increase our efforts to raise funds from new sources, and thanks to an enormous amount of hard work by those involved we managed to increase our total income by 20% to £74,400. As a result the deficit for the year was much reduced at £1,562.

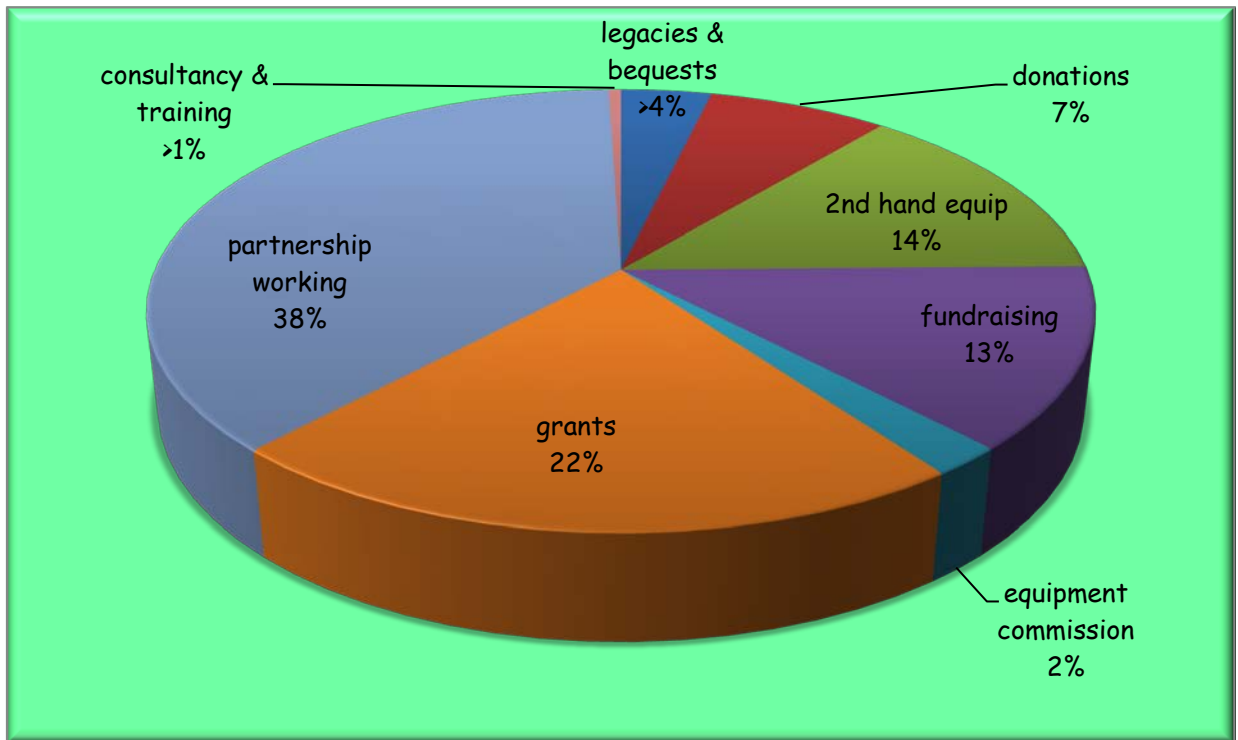
In spite of the improving national economy, the climate for charitable fundraising remains tough, but we are maintaining and developing our efforts in this function, and we believe that these efforts will continue to bear fruit so that we can gradually give more support to more clients in the future.

As well as maintaining all our present services we are extending to our outreach activities, including increasing the frequency of our advice service at Lymington Hospital. This will enable us to give more support to those experiencing the difficulties associated with a period in hospital.

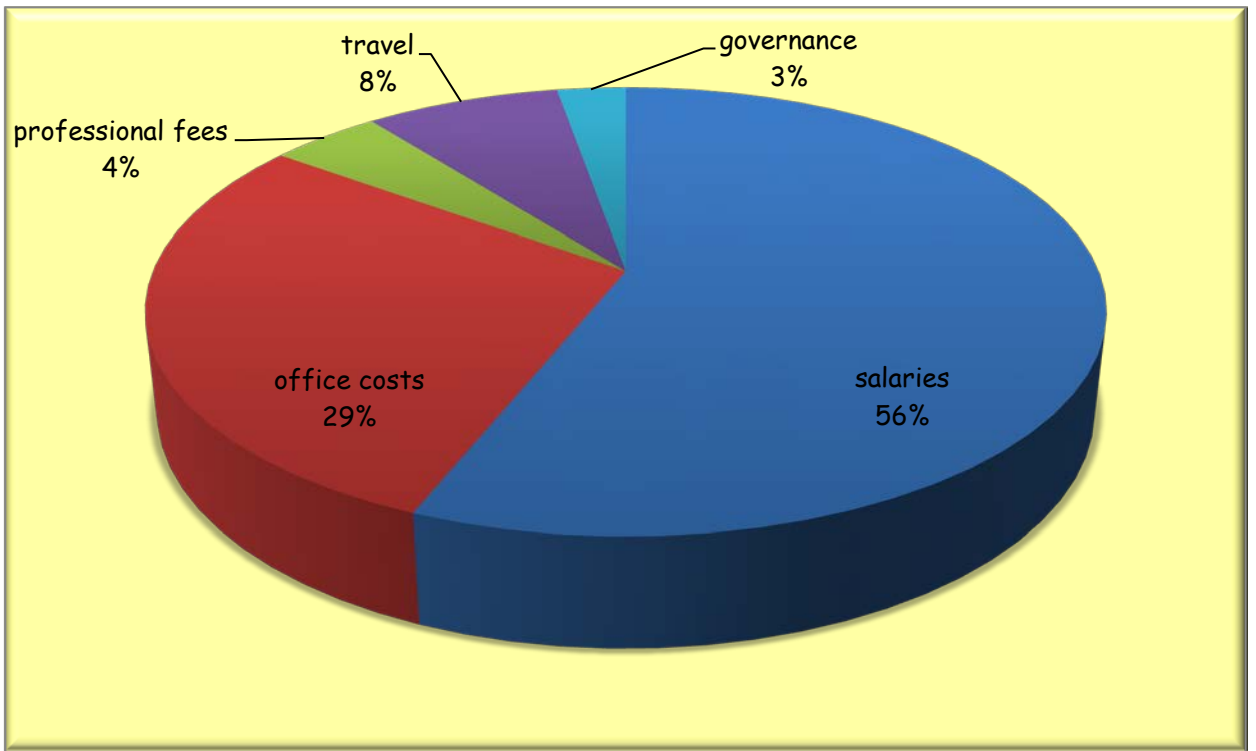
Congratulations are due to Jacki and all her staff who have worked tirelessly to keep our valuable services going, and indeed improving, through a challenging period at the minimum possible cost. It is to be hoped that the benefits of the improving economy will in due course filter through to NFDIS, but the signs are that this may take some time.

David Wansbrough - Honorary Treasurer

**Income £74,443**



**Expenditure £76,005**



## Chief Executive's Report

2013 - 2014 has been a difficult year for our clients with many being affected by the much publicised changes to welfare benefits. I think it is fair to say this has not gone well for the DWP or our clients! On a more positive note we secured a grant for a small post for a Tribunal Advisor via the newly formed New Forest Advice Network to help such clients by representing them at Tribunal Hearings.

Office Manager Josey helped by Admin Assistant Margaret successfully co-ordinate the Team; with 2,173 clients presenting 6,649 individual enquiries, in what has been another record year for NFDIS.

Our Partnership working with HCC Adult Services continues most successfully; with Geraldine seeing in-patients at Lymington Hospital and Jane carrying out Occupational Therapy Assessments.

Our Board of Trustees have been working tirelessly; developing both Fundraising and Marketing Sub-Groups, running several superbly enjoyable fundraising events and further raising the profile of NFDIS.

We continue to hold regular training sessions ensuring our Team are prepared appropriately to help every client to the best of our ability. Stringent monitoring and evaluation ensures our AQS Quality Award standards are always maintained, thus giving our clients full confidence.

We were all saddened at the early death of our long term volunteer and Trustee Michael Lanning in the autumn, his dry wit is missed by all.

NFDIS would not be possible without the commitment, dedication and passion of our wonderful Team of Volunteers who donate in excess of 5,000 hours each year. On behalf of Josey and myself we thank you all most sincerely, wishing you all well for a productive and successful 2014/15 and the challenges it is yet to bring.

Jacki Keable - Chief Executive



## Head Office

Over 800 clients visited our Head Office and 680 accessed our Helpline during the year as their first mode of contact. Significantly we have experienced an increase in referrals from other professionals for our specialist expertise, equating to 27% of new clients throughout the year. Home visits were made to 173 clients unable to travel to us.

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, meaning it has run at near capacity all year.

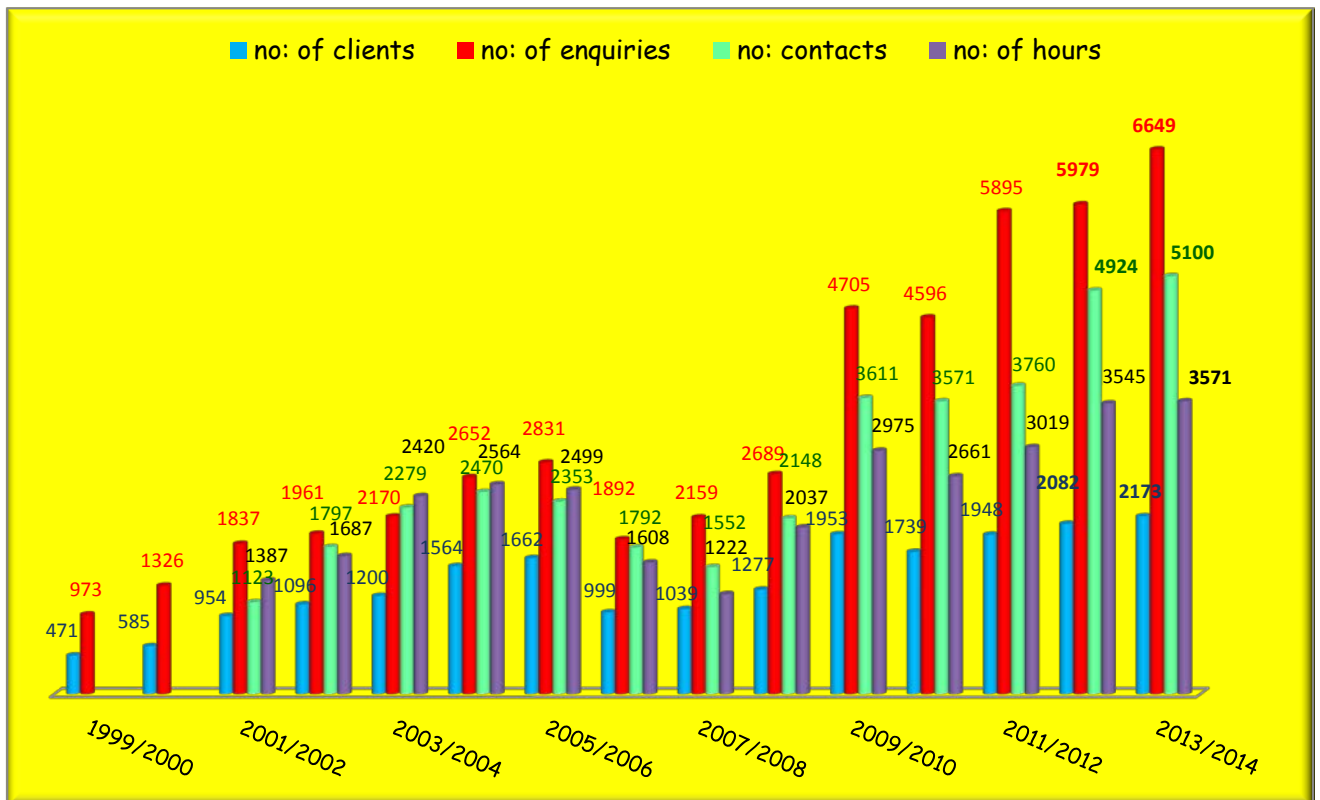
## Tribunal Representation

Our Tribunal Advisor Dennis handles 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.

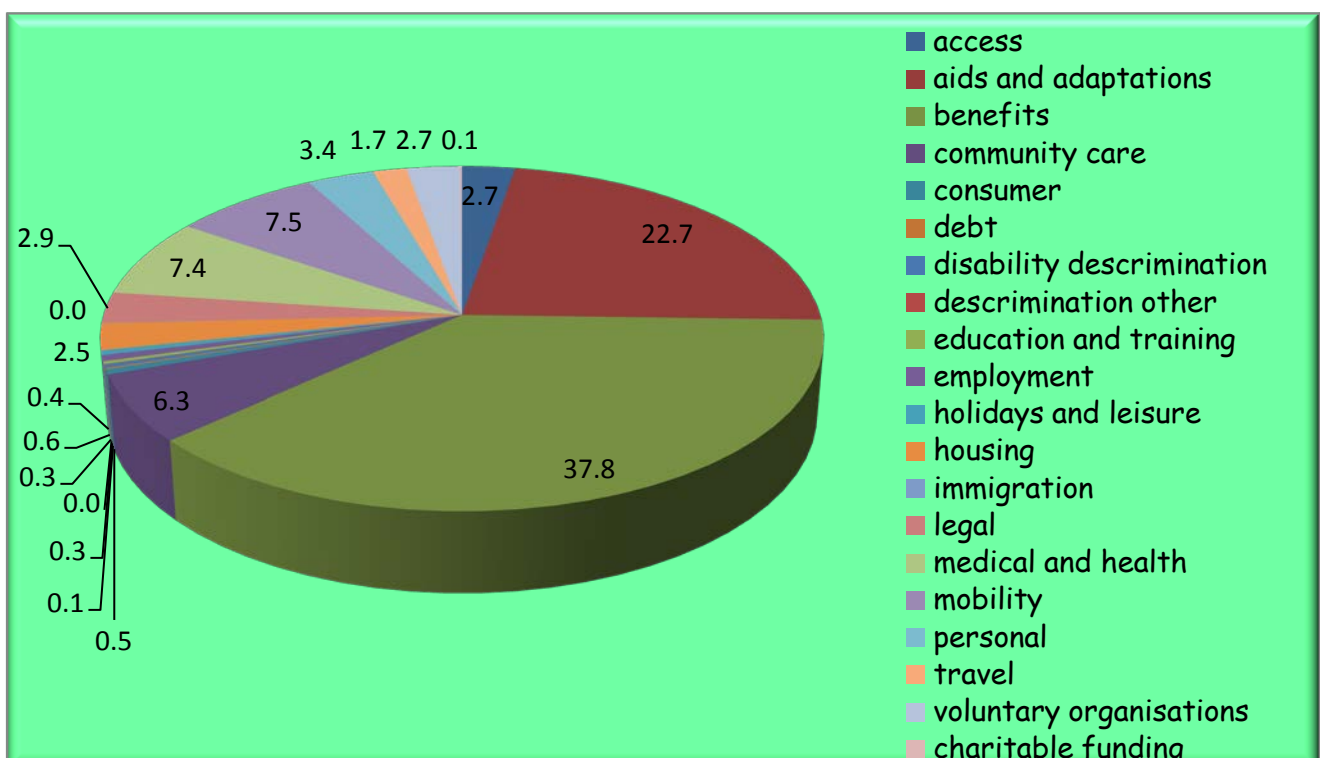
## Outreach Service

Outreach Worker Geraldine has extended our outreach locations which overall has proved very effective, with 522 people using these services. Visiting each Outreach once per month affords first point of contact for clients in their own library, community centre etc. Lymington Hospital foyer hosts a monthly outreach for anyone visiting the hospital, along with our presence three times per week on the wards for in-patients and their families to get support gearing towards going home; expansion is planned for the foyer service over the next year.

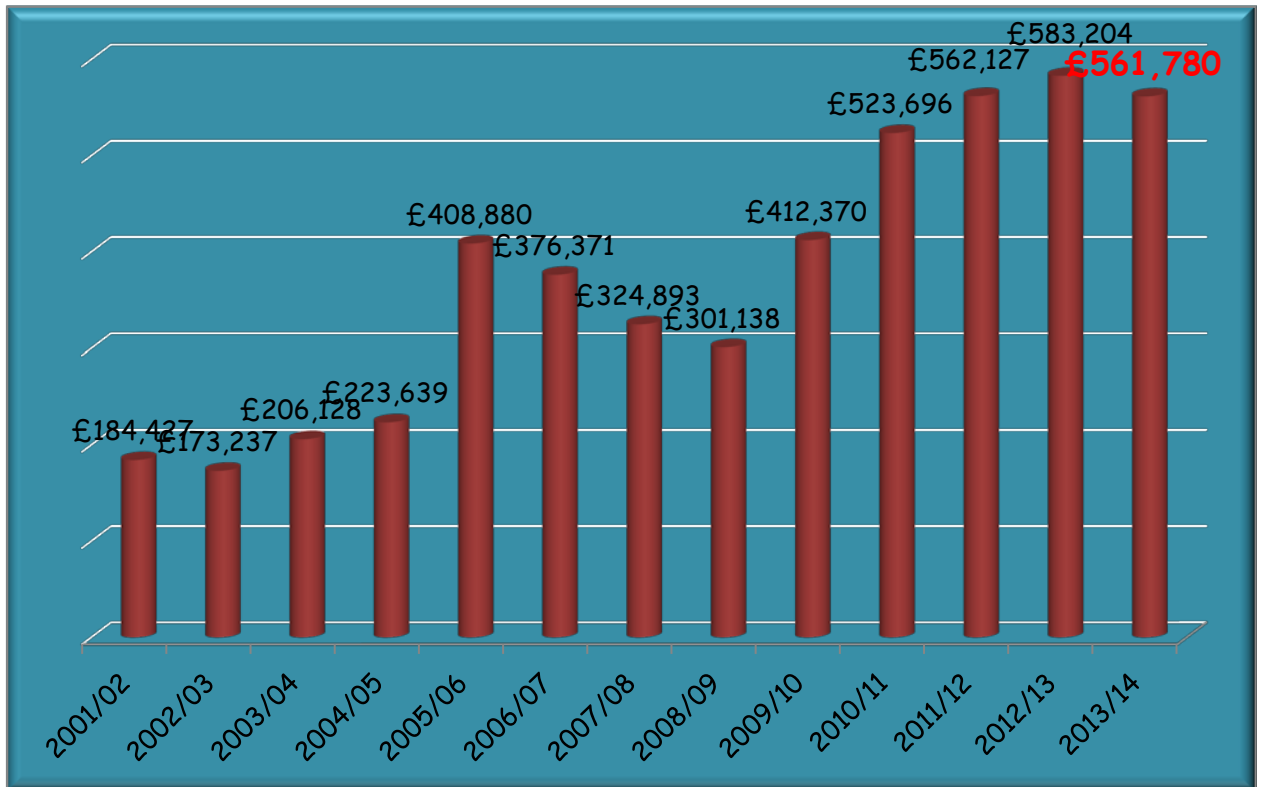
no: clients, enquiries, client contacts & hours used per annum



% client enquiries by topic 2013 to 2014

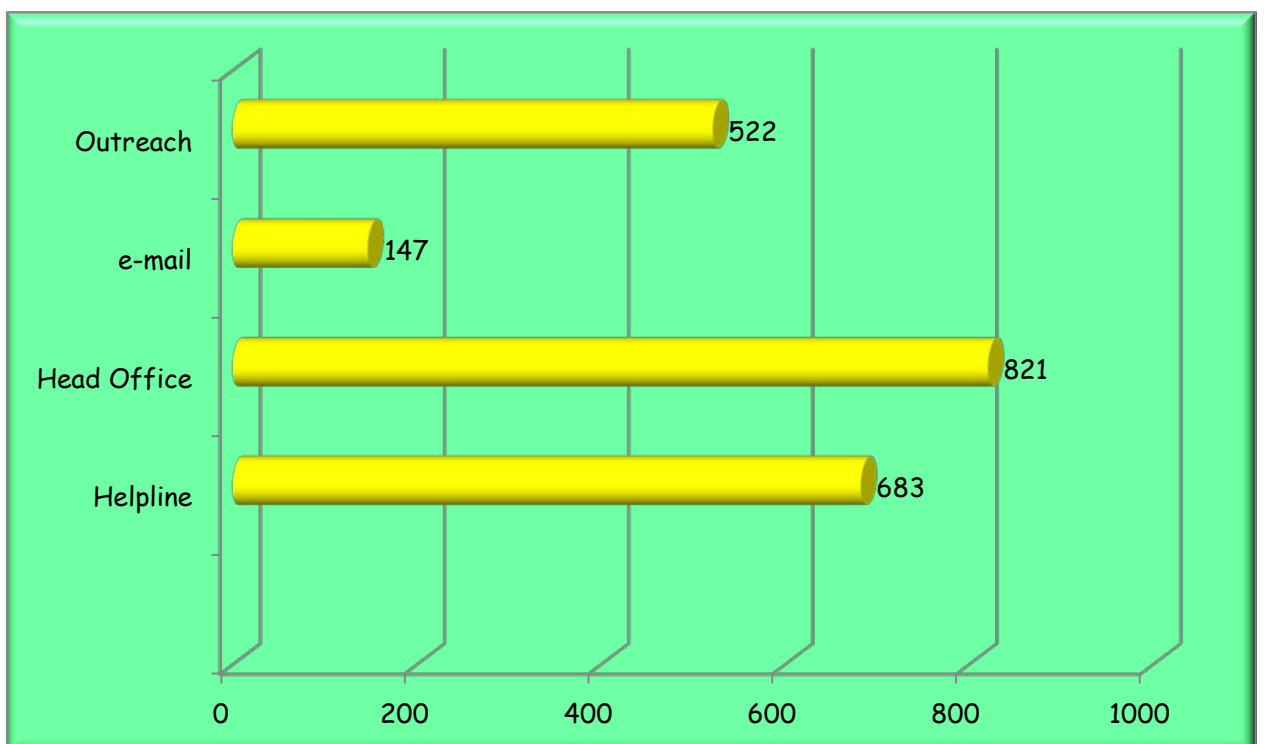


amount of new benefit secured for clients per annum



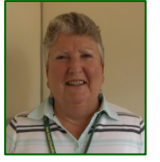
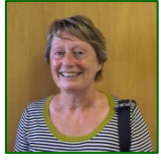

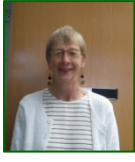


£4.8m of new welfare benefits secured for clients since millenium.

method of first contact 2013 to 2014



**The NFDIS Team**

|  |  |   |  |  |   |
|--|--|---|--|--|---|
| Dennis<br><br>Tribunal<br>Advisor | Jane<br><br>Advisor &<br>OT | Barbara<br><br>Advisor | Tessa<br><br>Advisor | Mary<br><br>Advisor | Heather<br><br>Advisor |
|--|--|---|--|--|---|

**Information Officers**

|  |   |  |   |  |   |
|--|---|--|---|--|---|
| Jenny<br> | Sheila<br> | Marilyn<br> | Pat<br> | Roger<br> | Shelagh<br><br>Advisor |
|--|---|--|---|--|---|

**Information Officers**

|  |  |  |  |   |
|--|--|--|--|---|
| Mel<br> | Hilda<br> | Annie<br> | Jean<br> | John<br><br>Data Clerk |
|--|--|--|--|---|

|  |   |   |  |
|--|---|---|--|
| Geraldine<br><br>Outreach<br>Worker | Margaret<br><br>Admin<br>Assistant | Josey<br><br>Office<br>Manager | Jacki<br><br>Chief<br>Executive |
|--|---|---|--|

**Board of Trustees**

|  |   |  |   |   |  |
|--|---|--|---|---|--|
| Larry<br><br>Chairman | David<br><br>Treasurer | Janet<br><br>Vice Chair | Anne<br><br>Trustee | Ann<br><br>Trustee | Michael<br><br>1969-2013<br>Trustee |
|--|---|--|---|---|--|

## Support in the Community



The Fundraising Team  
awaiting the guests

Cycle fundraiser

Team NFDIS



Quiz Evening

The fish & chips were good!



Glamorous Ladies Evening



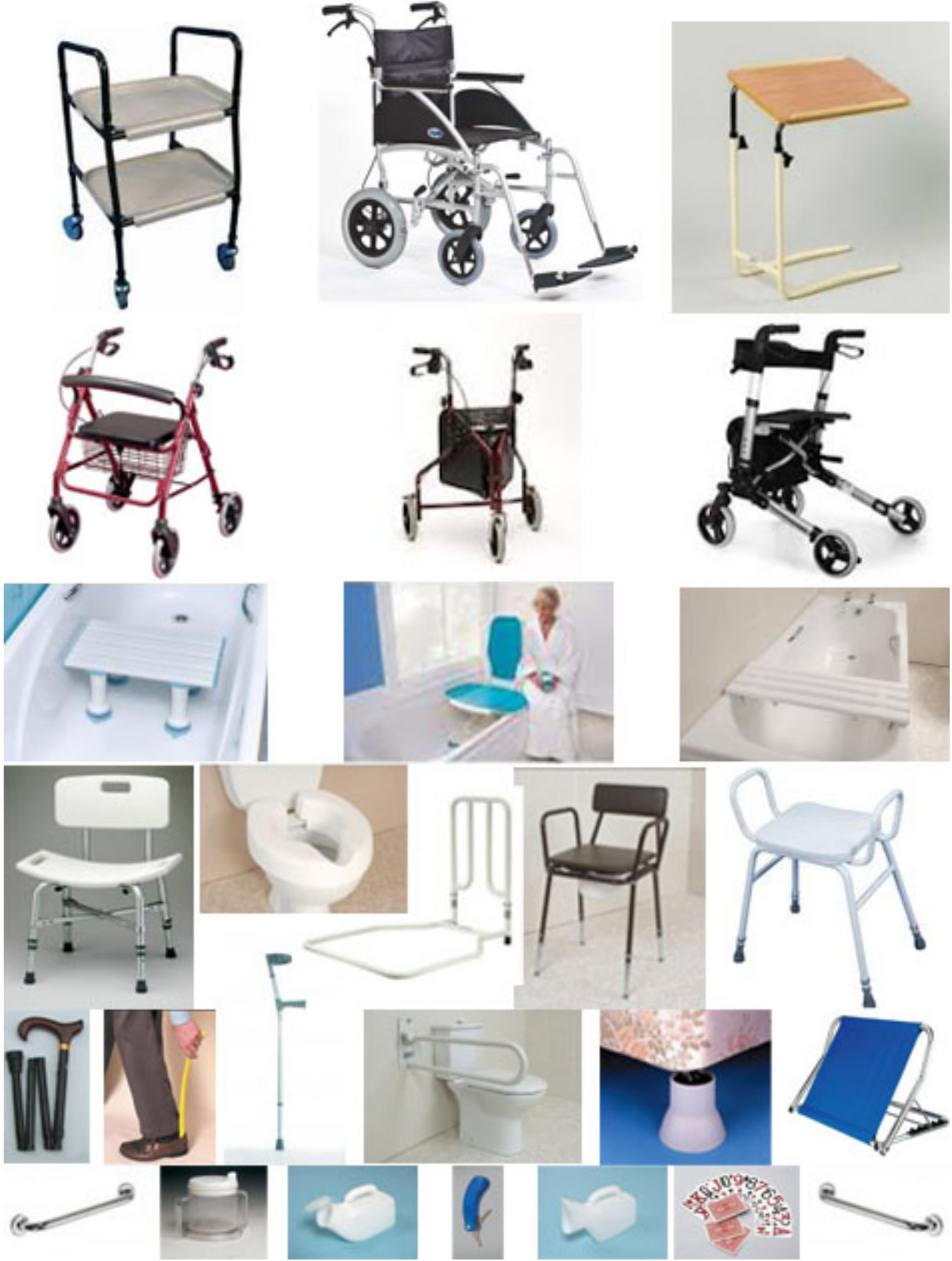
## Client Feedback:

98% of clients randomly surveyed stated they were very/extremely happy with the service received, and 100% would recommend NFDIS to friends and family.



## 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 Community  
Fund

ExxonMobil

Advice Service Transition  
Fund - Big Lottery

Penny Farthing Hotel

Lymington U R C

Cllr N Tungate - Mayoral Fund

Slimming World

HSBC Lymington Branch

Quizmaster & DJ - Bob

Collection tins located at:

Silver Hind - Sway

Hare & Hounds - Sway

Wellington - New Milton

Sponsors of brochures:

Rotary Club of New Milton

Rotary Club of Lymington

Rotary Club of New Forest

Friends of New Milton

Sponsor of banner:

Heppenstalls Solicitors

Sponsor of Meeting Room:

PCW Payroll Solutions

Lymington Town Sailing Club

Brewin Dolphin

PrinceCroft Willis Accountants

Sponsor of Resource Sheets:

Castlemore Ltd

Sponsor of money boxes:

Balmer Lawn Garage



**We thank our supporters:**

Beaulieu Parish Council  
Bramshaw Parish Council  
Bransgore Parish Council  
Breamore Parish Council  
Brockenhurst Parish Council  
Burley Parish Council  
Copythorne Parish Council  
East Boldre Parish Council  
Ellingham, Harbridge & Ibsley  
Parish Council  
Fordingbridge Town Council  
Godshill Parish Council  
Hordle Parish Council

Hyde Parish Council  
Hythe & Dibden Parish Council  
Lymington & Pennington Town  
Council  
Marchwood Parish Council  
Martin Parish Council  
New Milton Town Council  
Sway Parish Council  
Totton & Eling Town Council  
  
Weekly Outreach Advice  
sessions accommodation  
provided by Hythe Parish Council

Working in Partnership with HCC Adult Services providing OT assessments and Advice to in-patients at Lymington New Forest Hospital.

Working in Partnership with Lyndhurst, Hythe, Totton, Ringwood & Fordingbridge Libraries, Lymington Community Centre and Lymington New Forest Hospital providing monthly outreach advice sessions - open to everyone.

## 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 suppliers of new equipment stock, we have enjoyed our first year together

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

To everyone who collects loose change in our money boxes you really make a difference - thank you

## Board of Trustees:

Larry Anthony                      Chairman & Company Secretary

David Wansbrough              Honorary Treasurer

Janet Allen                          Vice Chairman

Michael Lanning                  Trustee (deceased 2013)

Anne Corbridge                  Trustee

Ann Jarman                          Trustee

Michael Bray                        Trustee (co-opted 2014)

## 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!

Please contact our office or join via our website

### **Just Text Giving**

An easy way to donate (£1, £3, £5 or £10)

to **New Forest Disability**

on your mobile phone (no charge for the text)

please text **NDIS33 £..**

*(enter amount you wish to give £1, £3, £5 or £10)*

and send it to **70070**

thank you

**Outreach Locations and dates:**

**Hythe Library 1<sup>st</sup> Tuesday each month**

10am - 12 noon

**Ringwood Library 4<sup>th</sup> Friday each month**

10am - 12 noon

**Lyndhurst Library 3<sup>rd</sup> Wednesday each month**

10am - 12 noon

**Fordingbridge Library 2<sup>nd</sup> Wednesday each month**

10am - 12 noon

**Totton Library 4<sup>th</sup> Monday each month**

10am - 12 noon

**Lymington Community Centre 2<sup>nd</sup> Monday each month**

10am - 12 noon

**Lymington New Forest Hospital Foyer**

4<sup>th</sup> Wednesday each month 10.30am - 2.30pm

**Hythe Outreach at The Grove**

every Wednesday 12 noon - 4pm

## Volunteering Opportunities:

We are seeking extra volunteers to join our happy team in many different roles. Each require different amounts of time, from weekly sessions to occasional support.

Full training, DBS checks and insurance provided.

**Information Officers:** one session per week minimum at our New Milton Office providing information to our clients either face to face or over our Helpline.

**Advisors:** training to a higher level of expertise, helping clients with casework including welfare benefit applications.

**Fundraisers:** join our Fundraising Group and help with anything from organising events such as our popular Quiz Evening, to holding a tin for an hour on collection days.

**NFDIS Lottery promoter:** telling people about our monthly lottery draw and encouraging them to join, 'the more that play the more we pay'.

If you are interested in finding out more please talk to one of our Team, or

contact Josey on 01425 623485 or

e-mail [josey@newforestdis.org.uk](mailto:josey@newforestdis.org.uk)



## **New Forest Disability Information Service**

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website: [www.newforestdis.org.uk](http://www.newforestdis.org.uk)

charity no: 1104589

company no: 05124781