

New Forest Disability Information Service

**New
Forest
Disability**

**Annual Review
April 2016
To March 2017**

Mission Statement

'to empower people living with disabilities in the New Forest and it's surrounding area to enable them to lead active and fulfilling lives integrated in society'



Members of CPAG and



charity no:1104589

company no:05124781

Chairman's Report

Welcome to our 18th Annual Review.

I am delighted to report another successful year during which NFDIS has been able to provide support to many people during times that have been challenging for our clients and also for those who devote their efforts to working with the Charity.

During these times of national austerity, and the uncertainty that affects all of us, there have been large cuts in the funding of local services. Furthermore, many people with disability have suffered cuts to their benefits. Hence, as the effects of reduced funding bites hard, the necessity for NFDIS to be there for our clients becomes ever more important. Therefore, it is no surprise that NFDIS continues to support an increasing number of clients.

Our Team has extended the range of our Outreach Services and Pop-up clinics across the New Forest as well as providing a very successful regular service at Lymington Hospital; all this is designed to increase access to the services that NFDIS aims to provide for the people of the New Forest.

The Volunteers are the backbone of our charity and they provide accurate information to sign-post clients to appropriate services. Trained staff also provide advice and support for individuals of all ages in a wide variety of areas relating to disability.

Meanwhile, there is a range of re-conditioned, donated

equipment available for sale, or in some cases hire, at the office.

The year has proved challenging for the charity which has seen the retirement of Josey, our highly regarded Office Manager for the last 8 years, and the appointment of Paula who has enthusiastically taken up the challenge. The dedication of the Team is such that everyone pulled together and kept the ship afloat!

The Fundraising Group has been active throughout the year in combining enjoyable events like the Quiz Nights with raising much needed cash for the charity. Twelve enthusiastic supporters reached new heights when they took part in a sponsored abseil from the top of the Spinnaker Tower. Furthermore, the Team has benefitted from the proceeds of charity events run throughout the year by Counsellor Goff Beck, the Chairman of New Forest District Council, who chose us as one of his beneficiary charities, and we are very grateful for his tremendous support.

We are always keen to attract new volunteers both to assist in the office and to join the fundraising team.

In summary: NFDIS has achieved a successful year under difficult circumstances. This is due to the dedication and hard work of the Volunteers and the Staff under the inspiring leadership of Jacki Keable who is a founder and Chief Executive of NFDIS. We look forward to working together to face the challenges that we will meet in the years ahead.

Reg Odbert Chair of the Board of Trustees

Fundraising Group

The NFDIS Fundraising Group, enthusiastically lead by Beryl, are small in number but highly proficient in putting on superb events which not only raise funds for the charity, but are extremely enjoyable socially.

We were proud to be one of Cllr Goff Beck's two charities, benefitting from his year as Chairman of New Forest District Council. The first thing we arranged was for him to be one of our twelve abseilers!

During 2016/17 our busy Fundraising Group put on two Quiz Evenings, a Ladies Evening & attended several fetes.



Treasurer's Report

The charity has seen another very busy year with over 2,300 clients receiving advice upon 6,369 enquiries; the range and complexity of advice sought has again evolved during the year. In particular there has been a significant increase in the demand for support over welfare tribunal hearings as tightening government finances place extra pressure on those who are dependent on benefits.

We welcome the appointment of Reg Odbert as our new Chairman, also Paula Malyon who has been appointed full time Operations Manager to replace the part time post of Office Manager Josey Carpenter who left us in March. Our sincere thanks go to retiring Trustee Janet Allen and to Josey Carpenter for many years of dedicated service.

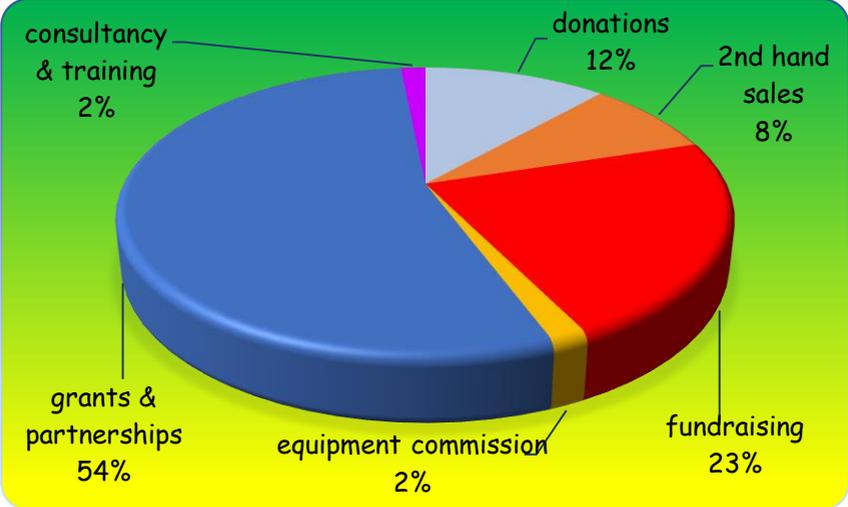
In a difficult environment for fundraising Jacki and her team have done well to increase our income so that we achieved a modest surplus, following a small loss in the previous year

The charity depends on volunteers to deliver many of its services, and once again the Team have done magnificent work. Several new members have joined us and undergone training, plus we continue to seek further volunteers in order to develop the important work that we do.

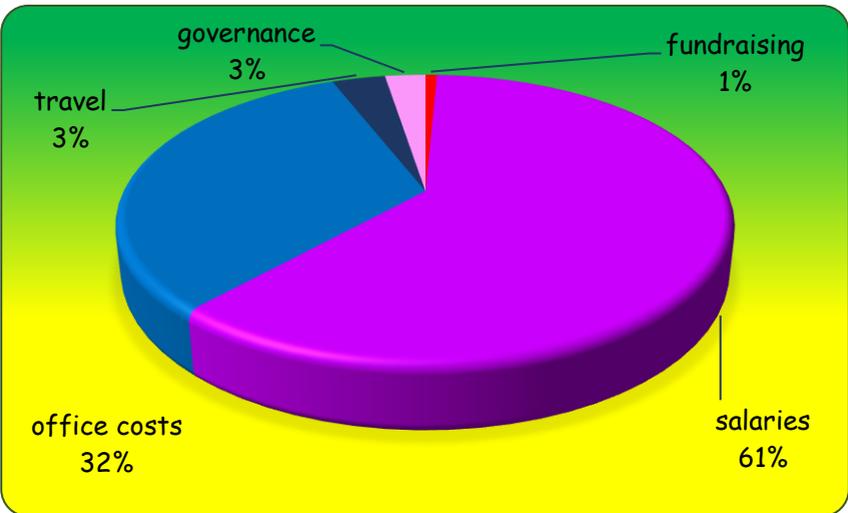
David Wansbrough

Honorary Treasurer

income £87,939

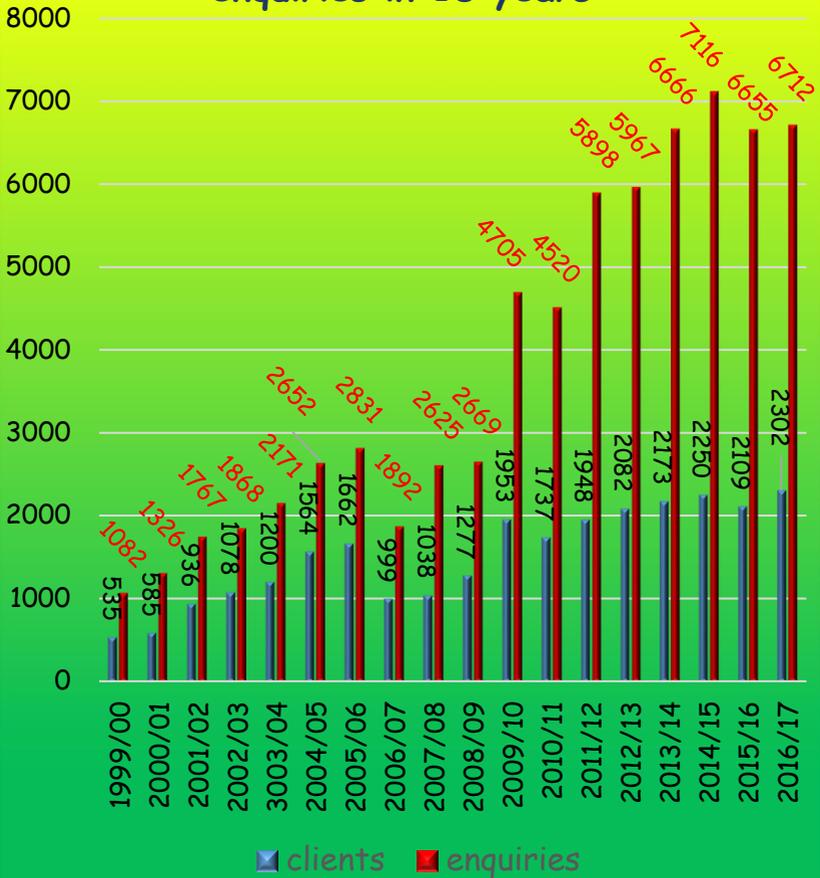


expenditure £80,381

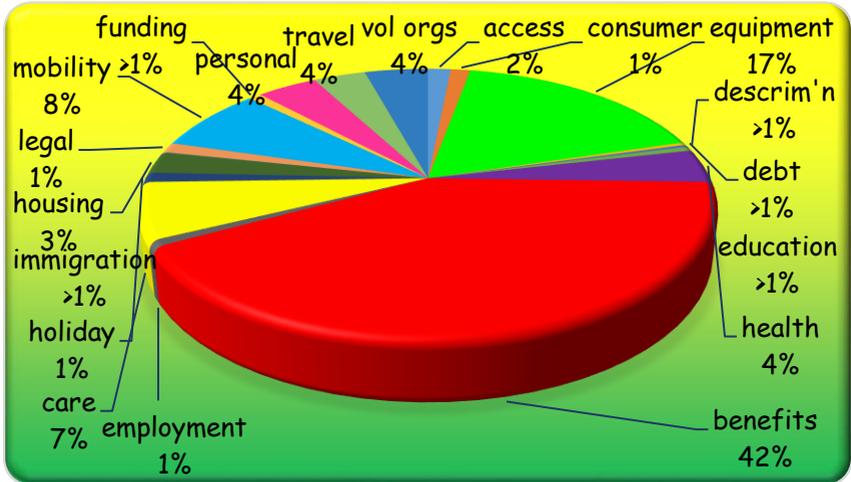


client statistics

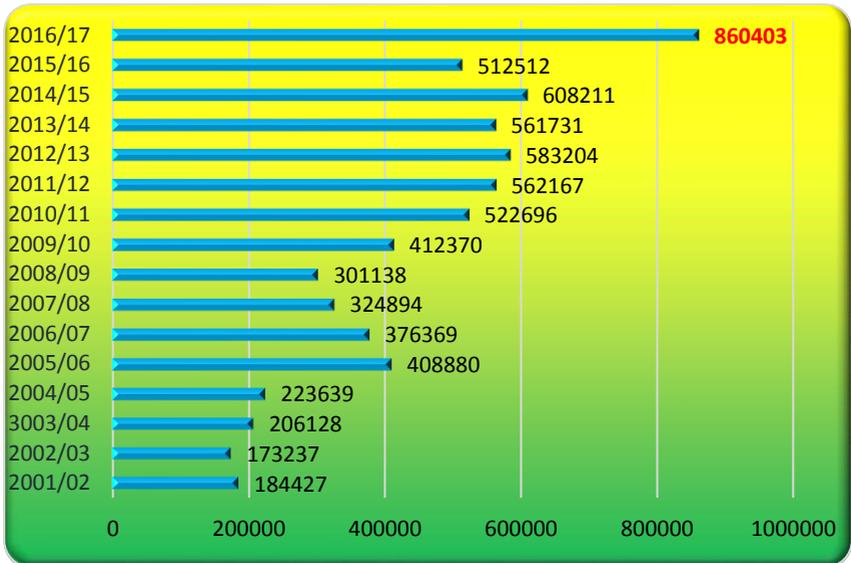
27,428 clients helped with 69,134 enquiries in 18 years



% client enquiries by topic



amount of benefits secured per annum



Chief Executive's report

2016/17 was another busy year, due mainly to welfare benefit claims and tribunals. I am delighted to report successful outcomes, noted by the huge amount secured. Our thanks to Mary and Mel for tribunal work and to Advisors Barbara, and Heather for new and renewing client's benefit applications.

We go into 2017/18 with some exciting projects, we continue our outreach presence across the forest, with thanks to our funders, engage in a new partnership working initiative for Disabled Facilities Grants with NFDC and train on new volunteers to expand our capacity. Our social media presence continues to grow with our e-newsletter and our Advocacy work at Lymington Hospital proves vital. Well done to Outreach Team Geraldine and Mel.

Sadly Trustee Mike Bray passed away in November, I thank retirees Janet Allen, Ann Jarman and Josey Carpenter for their huge contributions and I welcome Paula Malyon as Operations Manager. To all our wonderful volunteers, without whom there would not be a service; I wish you all well for the year ahead and congratulate you on giving over 5,000 hours per annum so selflessly to help others.

Jacki Keable

Chief Executive

Client Feedback

client

- amazing service, what a help at a desperate time...
- I was giving up hope, then you helped me...

tribunal

- thank you, thank you, thank you....
- excellent support from beginning to end...

professional

- we always recommend you...you are the experts
- you never fail to help everyone we send...

grateful

- you should be fully funded - where would we go without NFDIS?
- I am so glad I was referred to you, I would not have managed alone...

patient

- you sorted everything for me when I was in hospital...
- I cannot believe this charity exists what do other people do?

99% of clients surveyed were extremely/very happy with the service received and would recommend the charity to others.

The NFDIS Team

Senior Advisor



Mary

Advisors



Barbara



Heather

O/Reach Advisor



Mel

O/Reach Co-ord'tor



Geraldine

Information Officers



Jenny



Sheila



Pat



Roger



Annie



Hilda



Sylvia



Nick



Marguerite



Paul

Trainee Information Officers



Richard



Jo

Data Entry Clerks



John



Matt

Office Manager



Josey

Chief Executive



Jacki

Admin Assistant



Margaret

Operations Manager



Paula

Board of Trustees



Reg Odbert Chairman



David Wansbrough Treasurer



Tony Carpenter Company Secretary



Anne Corbridge Vice Chairman



Janet Allen Trustee - Dec 2016



Ann Jarman Trustee



Mike Bray Trustee - Nov 2016



Geoff Holmes Trustee



Pam Lacey - Trustee



Penny Clark - co-opted Nov 2016

We thank our supporters

The Burry Trust

ExxonMobil

HWICF - Sovereign Housing

Big Lottery - Awards for All

Barker-Mill Foundation

Henry Smith Charity

Rathbones Investment
Group

Lymington & District MS
Society

Donations and raffle prizes:

Tesco New Milton

Otters Nursery

Cotton & Co

Phase Eight

Balmer Lawn Hotel

and many businesses and
individual donors

Special thanks to:

Quizmaster Bob

Sponsors of brochures etc:

Rotary Club of New Milton

Rotary Club of Lymington

Rotary Club of New Forest

New Milton Friends Group

Balmer Lawn Garage

Heppenstalls Solicitors for
banners and Christmas
Grotto

Room use:

PKF Francis Clark

Hythe & Dibden Parish
Council

Donations in collection
buckets held at:

Silver Hind - Sway

Hare & Hounds - Sway

One2Go - Brockenhurst

Dave Jones & Son

Jennifer's - New Milton

We thank our supporters

Beaulieu Parish Council

Bransgore Parish Council

Breamore Parish Council

Brockenhurst Parish Council

Burley Parish Council

East Boldre Parish Council

Ellingham, Ibsley &
Harbridge Parish Council

Fordingbridge Town Council

Hordle Parish Council

Lymington & Pennington
Town Council

Marchwood Parish Council

New Milton Town Council

New Forest District Council

Ringwood Town Council

Sopley Parish Council

Totton & Eling Parish
Council

Woodgreen Parish Council

Working in partnership with:

HCC Adult Services providing advice to in-patients at Lymington
New Forest Hospital.

Southern Health NHS Trust providing Signposting and Advocacy at
Lymington New Forest Hospital.

Hythe, Totton, Ringwood, Lyndhurst and Fordingbridge Libraries
and Lymington Community Centre providing outreach services.



This Annual Review generously
sponsored by
Heppenstalls Solicitors

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

anyone - any age - any disability

New
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