

**New Forest Disability Information Service**

**New  
Forest  
Disability**

**Annual Review  
April 2017  
to March 2018**

## *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 19<sup>th</sup> Annual Review.

We have achieved another successful year during which NFDIS has provided support to people of all ages during times that have continued to be challenging for our clients and also for those who devote their efforts to working with the Charity.

You will not be surprised that NFDIS continues to support an increasing number of clients. The atmosphere of uncertainty attributed to 'Brexit' and the on-going national policies of austerity have reduced available budgets and resulted in further large cuts to the funding of local services. Furthermore, many people with disabilities have had their benefits reviewed and suffered cuts or removal of these benefits all-together. Hence, the effects of reduced funding continues to bite hard and the need for NFDIS to be there to assist our clients becomes ever more important and appreciated.

Our small but dedicated Team has maintained an efficient and welcoming presence in the office where people pop in with their questions and return by appointment to discuss more complex matters confidentially with trained staff who provide support for individuals of all ages in a broad variety of areas relating to disability. Our Volunteers are the absolute backbone of our charity and they provide accurate information to sign-post clients to appropriate services.

We are working to increase access to the services that NFDIS aims to provide for the people of the New Forest. Therefore, our Team operates a range of Outreach Services and clinics across the New

Forest as well as providing the very popular and successful regular service at Lymington Hospital.

The head office in New Milton is where the CEO is based with her staff and where we conduct most of the interviews with clients. Office space is limited and it is our ambition to extend the office accommodation when funding allows. We also offer a range of re-conditioned, donated equipment that is available at the office for sale, or in some cases hire.

This was never going to be an easy year for the charity following the retirement of Josey our experienced office manager. Paula took up the challenge with enthusiasm but found that the job was not her cup of tea. Hence, we are indebted again to Josey who came back to keep things ticking over until 31 July 2018 when we were able to recruit Melissa Oliver to be the office manager.

Fundraising is an essential activity and a small band remains active throughout the year organising enjoyable events like the Quiz Nights and Vintage Tea Party afternoons to raise much needed cash for the charity. A new event this year was the highly successful 'Jigsaw' event held in Milford, and there are plans in place for a 'Ladies Night and Fashion Show'.

In summary: NFDIS has achieved another successful year under very 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 founder and Chief Executive of NFDIS. We are always eager to attract new volunteers both to assist in the office and to join the fundraising team so please come and join us; together we can achieve great things, overcome obstacles, and face the challenges ahead.

Reg Odbert    Chair of the Board of Trustees

## Fundraising Group

During 2017/18 our busy Fundraising Group were hard at work once more, putting on two Quiz Evenings, a Vintage Tea, a Jigsaw Puzzle Event & attending several fetes and Fun Days.

The Jigsaw event was a new venture and proved most successful raising over £900 - it is hoped to repeat it in 2020.

Huge thanks to group Chairman Beryl and our brilliant Fundraising Group, if you wish to find out more, or maybe join them, please e-mail [fundraising@newforestdis.org.uk](mailto:fundraising@newforestdis.org.uk).



## Treasurer's Report

The Board of Trustees is pleased to welcome Philip Latham as a new trustee. We say farewell and thanks to Ann Jarman who retired during the year as trustee, and to Tony Carpenter who retired as trustee and Company Secretary. Trustee Pam Lacey takes over as Company Secretary.

Operations Manager Paula Malyon left during the year and new Office Manager Melissa Oliver joined us in July.

Once again the charity achieved a modest financial surplus, thanks to the heroic efforts of Jacki Keable and her excellent team of staff and volunteers, often working in difficult circumstances.

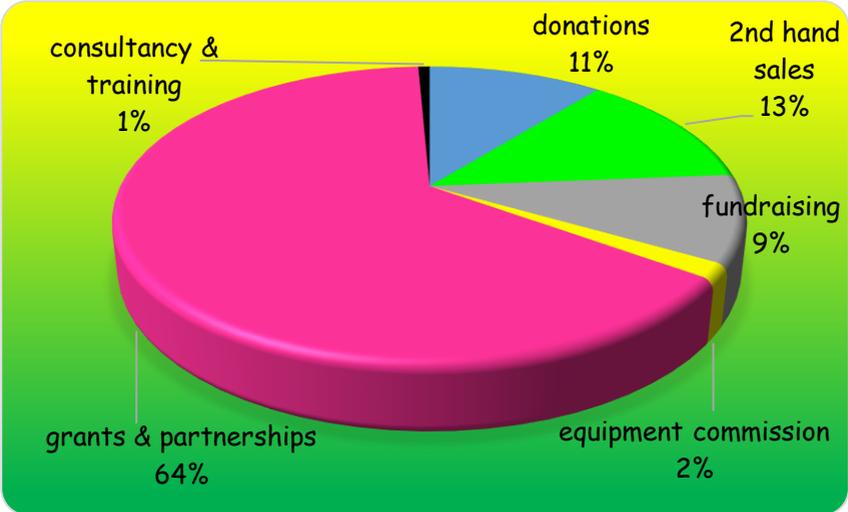
During the current year we are planning to occupy the first floor of our building in Osborne Road. This will give us much needed extra space and will enable us to expand our activities and provide more extensive services to the disabled community. This will necessitate some capital expenditure and additional revenue costs which will take some time to yield financial benefits. Fortunately, we have a healthy level of reserves which enables us to take this important step.

Our volunteers continue to do superb and important work, and the extra space will enable us to recruit and train some new members to the team.

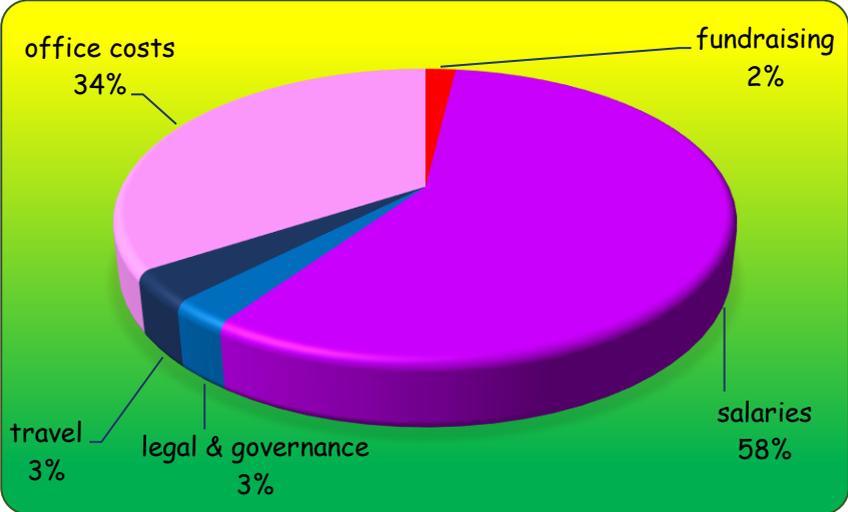
David Wansbrough

Honorary Treasurer

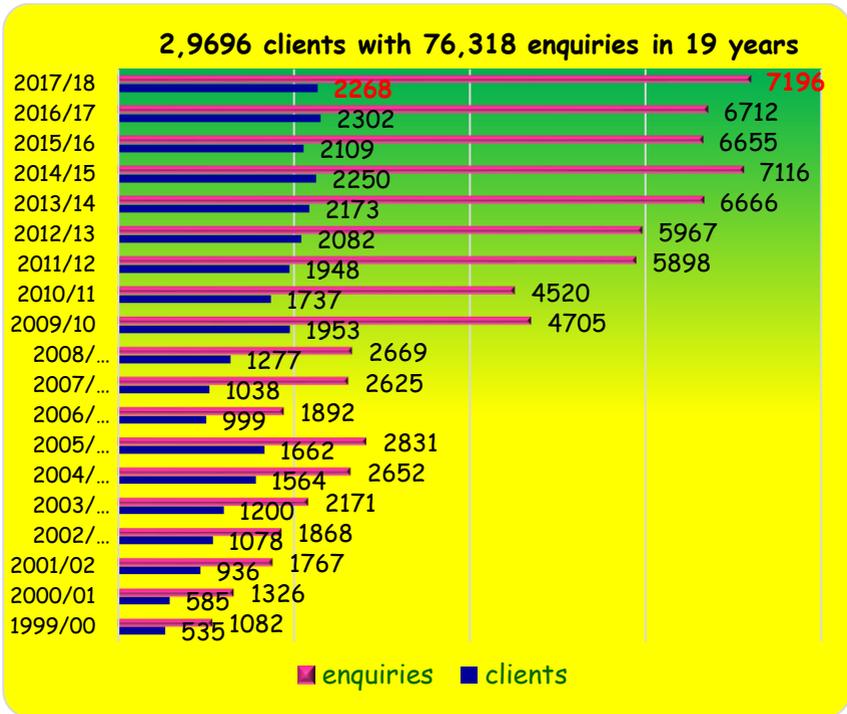
**income £88,977**



**expenditure £84,652**



## client statistics



We are very proud to record 100% of our clients, who responded to our randomly chosen client satisfaction survey, declared they were highly satisfied or very satisfied with the service they received; the information and advice they were given and the Team member's knowledge who helped them. 100% would recommend our service to family or friends.

Our clients are typically representative of the ethnicity and diversity of the New Forest population.



## Chief Executive's report

The year has seen another increase in complex casework for welfare benefits and tribunal representation. Almost 7,200 enquiries were advised upon and some 2,268 clients assisted during the year. The team are constantly building upon their training and expertise in response to client needs and to be up to date with current legislation. Our thanks to Mary and Mel for tribunal work and to Advisors Barbara, Heather, Pat and Nora for the high number of benefit applications completed.

We leave a difficult 2017/18 and go into 2018/19 with an expanded team of volunteers and new staff joining us; some exciting projects, but also some challenging times as budgets getting cut at high level filter down to affect the voluntary sector. Our Advocacy work at Lymington Hospital continues to grow and our new Just Got Home and Independence Matters projects with NFDC gain momentum; congratulations to Outreach Co-ordinator Geraldine and her team for stoic work.

We welcomed our new Office Manager Melissa who joined us late July and look forward to our expansion upwards to provide better facilities for clients and our Team and having space to encourage more volunteers to join our happy Service. To all our wonderful volunteers, without whom there would not be an NFDIS; I wish you all well for the year ahead and congratulate you on giving over 5,200 hours per annum so selflessly to help others.

Jacki Keable Chief Executive

## Client Feedback

client

- how can I thank you enough - you helped when I was desperate and did not know where to turn...
- she was so professional, knowledgeable and very kind...

tribunal

- it was a frightening experience made bearable by her being there to speak for me when I couldn't...
- it took months and months but your support was great...

professional

- there is no other group that we can turn to for advice...
- your knowledge is second to none, we are so lucky to have your input for our clients ...

grateful

- thank you seems so little, but you helped when we thought no one was interested in our case ...
- I shall forever be grateful that I was referred to you ...

patient

- I cannot believe how much you arranged for me when I was ill ...
- we are so lucky to have your service at Lymington Hospital, I felt so isolated without my family but you helped sort things out ...

# The NFDIS Team

## Senior Advisors



Mary



Mel



Geraldine



Heather



Barbara

## O/Reach Co-ord'

## Advisors

## Advisors



Pat



Nora

## Data Entry Clerks



John



Matt

## Information Officers



Jenny



Sheila



Nick



Roger



Annie



Hilda



Sylvia



Marguerite



Callum



Richard

## Operations Manager



Paula 2017

## Office Manager



Melissa 2018

## Admin Assistant



Margaret

## Chief Executive



Jacki

## Board of Trustees



*front row left to right:*

Reg Odbert - Chairman

Geoff Holmes - Trustee

Philip Latham - Trustee (co-opted 2018)

*back row left to right:*

Anne Corbridge - Vice Chairman

Pam Lacey - Company Secretary

David Wansbrough - Treasurer

Penny Clark - Trustee

## We thank our supporters

The Burry Trust

ExxonMobil

Barker-Mill Foundation

Henry Smith Charity

Comic Relief HIWCF

Lymington & District MS

Lymington Inner Wheel

Donations and raffle prizes:

Tesco New Milton

Otters Nursery

Sway Butcher &

many businesses and  
individual donors

NFDC partnership with  
Independence Matters &

Just Got Home projects

Cllr Goff Beck - NFDC  
Chairman's charity

Cllr Michael White

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  
Christmas collection

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

Our special thanks to:

Quizmaster Bob

## We thank our supporters

Bransgore Parish Council

Breamore Parish Council

Brockenhurst Parish Council

Burley Parish Council

Damerham Parish Council

East Boldre Parish Council

Ellingham, Ibsley &  
Harbridge Parish Council

Fawley Parish Council  
Council

Godshill Parish Council

Hale Parish Council

Hordle Parish Council

Lymington & Pennington  
Town Council

Marchwood Parish Council

New Milton Town Council

New Forest District 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, Fordingbridge and Lymington  
Libraries providing outreach services.



This Annual Review generously  
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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  
Forest  
Disability

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