

DIAL WAKEFIELD

Support for today



with tomorrow in mind

1. Contents

2. Welcome to DIAL Wakefield

3. Aims and Objectives

4. Trustees and Governance

5. DIAL Wakefield— meet the staff

6. Our Services — How DIAL Wakefield can help you

**7. Disability Benefits Advice
Appeals & Tribunal Representation**

**8. Practical help for our Clients
Equipment and Supplies
Specialist Legal Advice**

9. Our Achievements during 2014/15

10. Our Future Aims

11. Comments from our Staff, Volunteers, and Trustees

12. Comments from our Clients and Survey Feedback

13. The History of DIAL Wakefield

14. How You Can Help DIAL Wakefield

15. Contact DIAL Wakefield

Welcome to DIAL Wakefield

DIAL Wakefield is a company limited by guarantee and is also a charity registered with the Charity Commission. Provision of our services is entirely reliant upon receiving Core Funding grants, currently provided jointly from Wakefield Council and NHS Wakefield.

DIAL Wakefield was set up in 1984 by a small number of disabled people to provide advice and information to other disabled people residing in the Wakefield Metropolitan District.

From small beginnings, originally operating primarily as a telephone advice line, our organisation has grown considerably over the last 30 years and we have significantly increased our range of services..

Our offices are located on the ground floor at Castleford Civic Centre in a fully accessible building. All staff, volunteers and trustees at DIAL Wakefield have personal experience of some type of disability.

DIAL is currently staffed by a full-time Manager, a full-time Deputy Manager, a part-time Senior Welfare Rights Worker and 5 volunteers.

We are highly respected locally by healthcare professionals and our peers in the voluntary sector. Such is our reputation of providing professional, expert advice that we are recommended by existing clients and signposted by other organisations. Many disabled people rely on DIAL Wakefield as part of their support network.

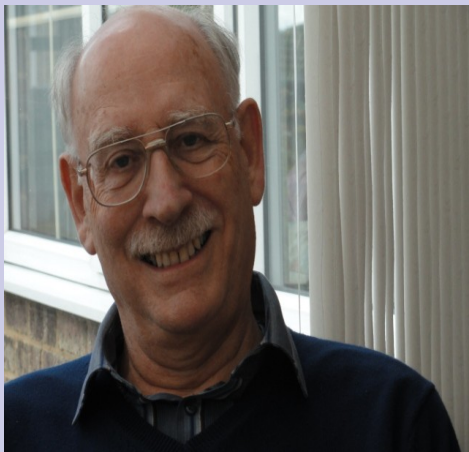
Aims and Objectives

- ◇ Dial Wakefield aims to help all disabled people, their carers, families and friends who live within the Wakefield Metropolitan District, by providing them with comprehensive, independent advice, information, practical help and support.
- ◇ Our main aims and objectives are to :
 - ◇ Offer a free, professional and impartial service open to all disabled people.
 - ◇ Enable those who are ill or disabled to obtain the disability welfare benefits to which they are entitled, thus improving their social and economic wellbeing.
 - ◇ Develop, encourage and maintain the highest possible standards of disability advice provision.
 - ◇ Encourage staff and volunteers to develop their skills to maintain appropriate service delivery standards, giving them personal satisfaction.

Trustees and Governance

DIAL Wakefield is currently governed by 8 volunteer Trustees who have been elected to the Executive Committee and meet formally each month, to discuss current operational matters, to direct the affairs of the organisation, and to determine procedures and the overall strategic policy. In addition to the monthly meetings, Trustees are required to attend an Annual General Meeting (AGM).

The Executive Committee has overall legal responsibility for the affairs of the organisation and must ensure that all funds are used effectively to deliver the core services to clients.



In 2011, David Francis was awarded the MBE in the New Years Honours List for services to disabled people.

**David Francis MBE
Company Secretary
DIAL Wakefield**

"I retired early because of a leg injury and decided I would like to do voluntary work to help other people with disabilities. I trained as a CAB adviser but wanted to be more specialised and joined DIAL, as well as helping other organisations. I became a Committee member and was elected Chair in 2001, a post I held until September 2013.

I was very surprised to be nominated for the MBE and do thank all the lovely people I have worked with and regard the award as much a tribute to them as to anything I may have done. "

DIAL Wakefield — meet the staff

“ We have the specialist knowledge and skills to provide expert advice and key information to those individuals who contact us on a range of disability related issues. ”

**Beverley Land -
Manager**



*“ I love helping people.
I learn something new every day.
DIAL has a great team. ”*

**Michelle Creighton -
Deputy Manager**

*“ The work is very rewarding.
People are so stressed out, it makes
you feel good when you can help
them in their hour of need. ”*

**Julie Summerton -
Senior Welfare Rights Worker**



Our Services - How DIAL Wakefield can help you

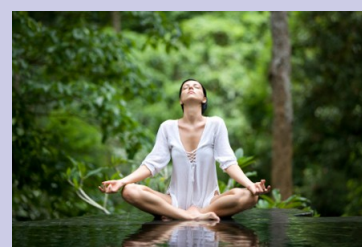


Comprehensive Advice and Information on all Disability Issues

DIAL Wakefield provides an independent advice and information service to the statutory sector, and to disabled people, their carers and families, who live within the WMDC boundary. Our advice is wide ranging covering anything directly relating to disability, sickness and/or caring.

For example, DIAL will complete application forms for benefits and blue badges at no cost; can provide a range of information on disability welfare rights; leisure and holidays;; mobility; travel and access. This list is not exhaustive.

Signposting to Health Trainers and the Expert Patient Programme (EPP)



When clients contact us we often find that they want more information on how to improve their health and wellbeing, but do not know how to access that support.

We refer and signpost individuals to Health Trainers and the Expert Patients Programme (EPP).

The Wakefield Expert Patient Programme (EPP) is a self management programme designed to give people living with a chronic (long-term) condition more control by teaching new skills for managing and improving their health. It is a six week course that takes place in local community venues and it is run by NHS volunteers who have been participants on the programme and are given special training.

Disability Benefits Advice



Advice and practical help with disability benefit issues is a major concern to many of DIAL's clients. As the benefit system is complex and frequently changing, we find that some groups, who may be considered the most vulnerable (i.e. the sick, disabled, elderly), often need DIAL's help in order to understand and complete the paperwork involved, both for initial disability benefit applications and for challenging the decisions made by the DWP. Some clients may have additional difficulties such as mental ill-health, speech, sensory impairment or language problems, all of which make it extremely difficult for clients to deal with their claims confidently and without stress or pressure.

Help & Advice on Appealing against a DWP decision



In 2014/15 DIAL Wakefield had an appeal success rate of 72%, compared to a national rate of approximately 46%. We helped our clients to secure £261,905 in benefits by appealing decisions made by the Department for Work and Pensions (DWP). Many clients would not have pursued an appeal without our help.

As we are not funded to help with appeals, we have taken the difficult decision not to accept any new appeal cases or provide representation at a Tribunal.

However, if a client has their application for disability benefits refused, or receives a decision which they feel is wrong, DIAL can still help. We can provide an information guidance pack which explains how to appeal the decision and the various stages of the appeal process, with packs available for Personal Independence Payment (PIP), Disability Living Allowance (DLA), Employment Support Allowance (ESA), and Attendance Allowance (AA).

Practical Help for our Clients

DIAL has manual wheelchairs that can be hired for a short period. Different style chairs are available - self propelled, attendant controlled, heavy duty. We have sets of portable ramps for hire. DIAL offers short-term loans of small items of equipment; walking frames and rollators. A small returnable deposit secures an item. DIAL also sells national key scheme keys for disabled toilets.

DIAL took over managing the continence supplies shop from Castleford & Normanton Hospital. Bed and chair pads, bedding protectors, net pants, bottles and re-usable and washable incontinence aids can now be purchased directly from our office. This new venture has been very successful and we rely heavily on financial support to continue providing this invaluable service.

Equipment and Supplies

Walking Frames & Rollators

Wheelchair and Ramp Hire



Continence Supplies

National Key Scheme Keys



Specialist Legal Advice



Simon

We have a solicitor, Simon, available to give independent, initially free, legal help and advice on a range of disability issues including medical negligence, personal injury, wills, power of attorney, benefits and much more. Appointments for this specialist service are in demand and so can be offered by prior arrangement only.

Our Achievements during 2014/15

- ♦ Dealt with more than 6,400 issues raised by 5,000 clients.
- ♦ Enabled clients to obtain over £1.5 million in benefits for 2014-2015.
- ♦ Our gross return on the funding we received for 2014-2015 (referred to as added value) was £21 for every £1 of funding received.
- ♦ Worked closely with partner organisations.
- ♦ Successfully managed a comprehensive move of our service to new, fully accessible premises.
- ♦ Placed volunteer recruitment literature throughout the Wakefield District.
- ♦ Recruited and trained additional volunteers to maintain our core services.
- ♦ Enabled 13 people to become a volunteer.
- ♦ Continued to provide training to our volunteers, maintaining and improving their skills and confidence.
- ♦ Provided the opportunity for a temporary part-time Welfare Rights worker to be employed.
- ♦ Successfully transferred the continence supply store from Castleford & Normanton Hospital.
- ♦ Publicised Health Care services to our clients and across the district
- ♦ Assisted NHS Wakefield Clinical Commissioning Group during their consultation process on Mental Health services; a possible 'Talking shop'; and Improving Access to Primary Health Care and Diabetes, by helping their Service Users to complete questionnaires .
- ♦ Provided training on disability and sickness benefit procedures to other voluntary organisations.
- ♦ We also added to our development of appeal guides by producing one for people to challenge Personal Independence Payment (PIP) decisions.

Our Future Aims

All Future Aims are dependent on receiving core funding

- ♦ Maintain core services and have the ability to cope with the ever increasing demand on our services from disabled people.
- ♦ Recruit additional volunteers from the local community.
- ♦ Further develop partnership working, and implement a process that allows a quick and seamless referral of clients between related services.
- ♦ Continue to provide and develop the one-to-one support that clients need, enabling them to challenge and appeal DWP benefit decisions.
- ♦ Be there for disabled people when they feel they have nowhere else to turn, to support and advise them as we have been doing for over 30 years.
- ♦ **Continue the ongoing battle to secure additional funding to:**
 - ♦ Provide outreach services.
 - ♦ Employ an Appeal Worker to review DWP decisions, prepare case files, and to appeal unjust DWP decisions.
 - ♦ Represent clients at appeal tribunals.
 - ♦ Develop a marketing strategy and increase the awareness of DIAL across the Wakefield District.

Comments from our Volunteers, Staff and Trustees



'I have volunteered at Dial on and off since 2009 for six years and I can honestly say I have loved every minute I've been there. The Staff and volunteers really care about the people who need their services, and go the extra mile to help them. It's a brilliant organisation.' **Shelagh—Volunteer**

"Working at DIAL is an opportunity to give something back to the community."

Chris –Volunteer

"I came to DIAL to get away from my own health problem. I now know there is a life."

Lorraine - Volunteer & Trustee

"As a former client of DIAL, they were so supportive at a time when I really needed some help. I couldn't have managed to deal with the mountain of paperwork without them."

John - Trustee & DIAL Vice Chair

"DIAL helped me when I was at a really low point both physically and mentally after sustaining injuries in a traffic accident. I now volunteer to help others in return." **Dave - Trustee & DIAL Chair**

"I initially became involved with DIAL when they helped me to fill a form in. I saw how much they helped people and I decided to become a volunteer. I found it rewarding making a difference to people's lives. I am now a Trustee at DIAL, helping to shape the future of the organisation." **Mark - Trustee**



"I really look forward to volunteering. I do a bit of all sorts. It makes me feel good."

Sue - Volunteer



"I first became a volunteer. Helping others is what I do best so when I was asked to join the other trustees it just seemed a natural progression."

Graham-Trustee

Comments from our Clients and Feedback from our Surveys

- ♦ *“ I felt as if a weight had been lifted. I did not know where to turn for help. The lady I spoke to gave me lots of information I did not know. She explained everything to me and told me what to expect. ”*
- ♦ *“ Everything was explained and helped with. ”*
- ♦ *“ I am deaf and due to my condition I am hard to comprehend. I also get confused. I felt at ease. I was treated like a normal human being and not an idiot. I was given a warm kind welcome and was spoken to like I speak to others.”*
- ♦ *“ Fantastic service. Would not have been successful without the help. ”*
- ♦ *“ I was depressed and suicidal. I don't know what I would have done without the kind lady who answered the phone. ”*
- ♦ *“ If it hadn't been for DIAL helping me with my disability allowance I would have given up. They came to the tribunal with me and we won. ”*
- ♦ *“ The people at DIAL were very helpful and helped me to get my allowance. They knew I was genuine, like a lot of people who don't get help.”*
- ♦ *“ Always been very helpful and I do not feel I am on my own as you have always supported me. ”*
- ♦ *“ You were a great help. ”*
- ♦ *“ If I ever win the lottery I will help DIAL.. Fantastic people. ”*
- ♦ *“ DIAL helped me a lot in the last few years and I will be using them again shortly. Great staff and great service. ”*

DIAL Wakefield would like to say Thank You to our Core Funders.

Special thanks also go to our Volunteers, Staff and Trustees, and to those groups and individuals who have raised additional funds. Without your hard work and invaluable support, we simply could not provide a service.

THANK YOU ALL

The History of DIAL Wakefield

I am still proud to be associated with DIAL Wakefield having been a founder member, along with Peter Westwood, when in 1984 the organisation first opened its door officially.

It was way back in 1981 during the 'International Year of the Disabled' that Peter and I met on the 'International Year of the Disabled' committee and saw a need for a free, confidential and impartial advice centre for people with all kinds of disabilities (something which the district did not have). During the intervening years from 1981 to 1984 we visited other established Dial organisations in the Yorkshire area gaining lots of valuable information; we approached like minded people to support us including the Council of Voluntary Services who provided a vital 'umbrella' in which to develop and thrive into a well recognised and valued service.

It was not easy – the major drawback always being gaining funding which we ultimately achieved but on an annual basis – it was a never ending merry-go-round to keep financially viable. We also had to find suitable premises – initially, we were offered the old gate house at the County Hospital, off Park Lodge Lane, Wakefield. It was all hands on deck as the premises needing cleaning, decorating, carpets, office furniture – this was one of the first tasks to be undertaken by the then newly appointed manager Sylvia Lockwood. Moves to other premises followed over the years included a terrace house on Dewsbury Road, Wakefield, then onto Highfield House, Castleford, and finally now based at the Civic Centre, Castleford.

The organisation has gone from strength to strength, gaining the respect of professionals around the district and, of course, people with disabilities and I would like to pay tribute not only to the current members of staff, trustees and volunteers, but all those who have been involved in some way over the past years – each person has played an important part in this much valued service in the Wakefield area always maintaining the original ethos of the organisation of providing a free, confidential and impartial advice centre for people with all kinds of disabilities.

Maureen Brook DIAL Founder Member January 2016

How You Can Help DIAL Wakefield

FUNDING

You could help us to apply for, and hopefully obtain, funding grants to contribute to our core costs, additional running costs, or specific project costs, and also help with ideas for fund raising activities and events to generate donations from the general public and local companies.

VOLUNTEER

If you have regular spare time you could volunteer with our main service or as a trustee of DIAL..

“ Volunteering has given me new challenges, a chance to use my old skills and learn new ones every week in a warm, friendly environment. ” **DIAL Volunteer.**

BECOME A TRUSTEE OF DIAL

Our Executive Committee currently comprises of 8 Trustees.

We would welcome enquiries from individuals who are interested in contributing to the management of DIAL Wakefield.

BECOME A MEMBER OF DIAL

Make a small annual membership donation to help support us.

You will receive a quarterly newsletter, annual progress report, and an invitation to visit the DIAL offices.

If you believe you can help with any of the above please contact the DIAL Wakefield office for further information.

Contact DIAL Wakefield

DIAL Wakefield

Castleford Civic Centre
Ferrybridge Road
Castleford
WF10 4JH

ADVICE LINE—Opening Times

Monday and Tuesday

10.00am –12noon, 1.00pm-4.00pm

Thursday

10.00am-12noon

OFFICE—Opening Times

Monday to Thursday

10.00am-12noon, 1.00pm-4.00pm

CLOSED ON FRIDAY

Due to the high volume of telephone calls that we receive each day, it is not always possible to answer every call.

If we are unable to take your call you will be asked to leave your name, number and a brief message on our answering machine.

Please be patient. We will return your call as soon as possible.

Tel. 01977 723933/34 Fax. 01977 724081

email: advice@dialwakefield.co.uk

www.dialwakefield.co.uk