**DIAL Manager’s End of Year report for March 2023**

**Our Achievements**

We are pleased to still be here and able to support our clients as a well-respected voluntary organisation.

Disabled people continue to be disproportionately affected by the Cost of Living crisis and the after effects of COVID.

DIAL staff and volunteers have continued to provide services that our clients tell us they need.

DIAL staff and volunteers have-

* Helped to generate over **1.7 million pounds** into the District by helping our clients to maximise their income by successfully obtaining disability benefits this year.
* Helped 373 people to complete their benefit applications.
* Continued to support people to successfully challenge their welfare benefit appeals to the tune of £768,810 with a 95% success rate this year.
* Dealt with 5447 contacts with 7755 issues. Giving advice and information on a range of subjects including benefits, equipment, Social Care, daily living, transport to name but a few.
* Attended a number of on-line events/networking opportunities to promote the needs of service users, provide advice and information, raise awareness of our service and build on our knowledge.
* Undertaken outreach sessions at Crofton Health Centre as part of the Live Well Wakefield Social Prescribing Hub.

Our client’s well-being is of extreme importance to us. We continue to keep things as simple as possible whilst having a unique, knowledgeable, caring approach to giving advice, information and support.

We have had excellent feedback from people we have helped as indicated in their comments to us when we asked them how DIAL made them feel and what difference our help had made to their health, happiness and wellbeing.

“Feel more relaxed. Less stressed. Stress head made easier”.

“More relaxed and at ease. I knew my problem was in good hands”.

“Feel calmer and more confident. Stress relieved, not panicking about doing it wrong”.

“Felt comfortable and able to talk. Got me out of a minefield as I am not good with forms”.

“Felt comfortable and reassured. The extra income has been a great help to get my mobility scooter and wheelchair so I can now go out again”.

“Felt fantastic. More at ease and comfortable, very happy person”.

“Felt comfortable. It has made a big difference. I don’t have to work as many hours as I used to”.

“Took weight off. Amazing, massive help and support. Massive relief. Gave independence and dignity. Took pressure off. Helped with terrible stress. Massive help to all the family.”.

“Was apprehensive due to mental health issues but given time to relax and get through. Felt more together afterwards”.

“Felt more relaxed and calm. Felt someone understood my problems and was very patient”.

“Brilliant and felt able to open up about my real problems. Loads better now the weight is off my shoulders”.

“Felt very comfortable and relaxed. Didn’t feel as if I was begging. Made a lot of difference to peace of mind.”.

DIAL continues to attend a number of events/networking opportunities including the Safer Communities Fund Safer together partnership.

DIAL has been grateful for the continued support of WMDC and Wakefield CCG this year.

**Future Development:**

DIAL aims to:-

* Maintain core services including giving practical support to clients where possible.
* Continue to provide one to one support to people challenging adverse benefit decisions.
* Continue to increase the awareness of DIAL.
* Recruit further volunteers to our team.