



Passionate
about
possibilities.

Central Area Council Wellbeing Fund Advice Drop In Report July – October 2022

Presented by
Sharon Brown, Chief Executive Officer

Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough



About DIAL



Our aims

To improve access to information, advice and guidance so disabled people, their families and carers have increased understanding and are better informed to make choices

- To reduce social isolation of disabled people, their families and carers
- To increase access to opportunities for disabled people, their families and carers to achieve their potential
- To increase the opportunities for disabled people, their families and carers to have healthy lifestyles

What we've done so far



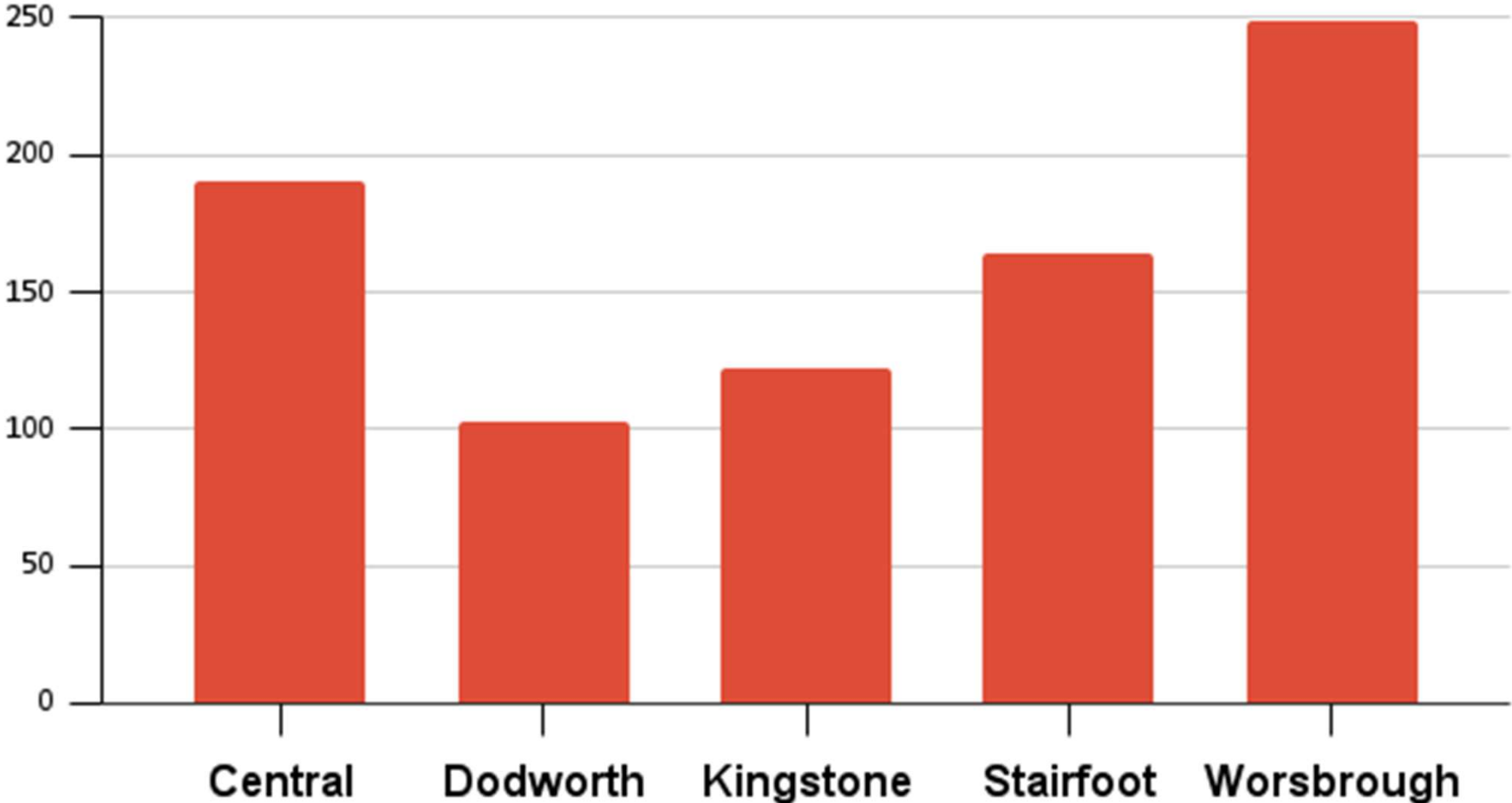
Service Highlights for July – October 2022

- **259** residents attended face-to-face sessions
- **233** residents received follow-up advice via telephone advice line
- **£334,932** additional income has been generated in unclaimed benefits
- For every £1 invested by the Central Area Council Wellbeing Fund has been generated £43 for the local economy
- **159** volunteer hours have supported the service equating to **£2,156** volunteer value being generated
- **75%** of residents reported a reduction in anxiety and improved wellbeing
- **73%** of residents reported feeling more confident and having an improved outlook



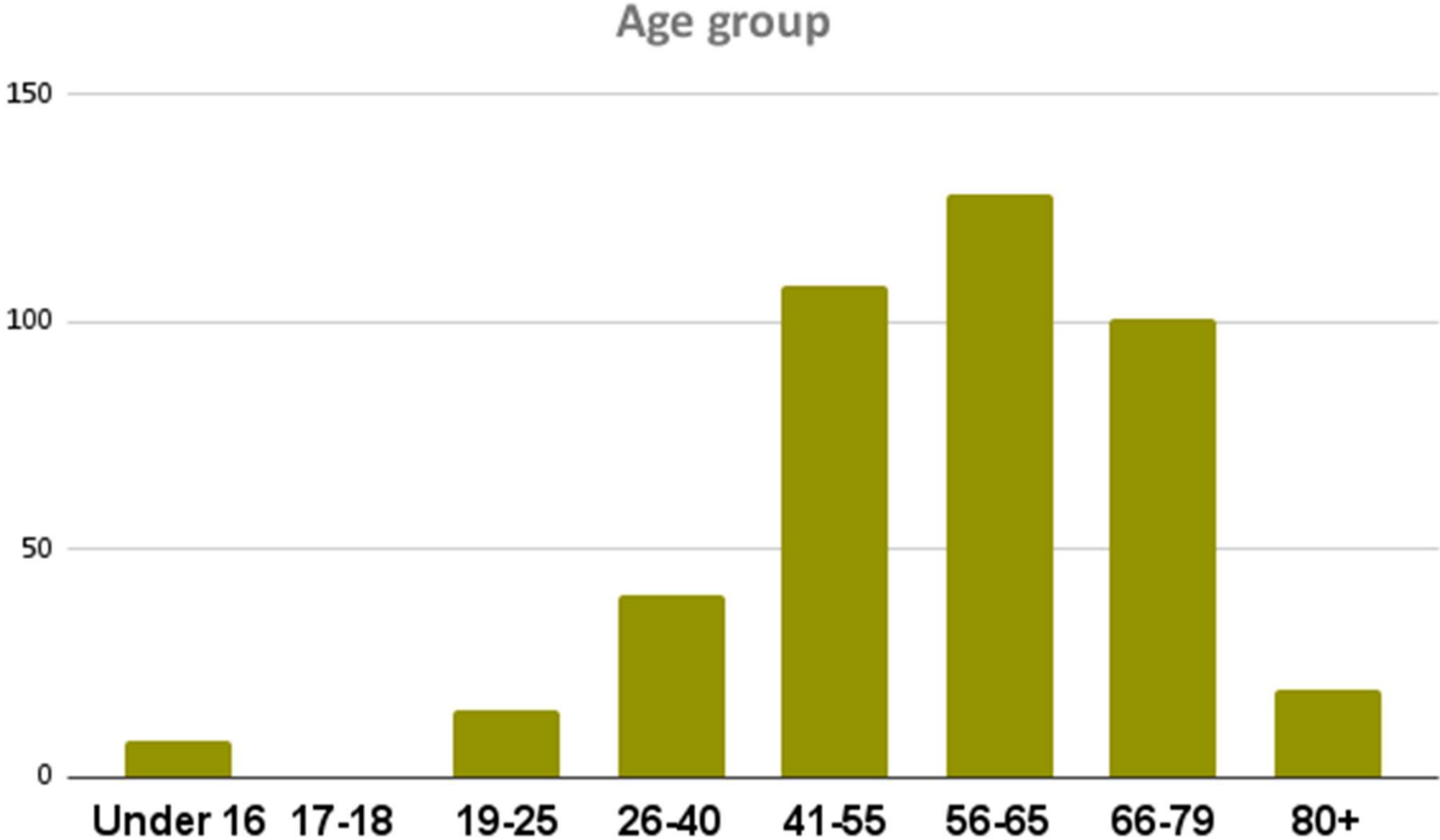
Residents by ward

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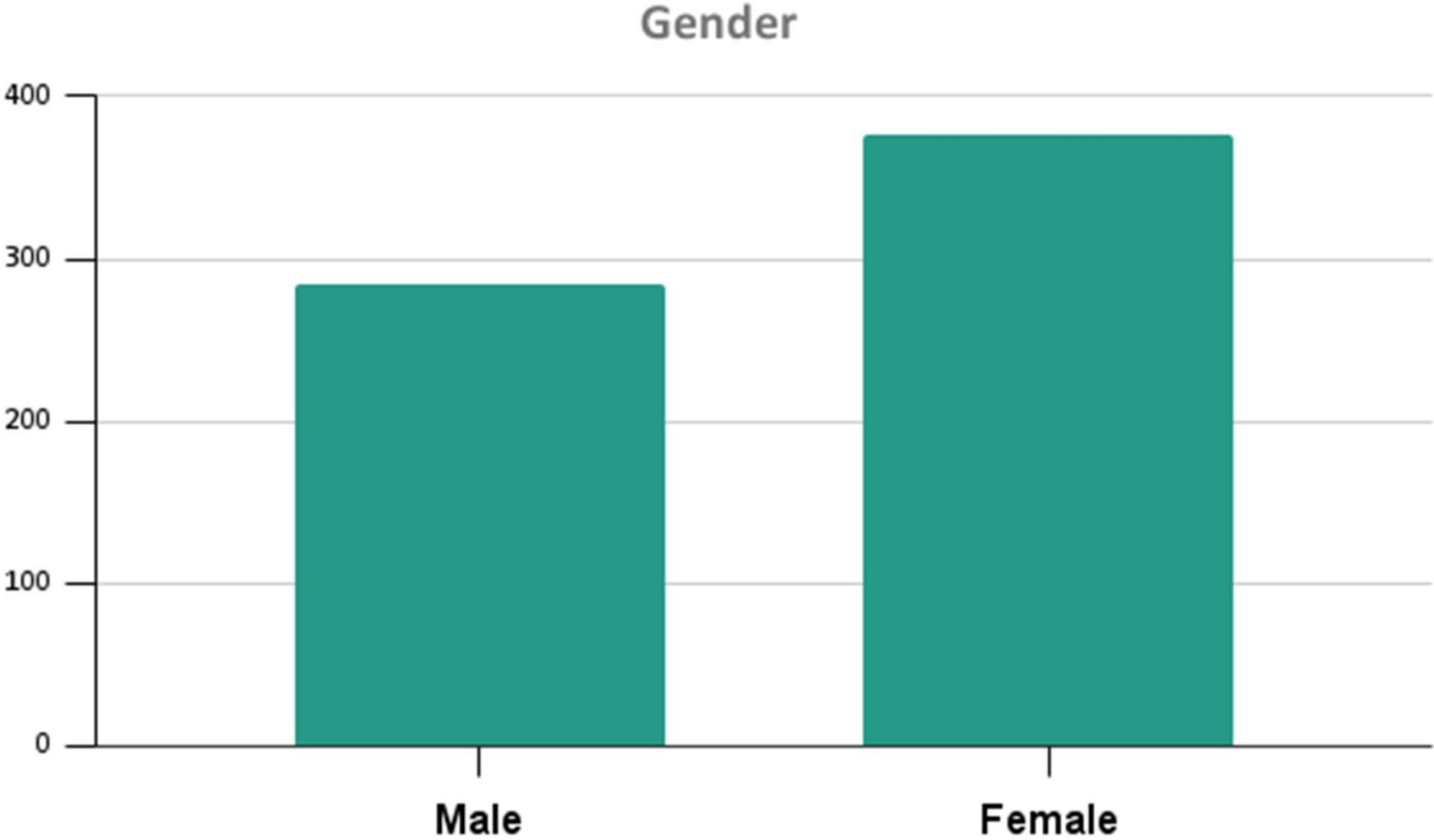


Age group



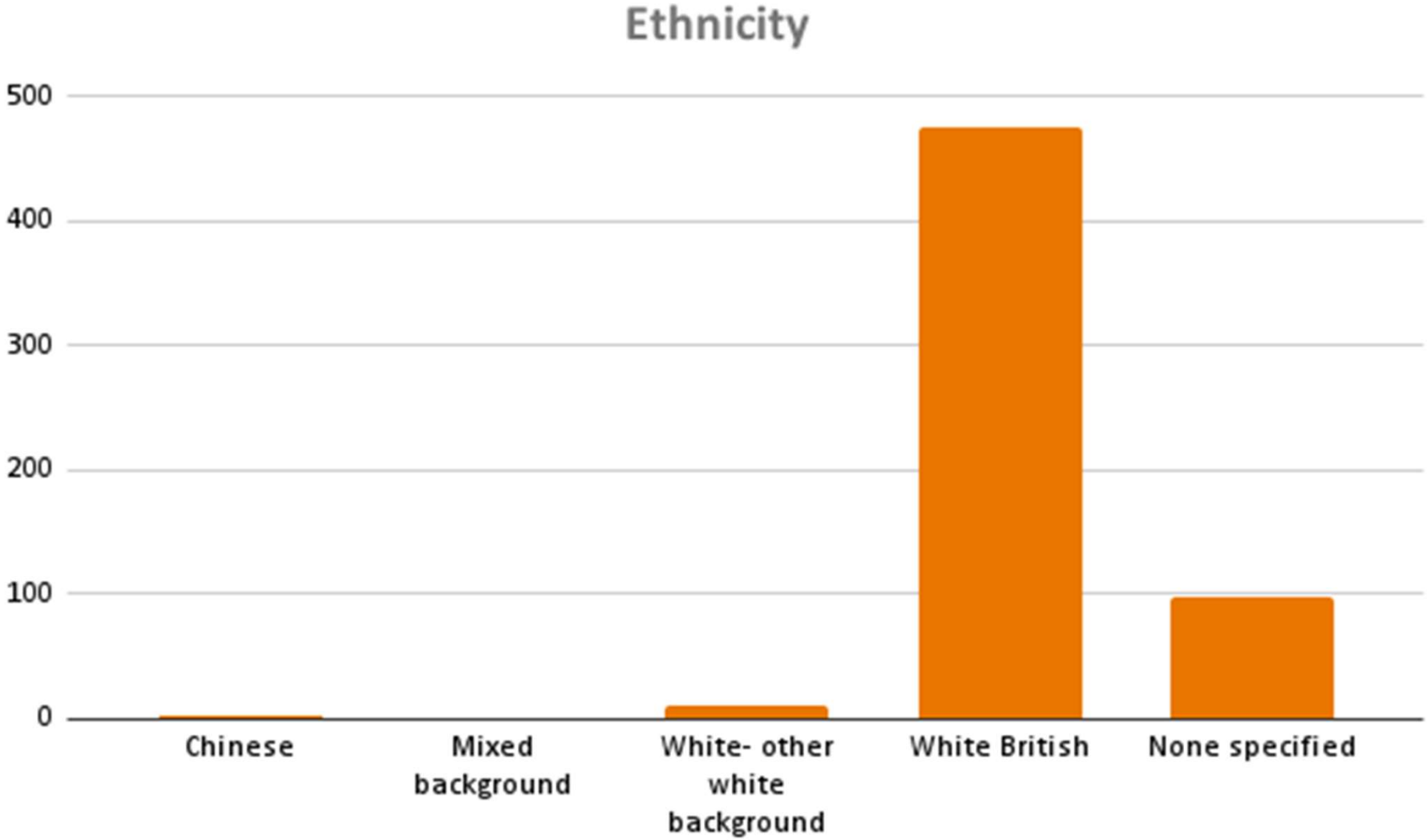


Gender





Ethnicity

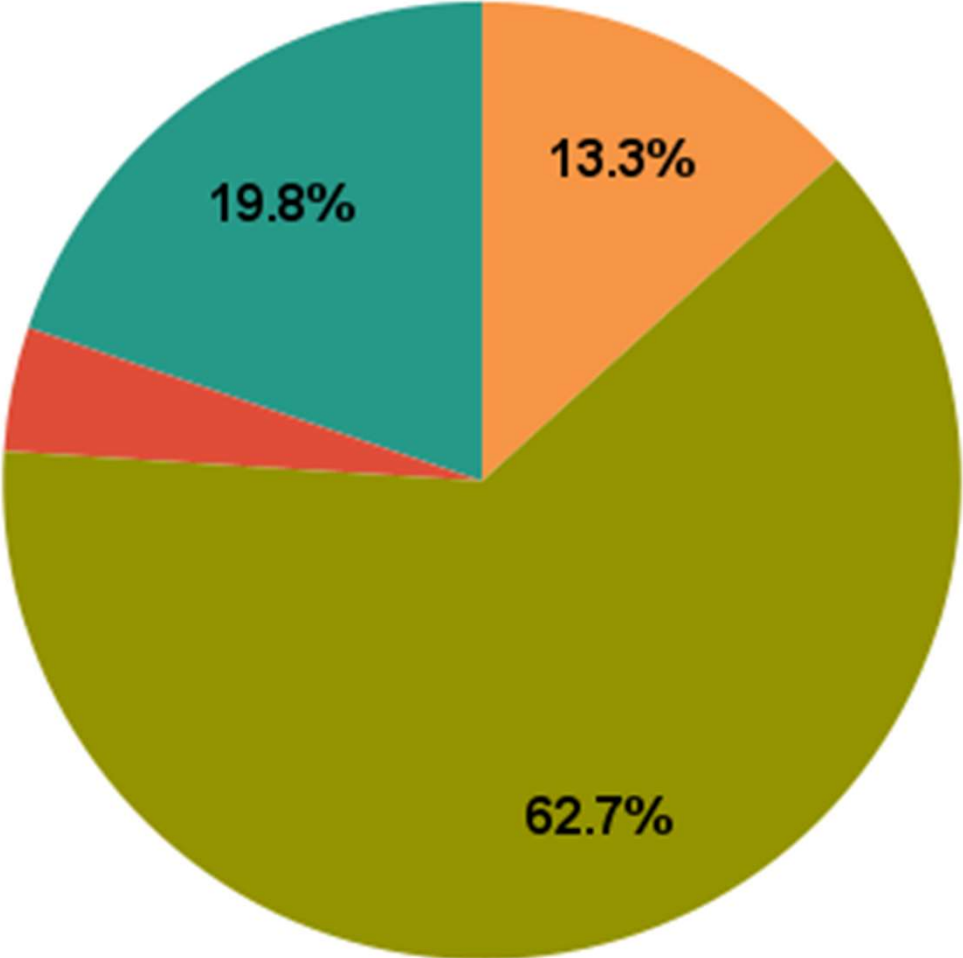




Health

Health Condition

- Mental health (primary)
- Long term condition
- Other disability
- none declared





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Case Study

Mr T



Before DIAL

Mr T is a gentleman in his 50's who has a heart condition, peripheral artery disease, restricted mobility due to breathing difficulties, chest pain, muscle pain and weakness especially in his legs and feet made worse by the onset of exertion He contacted DIAL during the Covid-19 pandemic for support with his benefits.

Advice provided by DIAL



- Mr T contacted DIAL and an advisor undertook a comprehensive benefit check and he was advised to make an application for Personal Independence Payment which we helped to complete.
- He received notification that he was to receive a telephone assessment and he contacted DIAL for guidance. DIAL did a medical assessment preparation interview with Mr T and explained what to expect and what type of questions they may ask in relation to his claim.
- Mr T's application was unsuccessful, and some time passed before he contacted DIAL again to update us. This was due to him moving home and his telephone number changed so we were unable to contact him.



- Mr T stated that he had attempted to apply for a Mandatory Reconsideration, but he had not had a response and we informed the Department that we were aware of difficulties at the site that deals with their mail during the pandemic and that it was not unfeasible for his request to have been misplaced We advised to complete a further Mandatory Reconsideration request even though it was late and completed this on his behalf.
- We advised Mr T to appeal the decision and supported him to make an application to the First Tier Tribunal. We noted that it was longer than the 13 month time limit normally applied but stated the exceptional circumstances and made a request for article 6 of the European convention of Human Rights and fair access to justice as grounds for the appeal to go ahead.

After DIAL



- Mr T has received a Direction Notice as applicant to the appeal and the Secretary of State for Work and Pensions have received a Direction Notice as the respondent that the First Tier Tribunal, Social Entitlement Chamber state that the irregularity of the appeal being made outside of the 13 month time limit is waived and will proceed to prevent a breach of article 6 of the European convention of human rights. Stating that “to prevent the appeal proceeding would amount to a denial to justice and a breach of the human rights convention”.



Mr T said

“I know I still have to attend an appeal but I would have given up if it wasn't for DIAL. I just thought I had left it too long but you didn't give up and I look forward to having an appeal where the person who is going to decide can see what I am like”



Becoming a DIAL volunteer

- D started his volunteer training at DIAL 5 years ago He had previously been a postman but had to give up his job due to ill-health. As well as induction training he undertook our specialist benefits training and fuel debt advice.
- D worked supporting the advice line and then out in the community with the experienced advisors, listening and learning and making a difference
- D is now a paid advisor and delivers 5 face-to-face advice sessions each week including our Central Area Outreach in Dodworth and Kingstone

The difference DIAL made



- When asked what volunteering at DIAL has meant for him, D said

“ I thought my working life was over and I would be on benefits for the rest of my life. DIAL gave me to training, skills and confidence to do something different. I am grateful every day for the opportunity they gave me and I love what I do now. I see people who are just like I was and I hope my story inspires them”



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‘Supporting, Enabling and Empowering’

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