We are a charitable company, serving the needs of children and adults with a long term health condition or a disability, their carers, families and professionals working in the sector.

A disabled peoples user led organisation, this year celebrating our 21st Anniversary
We:
• are a values based equalities organisation
• hold the Investor in People Gold Standard and the Advice Quality Standard
• have been delivering DIAL for 20 years
• are staffed by fully qualified professional and friendly advisers
• are open 10-3 Monday to Friday
• have a 24 hour answering machine with one working day call back policy
• receive approximately 2000 enquiries per year & support with any related enquiry
DIAL provides support across a broad range of areas:

- Volunteering, Training & Employment
- Money & Welfare Entitlements
- Rights & Discrimination
- Health & Well-being
- Housing & Home Environment
- Independent Living & Equipment
- Social & Leisure Opportunities

In the last financial year our Advice Services received 2682 enquires which resulted in 5525 actions.

Great knowledge of Cornwall’s services and relationships across County for getting people the help they need, when they need it.

We also helped clients raise an additional £320,048 in household income.
This Special Educational Needs & Disability information, Advice & Support Service is for children and young people aged 0-25.

We help people understand the ‘local offer’, personal budgets, social care and the law on SEN and education. Our team help parents prepare and attend meetings with schools, provide support to resolve disagreements and offer mediation and tribunal support.

Independent Support

Statements of Special Educational Need (SEN) have changed to Education, Health & Care Plans for children and young people aged 0-25, bringing all support needs into one single legal document.

Our Independent Supporters are trained to support parents and young people through this process and can liaise across a range of agencies on their behalf to help gather information required for their plan.
Journey to Employment

Funded by the Government Office for Disability Issues

- Our Community Employment Specialists are supporting 110 people over one year 2017-18
- Based at Redruth Job Centre at the Melting Pot café, our two staff & Trainer support each participant through a 12 week programme of support
- J2E supports people to manage their health condition, gain confidence and participate in a variety of work ready activities
- We are encouraging employers to sign up to the ‘Disability Confident’ Scheme and offer placements, work trials and employment to participants.
• Monthly payroll services for 207 people (employing almost 500 Personal Assistants)
• Managed Account services for 221 people
• Support recruiting Personal Assistants
• Support Planning & Brokerage for Personal Health Budgets recipients
Approved Training Centre in Partnership with a local training and consultancy specialist to provide high quality, person centred, customised training in line with Skills for Care standards for Individual Employers and their Personal Assistants

We deliver training in association with local specialist organisations such as Huntingdon’s Disease Association, The National Autistic Society and the Dementia Alliance

We have supported Individual Employers to access the IE pot and use the IE Hub on the Skills for Care site, especially the Employer Toolkit which has proven invaluable for many

We successfully ran a range of training events using the DPULO fund from Skills for Care and have just been successful in gaining funding to run another 5 events next month
• Equality Impact Assessments
• Focus groups
• Dementia & Autism Awareness Training
• Passengers with Restricted Mobility Training
• Consumer audit carried out with 40+ people through the airport.

**Outcome:**
• Improved signage
• Better identification and support for people with health conditions
• Website hosts virtual tour through the airport prior to going
• A greater understanding for the staff how to treat all customers
• Business lounge being changed into a quiet room for people with autism or dementia.
Access All Areas. An event held at the Eden Project for the Tourism Industry to sell the benefits of accessibility to them.

The CAHSC Learning Partnership Care & Support Awards ceremony at the Eden Project. We have our own ‘Excellence in Leadership’ Award, and we presented it to the winners, the Brandon Trust in 2016.

**Events 😊**

**International Day for Disabled People** in partnership with CFRCSS at Tolvaddon. A family fun day to celebrate and equipment amnesty, now shipped to disabled people’s organisations and schools for disabled children in Kenya.

- 33 zimmer frames
- 14 wheelchairs
- 22 sets crutches
- 13 walking sticks
- And more various equipment!

Thank you!

Have a Go at Ball Sports days in the holidays in partnership with Shilton Soccer, for children with additional needs and their friends.

International Day for Disabled People in partnership with CFRCSS at Tolvaddon. A family fun day to celebrate and equipment amnesty, now shipped to disabled people’s organisations and schools for disabled children in Kenya.
Membership
We are a membership organisation, with both individuals and 60 organisations countywide. In view of our representative role in county, we often challenge discriminatory attitudes and practices and provide a voice for our stakeholders. We are often invited to comment on items by the media on issues affecting disabled people.

Keeping Safe
We are a member of the Safer Cornwall Partnership and a Third Party Reporting centre for incidences of Hate Crime.

DC Online…
We have a dedicated Online Services Team who manage our 4 websites which together received 39,500 visits in the last financial year.
We have 3,500 followers on our social media platforms with whom we share information, events and activities of interest daily.

Follow us on Twitter.com/CornwallDC
Find us on Search Disability Cornwall
Thank you for listening. Any questions for us?