**Who are we?**

DIAL Barnsley is a local user-led organisation which, through the provision of advice and support, aims to address poverty and social exclusion for disabled people, their families and carers in the borough of Barnsley. Established in 1985 our services have developed to meet the needs of service users. We attribute the longevity and success of our organisation to our ethos which is to **‘See the person first’**

We are a registered charity and a company limited by guarantee.

**What do we do?**

**Our core advice services include:**

* telephone information, advice and guidance
* regular face to face welfare benefit advice sessions in communities
* home visits and support to address fuel poverty/energy efficiency

The advice team is rare and unique as they are representative of the people they serve. Most of our paid advisors have long-term disabilities or health problems and personal experience of the financial and other barriers disabled people face each and every day. They are a shining example to the people they speak with on a daily basis and are truly inspirational. Everyone’s attitude is down-to-earth but professional, knowledgeable, non-patronising and their commitment is unequalled.

The advice service is complimented by other enabling services focussing on people supporting each other:

* community support groups providing social contact and activities
* digital peer support group for people to come together
* volunteer opportunities

**In summary**

Our aims and objectives are focussed on enabling our target audience to become more independent by working with them, to overcome and remove financial and social barriers and ultimately, make a lasting difference to the quality of their life.

Our vision is simply for **‘A Community that is truly inclusive’**