

Impact Report



£4,085,727

Gained for people with disabilities

Surveyed clients reported



76%
better
finances



52% improved
access to
services



56% better
mental health
and wellbeing



75% improved
ability to seek
advice



100%
recommend
DAP



96% easy to
understand
advice



Thanks to
Lottery funding



CRONFA
GYMUNEDOL
COMMUNITY
FUND

Thank you

Firstly, we would like to say a massive thank you to the Lottery. Disability Advice Project (DAP) was awarded £498,967 from the Lottery for our project, which began in January 2020 and ended on 31 July 2023. This money helped transform the lives of thousands of disabled people and those with long-term illness, their families and carers.

Thank you so much to our amazing volunteers for all your hard work. Your willingness to give your time and experience is greatly appreciated.

Thank you to all the organisations that have worked closely with us.

We also want to say a huge thank you to those who donated money and items to our charity shop.

What we achieved

£4,085,727

Gained for people with
disabilities and long-term
health conditions

We delivered high-quality, independent advice to help ensure disabled people, their families and carers received the financial support and care they are entitled to.

We helped 1269 people gain over £4million in benefits.

In addition, to benefit claims, we set up Power of Attorney documents, arranged occupational therapist appointments, advised on housing, transport, education, employment and care. We shared cost-of-living advice and helped with budgeting. We helped people to access support services, learn new skills, meet with their peers, and socialise.

We worked hard to encourage our clients and build their confidence. With guidance, many of our clients were able to advocate for themselves, and some even became volunteers at DAP.

“Knowing I can just pop in or call for advice makes a big difference. I suffer from anxiety and don’t go out often, but everyone is so friendly at DAP I feel at ease.” DAP client.

Client Survey



In our client satisfaction survey, we asked our clients if their lives had improved following support from DAP – the majority had more money and felt empowered to have a voice and control of their lives.

100% would recommend our service and 96% of respondents said the information and advice DAP gave was helpful and easy to understand.

Covid

We were incredibly proud of how our team rallied during the Covid pandemic. When DAP's office was forced to close because of the lockdown, our team adapted quickly to working from home, learning new skills for remote client management so we could continue offering advice and support to our clients.

With the loss of a face-to-face service, we quickly identified the most vulnerable helping them to get online, referring them to support services, taking them to healthcare appointments and vaccination clinics, collecting prescriptions, delivering groceries, and providing a friendly listening service to reduce isolation.

We received the Investors in People's Gold accreditation during the pandemic.

"We'd like to congratulate DAP. Gold accreditation is a fantastic effort for any organisation but is particularly remarkable given the small size of this charity, and especially because they gained accreditation while in the grips of the Covid pandemic." Paul Devoy, CEO of Investors in People.



Our volunteer caseworkers won the Heart of the Community Award at the Torfaen Community and Volunteer Awards in 2021. This ceremony recognised the contributions made by volunteer groups and individuals across Torfaen during the Covid pandemic.

Independent Living

We provided advice on independent living, helping people find ways to remain in their homes and access care services. It was particularly satisfying when one of our employees, Amy Watkins, moved into a fully adapted bungalow.

Amy uses a motorised wheelchair, technology, and disability aids to assist with daily living tasks. Amy is an inspiration, showing incredible determination and resilience in adapting to living independently.

Community Outreach



Play Your Cards Right at Cwmbran's Big Event

We attended many events to reach more people with information and advice. We participated in community wellbeing days, unpaid carers events and cost-of-living advice days. We joined the Bringing the Community Together event for World Mental Health Day, Families Love Newport Fun Day, Pontypool's Party in the Park, Cwmbran's Big Event and Hope GB's Family Fun Day.

We visited support groups, including Sparrows in Hengoed, Hope GB, in Cwmbran, Rewild and Wellbeing in Neurodiversity, in Pontywaun, and ADHD+, in Newport. We joined the Papyrus suicide prevention and awareness walks. We held pop-up stalls across the Gwent area and much more.

“A massive thank you for coming to our coffee morning – it was very informative, and we’ve received positive feedback from parents/carers.” Isabelle Winter, Charity Project and Engagement Coordinator, Hope GB.

Access training and audits



We supported organisations to become more inclusive and disability friendly, with training designed and delivered by people with disabilities. We worked with various clients, including staff at Ceredigion Council and Occupational Therapy and Physiotherapy students at the University of South Wales.

“The lecture from DAP’s team was the most memorable of all. It made me really think about the importance of making time for the person to tell their story.” Occupational Therapy student, University of South Wales.

We led discussions about homelessness and disability at Tai Pawb’s annual conferences. We contributed to Monmouthshire Housing’s Community Voice Committee panel.

Through access audits, we raised awareness of a range of access issues faced by disabled people. We carried out dropped kerb analysis of sites within Cwmbran, Pontypool and Blaenavon. We also submitted views on Monmouthshire County Council’s and Torfaen County Borough Council’s Local Development Plans. We worked with Torfaen County Borough Council to make polling stations more accessible.

Campaigning

We campaigned for disability rights and to end the discrimination of people with disabilities. We supported campaigns to improve accessibility on everything from transport to toilets. We petitioned for more specialist school places, accessible housing, play parks, and opportunities for respite.

We worked with Torfaen Access Forum (TAF). TAF was set up in July 2020 to highlight the difficulties people with disabilities were experiencing during the pandemic. Since then, the group has grown and continues to raise awareness of the challenges faced by people living with a disability in Torfaen. The group has successfully campaigned for improved parking facilities in Cwmbran town centre and new gym sessions for people with disabilities.

“DAP has been very supportive of TAF, helping disabled people in the community to engage with Torfaen County Borough Council, MPs and AMs. We have raised awareness of the everyday difficulties disabled people face and have achieved positive changes.” Tracey Blockwell, Chair Torfaen Access Forum.

We continue to call for more financial support for disabled people and reforms to the benefits system.

We welcome anyone who wants to join our cause to fight for better, more fulfilling lives for disabled people.

Collaboration

We worked closely with local charities, councils, hospitals, and local groups to help people find support. The organisations we worked with include:

[Age UK](#)

[Alzheimer's Society](#)

[Bron Afon](#)

[Building Resilient Communities at TCBC](#)

[Care and Repair](#)

[Citizen Advice Bureau](#)

[Cyffanol \(Women's Aid\)](#)

[Jobcentre Plus](#)

[Melin Homes](#)

[Mind](#)

[Monmouthshire Housing Association](#)

[Pobl](#)

[Stroke Association](#)

[The Wallich](#)

“DAP advisors are knowledgeable and empathetic towards our clients who have many difficulties and disabilities. They will always go at the person's pace and not rush them.” Myra Beard, Senior Support Worker, The Wallich.

“The Disability Advice Project has been a lifesaver for our service users. It is a pleasure to see how people's lives can be transformed with the right support.” Aimee Williams, caseworker, Alzheimer's Society.

“I refer clients to DAP as I know they have the expertise to see a client through from assessment to tribunal. They are always professional, friendly and caring.” Suzanne Foster, Torfaen Vulnerable Adults Team.

Team photos



DAP
team events



Summer
Celebration
at
Ty Glas y Dorlan



Pontypool
in the Park