



»FAST FORWARD
YOUR SOCIAL ENTERPRISE

CASE STUDY

WORKING WITH
DEVELOPMENT IN
SOCIAL ENTERPRISE

Business Support
Sustainability
Consultancy
Social Value
Asset Transfer

KEY FACTS

MISSION

To help and support disabled people and carers in Solihull, so that they can stay active members of the community.

SERVICES

DIAL offers free, impartial and confidential information and advice for disabled people and their carers. Each year the charity handles 4,000 enquiries and helps clients claim over £1.2M in benefits that they were entitled to but had not claimed.

BUSINESS CHALLENGE

To become commissioning ready

ESTABLISHED

1986

LEGAL STRUCTURE

Registered charity

www.dialsolihull.org.uk

“The full cost recovery session was a real eye opener as it guided us through the process of calculating the true cost of our services, rather than using a finger in the air approach when writing bids.”

Alice Singleton, DIAL Solihull

DIAL Solihull Disability Information Help Line



Alice Singleton, Chief Executive of DIAL Solihull, joined the user-led disability advice charity three years ago and quickly discovered that a comprehensive review of governance, services, systems and policies was needed if the organisation was to become ‘commissioning ready’ and meet the growing needs of disabled people and their carers.

It was shortly after the new board of trustees completed a full service review that DIAL identified the need for external help to implement some of the changes necessary to position the organisation for key contracts.

After mixed success in sourcing support, Alice came across Development in Social Enterprise through the Community Enterprise for Success programme in Solihull.

DIAL was able to access a menu of business support services delivered by professional business advisers and trainers who understand the challenges and demands faced by many frontline VCS organisations whose »



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» services are under increasing pressure during these austere times.

“Over a period of six months we attended practical workshops which were very relevant and timely for our needs. The first session on business planning helped me to recognise my strengths and equipped me to work with one of my trustees on drafting DIAL’s business plan – without feeling out of my depth!”

Alice and her team were given tailored support by DISE to review and update a wide range of policies from working with volunteers to IT.

“We had help to prepare and issue a new fit for purpose employee handbook, which

will accommodate our needs as we start to grow and extend our services in the future.

“The full cost recovery session was a real eye opener as it guided us through the process of calculating the true cost of our services, rather than using a ‘finger in the air’ approach when writing bids.

“A taster session on social impact measurement has confirmed that we must make better use of the tools available, and the networking opportunities afforded by the training sessions were an unexpected bonus.

“We’re certainly better prepared for commissioning and have no hesitation in recommending DISE to other charities and VCOs in Solihull.” ■



Development in Social Enterprise CIC

We provide bespoke business support and consultancy services for social enterprises, charities, voluntary organisations and start-ups.

Our mission is simple.

Do Good Business and Create Social Value

»FAST FORWARD

YOUR SOCIAL ENTERPRISE

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