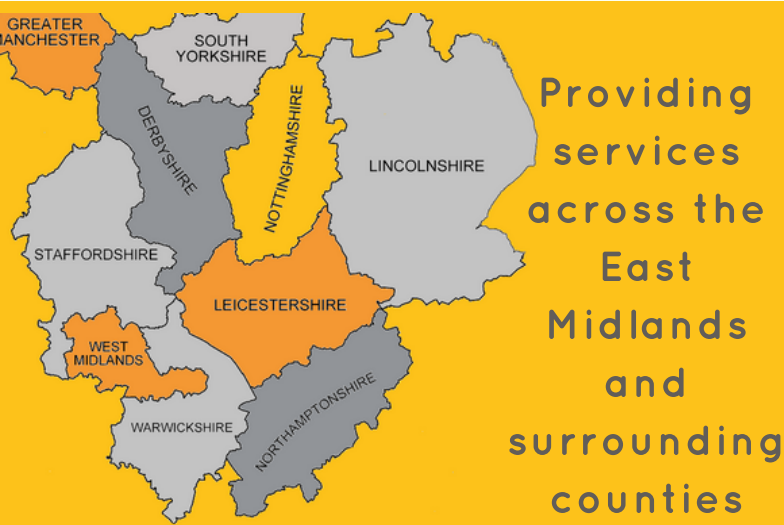




# The Dyslexia Association

## Performance Review 2016



Providing services across the East Midlands and surrounding counties

### Services provided include:

- Confidential Helpline
- Screening & assessment
- Specialist one-to-one tuition
- Workplace support

### Delivered in 2016

4,182 calls & e-mails handled by our Helpline

431 screenings & assessments

2,642 hours of one-to-one tuition / workplace support training

### We worked with 414 employers including:



### Top 3 professions we have provided services for:



#### Gender split of services

58% female  
42% male

#### Age split of services

71% adults  
29% children



97% of helpline users rated the advice they received as outstanding or good

98% of helpline users said they would use our Helpline service again

### Supporting Dyslexic Employees Event



On 1 July 2016, we delivered an employers workshop hosted by Nottingham Trent University. The aim was to help employers to improve their employees performance and reduce legal liability.

Our speakers included:

- Dee Caunt - our CEO
- Jayne Harrison - Cleggs Solicitors
- Maxine Cooper - Derbyshire County Council
- Assistive Technology demonstrations from TextHELP and Lexable

### What our clients say about us

Very friendly and helpful service.

The course of action recommended in relation to our problem was spot on. The administration of the process was excellent. The reception we received on the day was friendly and reassuring. The conduct of the assessment itself was very professional.

The whole assessment was carried out in a very professional, friendly manner. Every effort was made to ensure my son felt understood, respected and encouraged.

Offered clear, relevant information and support in a kind and patient manner

### New brand & website

We celebrated our 45th year of operation with a new website and brand identity.



Helpline: 0115 924 6888

Website: [www.dyslexia.uk.net](http://www.dyslexia.uk.net)

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The Dyslexia Association is a registered charity no. 1082345 and a company limited by guarantee, registered in England and Wales no. 3941946