



### Welcome to the Autumn Edition of DIAL News!

Our AGM was once again a great success it was nice to see some familiar faces and welcome some new ones too. Raising awareness of Dementia is very close to my heart and having personal experience of how it can affect all of the family it was really good to see that there is support in Doncaster and that as a town we are moving more to becoming 'Dementia Friendly'.

Our Advice Service remains incredibly busy and the Welfare Benefits Team continues to support disabled people to have a voice and to fully maximise their income. It is pleasing then to announce that our contract with DMBC to provide this vital service has been extended until March 2016.

Thanks to the hard work of our fundraisers we have been able to begin the upgrade to our holiday lodge at Blackpool. We want to ensure that visitors experience a great holiday in comfortable surroundings. It is amazing how a new carpet can change the overall look of an interior! We welcome feedback and hope that those who holiday with us next year like the changes we make, so do let us know what you think.

I am very sad to be losing our Training Officer, Natalie Collins. She has been a great



Linda Lee **Chief Executive**

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asset to DIAL and to the Doncaster Advice Services Partnership (DASP). She has developed some excellent training courses and has not only delivered Gateway Sessions to support volunteers to provide advice, but has supported volunteers within DIAL to become more confident through her Confidence Building and Communication Skills training sessions. She will be sorely missed but I am sure our paths will cross again in the future as Natalie has secured a permanent position with St Leger Homes as their 'World of Work' Co-ordinator. Good Luck to you Natalie from everyone at DIAL!

### Goodbye and Good Luck!

DIAL's Training Officer, Natalie Collins is moving on to pastures new and will be leaving us in December to take on a position at St Leger Homes.

From all your friends and colleagues, we wish you every success in your new job and hope that you keep in touch!



**GOODBYE and GOOD LUCK**

## Upcoming Events

- [Carer's Rights Day Event](#)  
*Fri 28th November*
- [DisAbility Awareness Day](#)  
*Sat 29th November*
- [Doncaster Ladies Choir Christmas Charity Concert](#)  
*Fri 5th December*
- [Doncaster Voluntary Sector Awards & CVS AGM](#)  
*Fri 5th December*
- [Doncaster Santa Dash](#)  
*Sun 7th December*



## Dementia Awareness Day a Success

On Friday 24th October DIAL hosted a Dementia Awareness Event incorporating our Annual General Meeting. The day offered individuals the opportunity to find out about the range of services available in Doncaster for those living with dementia and their family and carers. Our guest speakers were Michele Clarke and Roy Barnes from Dementia Action Alliance. A range of local organisations were available to offer information and advice about their own services. The day was a great success and we would like to thank everyone who attended. Photos taken on the day can be viewed on our Facebook page [here](#).

A copy of the Annual Report is available to download from our website [here](#).

You can also access our Annual Accounts 2013/14 [here](#).

BME Project photographs from The Cupcake Making Sessions were on display at the event with information on how to become involved.



## Did You Know....

...As of 1st October 2014, the national minimum wage has increased to £6.50 per hour for workers aged 21 and over, £5.13 for 18-20 year olds and £3.79 for those aged 16 and 17.

...Disability Rights UK has produced a useful factsheet which explains about the different benefit sanctions, how to avoid getting a sanction and how to challenge a decision. You can access the online factsheet [here](#).

...The Alzheimer's Society has developed an online resource of useful links and downloadable documents for creating dementia-friendly communities. The information can be accessed [here](#).

...It's Carer's Rights Day on Friday 28th November! To mark the occasion, a Carer's Information Day is being held at the Trades and Labour Club in the Frenchgate Centre. Further details can be found [here](#).

...there's still time to nominate an organisation for the 'Accessible Britain Challenge' which encourages communities to be inclusive and accessible. The closing date for nominations is Friday 19th December. Further details can be found [here](#).

## Blackpool Lodge gets a Makeover!

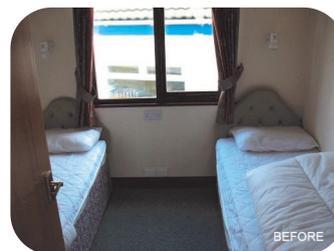
In preparation for the 2015 holiday season, our lodge at Marton Mere in Blackpool has been transformed by recent improvements including brand new carpets throughout the lounge, hallway and bedrooms. The patio doors have been replaced and repairs have been made to the veranda. We've also provided new curtains, bedding, furniture and accessories and although there is still some work to complete, we aim to ensure that a stay there will be as enjoyable and comfortable as possible. We have been able to make these improvements thanks to the fundraising efforts throughout the year. The lodge is a purpose-built holiday accommodation for people with disabilities which is wheelchair accessible via a ramped veranda and features a low level kitchen and an adapted bedroom with wet floor toilet and shower area. If you are interested in making a booking for next year, please contact us on 01302 327800. Further details about the accommodation can be found on our website [here](#).



BEFORE



BEFORE



BEFORE



AFTER



AFTER



AFTER



## Web Stats Summary

July-September 2014

[www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk)

**Total Visitors: 16,708**  
**Total Page Views: 34,465**  
**Total Factsheet Views: 5902**  
**Total Benefit Sheet Views: 1505**  
**Local Contacts Viewed: 7047**  
**National Contacts Viewed: 2198**

### Most Viewed Factsheets:

- Mental Health
- Road Tax Exemption
- Wheelchair Hire

To access our online factsheets click [here](#)

### Most Viewed Benefit Sheets:

- Personal Independence Payment/DLA
- Carer's Allowance
- Jobseeker's Allowance

To access our online benefit sheets click [here](#)

## Free Information and Advice in Edlington

DIAL hold an Information and Advice Surgery at Edlington Community Organisation on Edlington Lane, where service users seeking general disability-related information and advice, can speak with an Adviser. Dates include:

- Friday 5th December  
11am - 1pm
- Tuesday 13th December  
10am-12pm
- Friday 6th February  
11am - 1pm
- Tuesday 17th February  
10am - 12pm

For more information or details of future dates, please contact Bev Harrison on **01302 327800**.

## A Singing Success - Doncaster Ladies Choir

Doncaster Ladies Choir was formed forty eight years ago, back in 1966 and over the years the choir has established itself within the Doncaster area, they have raised many thousands of pounds for charitable organisations and the good causes in the region, including the Aurora Centre, DIAL Doncaster, Yorkshire Air Ambulance, Bluebell Wood Children's Hospice, Community Memory Services in Doncaster and the RNLI.

In two years time they will be celebrating their 50th Anniversary, and are hoping to have a celebration year of concerts, 'come and sing days' for the Doncaster womenfolk to try them out, and also singing workshops to build confidence in the ability of singing. They currently have approximately 35 members from Doncaster and the surrounding district, and are always looking for new members to join their very friendly choir, a lot of the ladies don't read music, so that shouldn't deter anyone wanting to come along to one of their rehearsal nights.

They hold a minimum of two annual concerts per year; Spring and Christmas, which help to raise funds for their chosen charities. They also carry out smaller concerts throughout the year, specifically for elderly day centres, libraries, shopping venues, elderly care homes, churches and community centres. They are always pleased to hear from any interested groups who would give the choir a chance to sing for them.

Their aim is for a high standard of performance and throughout the choir's history, the choir has remained faithful to its aim:

*"To promote and enjoy singing as a pleasurable activity, both for the choir and the audience". Good singing generates the 'feel good factor' for everyone.*

DIAL Doncaster would like to say a huge thank you to the members of Doncaster Ladies Choir who raised funds on behalf of our charity by holding a Summer Charity Concert. Christine Reeves and Rita Hannam from the choir recently visited the DIAL office and presented DIAL's Chief Executive, Linda Lee, with a cheque for £350.

The choir will be hosting a Christmas Charity Concert where guests can enjoy an evening of Christmas Carols, festive music and seasonal refreshments. The funds raised will be in aid of DIAL Doncaster, so once again we would like to say a big thank you for their continued support. Further details about the concert can be found [here](#).



### CHRISTMAS CHARITY CONCERT

An evening of Christmas Carols and festive music in aid of DIAL DONCASTER

Hosted by  
**Doncaster Ladies Choir**  
 Featuring  
**Doncaster Concert Band**  
 at Hallercross Academy Lower School, St Michael's Road,  
 off Augustine's Road, Bessacarr Doncaster DN4 5LN  
**Friday 5 December 2014,**  
**Commencing 7:30pm**

Tickets: £7 - including seasonal refreshments  
 Available from choir members or at the door  
 on the night of performance.



Please come along and support this event.



## Free Counselling for People with Dementia and Their Carers

Relate is offering free relationship counselling in Doncaster to help people who are living with dementia, and their carers (i.e. spouse, children, neighbour). Living with dementia can have a real impact on relationships, their fully trained counsellors can help you and your loved ones to cope with the emotional impact.



You can access free, private and confidential counselling support either face-to-face, over the telephone, or online through a live web chat.

If you would like to find out more, for yourself, or on behalf of someone you care for, please call them now on **01302 380280** or visit [www.relate.org.uk/dif](http://www.relate.org.uk/dif) to start a live web chat.

This service has been funded as part of Doncaster Council's Innovation Fund to develop local services and maintain people's independence.



**relate**  
the relationship people

## Training Sessions for Volunteers

Volunteers at DIAL have been developing their skills by participating in 'Communication Skills' and 'Confidence Building' workshops, as part of their work experience placement, which were delivered by DIAL's Training Officer, Natalie Collins and funded by the Neighbourhood Learning in Deprived Communities Fund.

Well done to all those who attended the latest training sessions and received a certificate upon completion.



*DIAL Volunteers with their certificates*



## Information at Your Fingertips

Residents in Thorne can now access DIAL's information from within their local library, at the Vermuyden Centre. Funded by the Innovation Fund, the self-help touchscreen information kiosk allows users to access details about DIAL's services, useful factsheets on disability-related issues and welfare benefits information. In addition to this, an enquiry can be made that will come directly to a DIAL Adviser who will be able to respond to your enquiry via your email address. The kiosk is user friendly and has a printer feature so that information can be printed. Linda Lee, DIAL's Chief Executive, commented "The kiosk will provide a useful resource for members of the local community to access information and advice without having to travel to the town centre. The kiosk has a unique feature of users being able to contact DIAL via an online enquiry form. It is acknowledged that not everyone needs to see a skilled adviser, many people just require a little help to find the information they want. We are delighted to be able to offer this facility working in partnership and supporting the local library service. We are keen to get feedback from users of the hub and there is a facility to do that also".





## Every Little Helps

Louise Charnock & Natalie Collins have recently been collecting on behalf of DIAL at two local Tesco stores in Edenthorpe and Balby, and through the generosity of their shoppers, managed to raise a total of £99.35. Thankyou to Tesco for giving us permission to fundraise on their premises and to those who made a donation to support the charity.

## Free Arts Programmes

Purple Patch Arts are running two **FREE** weekly arts programmes for adults with learning disabilities in Doncaster.

The programmes use drama, art, music, movement and literature to create a stimulating environment in which people can thrive.

Expert education staff deliver workshops in line with a specialist Syllabus and Scheme of Work. This ensures that workshops embed individual learning outcomes into activity and support people with a wide range of different support needs and abilities.

### When?

Tuesdays 10am - 1pm

Wednesdays 10am - 3pm

### Where?

The Point, 16 South Parade, Doncaster, DN1 2DR



*"Purple Patch Arts use focused and timely support and intervention, match individual needs accurately and support independent learning. Staff generate high levels of enthusiasm for participation in, and commitment to, learning. Consequently, the development of learners' skills and understanding is exceptional".*

*Rated Outstanding by Community Learning, funded by the Skills Funding Agency. Harrogate Lifelong Learning Programme, March 2013*

Places are strictly limited - for more information or to book a place please contact Fran on **07715 903 691** or email [fran@purplepatcharts.org](mailto:fran@purplepatcharts.org)

[www.purplepatcharts.org](http://www.purplepatcharts.org)

Natalie Collins, The DASP Training Officer has delivered Gateway Training to 10 candidates from voluntary sector groups.

DASP Adviser, Bev Barton has assisted 71 clients during her placement with us.



Have you thought about becoming a DIAL volunteer?

DIAL has a variety of volunteer opportunities available and we are recruiting now!

Further information on our all of our current volunteer opportunities and role descriptions can be found [here](#) or you can contact us on **01302 327800**.

Interested?  
If so, we'd love to hear from you!

**CELEBRATING DISABILITY IN DONCASTER**

# Doncaster DisAbility Awareness DAY

**10am - 2PM**

## SAT 29th November

OVER 50 INFORMATION STALLS  
LIVE ENTERTAINMENT  
DANCE PERFORMANCES  
FOOD AND REFRESHMENTS  
Great Parking Facilities

**DICE**  
Doncaster Inclusive Centre of Excellence

**@ Doncaster Deaf Trust**  
(Opposite Doncaster Racecourse)

In partnership with Doncaster Disability Cluster

### Doncaster DisAbility Awareness Day 2014

Come along to this year's fun-filled DisAbility Awareness Event at Doncaster Deaf Trust which will include live entertainment, dance performances and a wide range of stalls. The event starts at 10am until 2pm, on Saturday 29th November and has been organised by DICE Doncaster in partnership with Doncaster Disability Cluster. Entrance is **free** and there will be plenty of fun for all the family. For further details, [click here](#).



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Louise on **01302 327800**

We aim to produce the DIAL e-newsletter on a quarterly basis. If you would like to include any information or place an advert contact:  
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telephone:

01302 327800

#### Our office opening times:

Monday to Friday  
9.00 - 5.00pm



#### Our Helplines are open :

Monday to Friday  
9.30 - 4.00pm

We also operate a 24 hour answer machine service during out of office hours.

Disclaimer:  
Articles printed in the DIAL newsletter do not necessarily reflect the view of DIAL Doncaster. Whilst every care has been taken to provide accurate and up to date information, no responsibility can be accepted for errors or omissions within this issue.

### Where Quality Counts

