



DIAL Doncaster would like to express appreciation for the recent donation of personalised mugs and fleeces. The generous donation came from the locally based company, **Yorkshire Leisure Wear** and we are extremely grateful, particularly the charity shop van drivers and their assistants who will benefit from the cosy fleeces during the winter months.

Thankyou!



Volunteer Driver's Assistant, Chris Beadman, ready to brave the elements in his new fleece.

VOLUNTEER

DIAL is hosting a Volunteer Recruitment Day on Tuesday 18th February at St Peter in Chains Community Building on Chequer Road in the Doncaster town centre. The event starts at 1.30pm to 3.30pm. If you are looking to make a difference, come along and find out more about our volunteering opportunities. For further details [click here](#)

**The only piece
missing is**



Welcome to the Winter Edition of DIAL News!

It has been a positive start to the year for DIAL. The Local Authority, DMBC, have agreed to extend our contract for a further twelve months to provide a Welfare Benefits and Tribunal Service in Doncaster. The demand for this service has continued to grow over the last year and appeal representation is now a major part of our service provision. Our skilled teams continue to provide a quality service often working very hard to achieve a positive outcome for those clients in need of our support to have a voice.

Our volunteers are an integral part of ensuring that DIAL works more effectively and we are looking to build capacity within this area of the organisation by offering some new and exciting roles, specifically for volunteers. We are hosting a volunteer recruitment event on Tuesday 18th February so if you are interested in finding out more then come along, further details can be found by clicking on the link at the bottom left hand column on this page. You will be able to talk to some of our volunteers and gain an insight into their volunteering experience. Staff will be on hand to discuss the various volunteering opportunities available.

As the holiday season approaches we are pleased to announce that thanks to a £1,000



Linda Lee **Chief Executive**



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donation from the Screwfix Foundation our fully accessible Holiday Lodge at Marton Mere, near Blackpool, will be fully decorated in time for the opening of the new summer season. I would personally like to give thanks to all of the Screwfix staff and customers who helped to raise funds.

The newsletter continues to gain new subscribers and if you know of anyone who may like to read about DIAL Doncaster please do encourage them to subscribe for free.

As ever we are always interested to get feedback from readers so do get in contact if you would like to include an item of interest or to give us your comments and ideas for improvement.

DIAL Doncaster is now a distributor of foodbank vouchers on behalf of the Doncaster Foodbank. This will enable our home visiting team to offer a voucher for an emergency food supply, to those who are identified as being in crisis.

For more information about the Doncaster Foodbank service go to doncaster.foodbank.org.uk

Former Football Star Opens Mobility Shop

Doncaster born Kevin Keegan was back in his home town to cut the ribbon at the grand opening of All Mobility; a specialist mobility shop based on Market Road in the town centre. Training Officer, Natalie Collins, attended on behalf of DIAL Doncaster and took the opportunity to have her photo taken with the former football player and Manager. The grand opening was reported to be a successful event and photos of the day can be seen on the All Mobility Facebook page at facebook.com/AllMobility.Doncaster.



Natalie Collins with former football player and Manager, Kevin Keegan.

Appeal Process Changes

Since the 28th October 2013, there have been changes to the appeal procedure against decisions made on benefit claims including Personal Independence Payment, Income Support, Winter Fuel Payment and other DWP benefits. If you are not happy with a decision made by the DWP, your first course of action is to contact them to discuss it. You can also request a copy of the written reasons at this stage. If you are still unhappy with the decision you have to formally request a 'mandatory reconsideration' by telephone or in writing. This has to be requested within one month of the original decision (or one month and 14 days if you previously requested written reasons). The DWP will then look at your claim again and send you a response. It is important that you keep this mandatory reconsideration notice as you will be required to submit it at the appeal stage. You have one month from the date of your mandatory reconsideration notice to then make an appeal. To do this you are required to complete the form 'Notice of Appeal Against a Decision of the DWP' (SSCS1) and enclose the mandatory reconsideration notice. For further information on the appeal procedure go to www.gov.uk/appeal-benefit or contact DIAL Doncaster on 01302 327800 for advice.



Further Benefits Training for DIAL Staff and Volunteers

To ensure that our Welfare Rights Officers and Helpline Advisers can continue to deliver appropriate and up to date advice and support with certain welfare benefit issues, staff and volunteers are undergoing in-house training on both Universal Credit and Personal Independence Payment. The training is being provided by Sheffield Debt Support Unit. They can offer various courses and specialist training which can be tailored to suit your needs. For further information on the courses available call 0114 250 1144 or visit debtsupportunit.org.uk.

DIAL Awarded 'Registered Charity of the Year' by CVS

Doncaster CVS recently celebrated its 70th year and as part of the celebrations, the 'Community and Voluntary Sector Awards' were launched to recognise the achievements of local individuals and organisations in the voluntary sector.

DIAL Doncaster was chosen to receive the 'Registered Charity of the Year' award which was sponsored by Taylor Bracewell. This award was given to DIAL, as an organisation 'that has consistently delivered outstanding service to its beneficiaries, promoted and raised its cause, been clear in its goals and demonstrated excellence all round', so to receive this award was a great honour.



DIAL's Chief Executive, Linda Lee, receiving the award at the Doncaster CVS Community and Voluntary Sector Awards.

New Sticker Stock!

We now have the latest disability-related car stickers and there is a wide range to choose from. The stickers are suitable for both disabled drivers and passengers and are a good way of getting noticed by other drivers, particularly if you have any requirements because of your disability. Prices start from **£1.00** and the full range can be viewed in a pdf document on our website [here](#).



A small sample of the stickers we have in stock



Volunteer Welcome

DIAL would like to give a warm welcome to our new volunteers Andrew Hodgkins who drives the vans to support our charity shops, Andrea Grady who provides support in the information department and both Susan Morris and Lynn Thompson who support the helpline team.

If you're interested in becoming a volunteer, contact us on **01302 327800** or visit our volunteering page [here](#) to find out more.



Web Stats Summary

November/December 2013

www.dialdoncaster.co.uk

Total Visitors: 9391
Total Page Views: 19343
Total Factsheet Views: 3058
Total Benefit Sheet Views: 1324
Local Contacts Viewed: 3309
National Contacts Viewed: 1842

Top Three Factsheets:

1. Road Tax Exemption
2. NHS Dentists
3. Mental Health

To view our factsheets click [here](#)

Top Three Benefit Sheets:

1. Disability Living Allowance
2. Job Seekers Allowance
3. War Disablement Pension

To view our benefit sheets click [here](#)



DIAL would like to say a big thank you to The Screwfix Foundation who has donated £1,000, through the fundraising efforts of Screwfix staff members. The donation will help with improvements and repairs to our wheelchair accessible holiday accommodation at Marton Mere in Blackpool, which is purpose-built for people with disabilities.

Thankyou!



Young People with a Learning Disability an Inspiration

Young people recently celebrated completing a City and Guilds accredited 'Managing Personal Finance' course which has helped improve their money skills in order to live more independently. The group from Doncaster took part in a project called Inspire Me, set up by Mencap and ENABLE Scotland to support 25,000 young people with a learning disability aged 14-25 across the UK. Inspire Me is funded by The Co-operative Charity of the Year partnership which has raised over £7 million for young people with a learning disability.

The Inspire Me project provides activities and training that give young people with a learning disability the chance to learn new skills and to build their confidence.

Young people from Mencap's Housing and Support Service in Doncaster took part in the course and learned about the importance of budgeting, the differences between essential and non essential purchases, the potential consequences of overspending as well as the potential dangers of borrowing from pay day loans and credit card companies.

Charlene Robson, the Youth Coordinator for the Inspire Me project in Yorkshire explained, "I feel very privileged to have worked with the group at Doncaster Mencap. Everyone worked so hard during the course. Managing finances can be a challenging subject but the group did not let this discourage them. Their hard work and determination is an inspiration. It is so important to provide young people with the tools to improve their skills and confidence with money management, which Inspire Me does in a unique and fun way".

Marshall Barclay, a young person on the course, has explained how the course has helped him, "The course has given me more understanding of my money. I am normally quite a shy person but Mencap are helping me be more confident. I have found the course very interesting". Daniel Danford also shared his views about the course and explained "I have really enjoyed it. I've liked working with new people and I have learned new skills".

The group are looking forward to celebrating what should be a fantastic reward for all of their hard work; a certificate in Employability and Personal Development from City and Guilds.

If you would like to find out more about Inspire Me or refer a young person contact Laura Down, Regional PA - Inspire Me and Projects on 0121 722 5916.

Mobile: 07961 283 685

Email: laura.down@mencap.org.uk



Youngsters from Mencap's Housing and Support Service showing off their certificates.

Energy-Saving Solutions

There are a number of initiatives and benefits available to help people keep their homes well-insulated and energy efficient, so warmth and wellbeing can be maintained, particularly during the winter months. Below are various schemes and contact details of where people can go to get valuable advice and information on energy efficiency and money-saving tips.

The Warm Home Discount Scheme - If you, or your partner, are in receipt of the Guarantee Credit element of Pension Credit, you *may* be entitled to a £135 discount on your electricity bill. Some suppliers may also offer the discount on a discretionary basis to vulnerable customers e.g. those on a low income. For further advice call **0845 603 9439**.

Green Deal Initiative - This government scheme can help you make energy-saving improvements to your home without having to pay any up front costs. The Green Deal is a loan so will have to be paid back over time, through your energy bills. Visit www.greendealinitiative.co.uk for details.

Energy Company Obligation - If you are getting certain benefits, you may qualify for help with energy-saving improvements if you own your home or privately rent (prior consent from the owner is required before making any changes). To find out if you qualify, and what help may be available, contact the Energy Saving Advice

Service on **0300 123 1234**.

Energy Grants Calculator - If you're looking for help with heating costs, home insulation or a new boiler, the Government has an online energy grants calculator to work out if you are eligible for any help towards the costs. Go to www.gov.uk/energy-grants-calculator to find out what help may be available.



Further sources of information and advice:

Home Heat Helpline - Offers advice to those struggling with their energy bills. Freephone **0800 336699** or visit www.homeheathelpline.org.uk

Energy Saving Trust - Energy-saving information and advice including useful money-saving tips and calculators. Free advice is available by calling **0300 123 1234** or visiting the website at www.energysavingtrust.org.uk

DIAL also produce an 'Energy Efficiency' Factsheet which can be viewed [here](#)

Doncaster Advice Services Partnership Established

DIAL have been working together with three locally based advice agencies as part of the Doncaster Advice Services Partnership (DASP) project. The other agencies involved are Doncaster Citizen's Advice Bureau, M25 Housing and Support and Doncaster West Development Trust, representing a collaboration of expertise in four key areas; Welfare Benefits, Debt, Housing and Employment. Natalie Collins was recruited by DIAL as Training Officer for the lottery funded project. As part of her role, she has been involved in the recruitment and training of four Trainee Advisers. Training sessions have included confidence building, safeguarding, essential interview techniques, suicide awareness and gateway assessments. The Trainee Advisers have also been shadowing workers from other local agencies to get a better understanding of the work they do within the local community.

For more information you can contact any one of the following organisations:

DIAL Doncaster **01302 327800**
Citizen's Advice Bureau **01302 735221**
M25 Housing and Support **01302 361777**
Doncaster West Development Trust **01709 866466**



DIAL Training Officer, Natalie Collins (Centre) with the DASP Project Trainee Advisers.



Did you know.....

Looked-after children, their family and friends can access free or discounted entry to various attractions across the UK with a **Max Card**; a scheme designed to help qualifying families and foster carers save money on fun-filled days out. For further details visit the Max Card website [here](#).

maxcard

Effective from the 29th January 2014, the DWP have launched a new Attendance Allowance helpline number to make it easier for claimants to get in contact. The existing DLA/AA helpline number is now dedicated to DLA claimants only. The new Attendance Allowance Service Centre number is either **0345** or **0845 6056055**. The 0345 number should offer cheaper calls for mobile phone users whereas the 0845 number offers landline users a lower rate.

L.A.D.E.R (Learning About Disability, Differences, Equalities & Rights) is a new locally based group which has formed so young people with disabilities can have their voices heard. Monthly meetings are an opportunity for discussing issues, socialising and influencing decisions that may affect their life. For further information about the group you can contact one of the following:

Davina Harding
07785343805
davina.harding@doncaster.gov.uk

John Betts
07771978550
john.betts@doncaster.gov.uk

Darren Gough
0755411321
Darren.gough@doncaster.gov.uk



We Need Your Clothes!

DIAL Doncaster is in urgent need of your unwanted clothes to stock our charity shops and are appealing for donations. This can also include items of clothing which are no longer wearable as these can help to raise funds through recycling. Donations can be dropped off at any one of our four shops or we can arrange for one of our drivers to collect items in bulk. Contact your local charity shop for further details or to arrange a free collection.



Disabled Entrepreneurs - Inspiring Potential

Business start-up or development can be a daunting prospect but with the added challenges of having a disability, it may take that extra bit of support, drive and determination to achieve those goals. This is where Disabled Entrepreneurs may be able to help. With each member having personal experience of disability, they can offer the support needed to help you take that important step forward. They achieve this through motivational speaking, networking, business news and a variety of services to support your business needs. For more information go to www.disabledentrepreneurs.co.uk or visit their Facebook page [here](#) which is filled with news, information and inspirational stories.

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Armthorpe

23 Church Street
01302 302500

Balby

246 Balby Road
01302 853194

Intake

47 Sandringham Road
01302 360650

Woodlands

294 Great North Road
01302 722121



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.

How you can contact us:



Unit 9, Shaw Wood Business Park, Shaw Wood Way, Doncaster, DN2 5TB



Tel: 01302 327800 Fax: 01302 327205 Minicom: 01302 768297



Email: advice@dialdoncaster.co.uk



Web: www.dialdoncaster.co.uk



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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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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.



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Where Quality Counts

