

**DIAL Information****Kiosks Update**

Funding for the DIAL on Line project ceased in March 2011 and since that time DIAL has endeavoured to maintain the Touchscreen Information Kiosks on a voluntary basis, without funding, but some have now started to fail. Due to the age of the kiosks replacement parts have now become obsolete and therefore a decision was taken to remove the non-functioning kiosks. The kiosks that remain within the Doncaster community are located within PALS, at the Flying Scotsman Health Centre, the Phoenix Medical Centre, Doncaster, the Martinwells Health Centre, Edlington and the DIAL office reception .



Welcome to the fourth edition of DIAL News.

DIAL has had an eventful few months which have proved successful for the organisation.

The Big Lottery Supporting Change Grant funded an Open Day entitled "Volunteer to Make a Difference" which was held at St Peter's in Chains, Doncaster in July. The event went well with six new volunteers being recruited and two further applications are pending.

A fundraising Race Night was held in September at Club 39, where the proceeds were shared between DIAL and the Cold Stream Guards Association. Everyone enjoyed the night and a total amount of £964 was raised.

DIAL's Welfare Benefits Service for Doncaster Council was put out for tender and we were fortunate enough to be successful. This will help to secure a much needed



Pamela Arrand
Chief Executive

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service.

As you will see on page 2 there is information about DIAL's forthcoming AGM. The AGM will be followed by a Fashion Show to promote the DIAL charity shops, which provide affordable items of quality clothing, furniture and bric-a-brac. There is an air of excitement building between the volunteers and staff who will be modelling the outfits during the event. The outfits will be on sale after the show along with a fundraising raffle. We hope to make it a fun day by not only highlighting the excellent work that DIAL has achieved over the last twelve months, but to show how the volunteers and staff have worked collectively to organise the show. Beauty students from Doncaster College will be volunteering their time to support the occasion by doing hair and makeup. Everyone is welcome, so please do come along and enjoy the day!

At the end of September we had to say goodbye to John Burke who has now retired. John has been with DIAL for many years, first as a volunteer, Committee Member, Community Development Manager and Public Relations Officer. He will be missed by everyone and we all wish him well in his retirement.



Did you know.....

Following the Prime Minister's recent reshuffle of his Cabinet there is a new Minister for disabled people- Esther McVey. A former GMTV presenter and business woman, Esther has been a Conservative Politician and MP since 2010.

YOUR INVITE TO THE DIAL AGM AND FASHION SHOW EVENT 2012

Our AGM will take place on **Friday 2nd November at 10am at the Doncaster Rugby Club, Armthorpe**. Following the AGM we are holding a Fashion Show to promote DIAL's four charity shops and the benefits of recycling. Staff and volunteers have agreed to be models for the day. Students from the Doncaster Hub Beauty Salon have kindly offered to support the event to do the hair and makeup. Outfits and accessories will be for sale on the day to raise funds. We are also having a tombola and a raffle so come along and support the event. Everyone is welcome!

ACCESSIBLE SELF DRIVE VEHICLE HIRE SERVICE WITHDRAWN

This service was introduced over 18 months ago following consultation with the Aiming High Team at DMBC. Unfortunately, due to a lack of demand for the service, a recent decision was taken to withdraw the vehicle as it was no longer feasible for the organisation to continue with the service.



New Volunteers

We would like to welcome some new volunteers who have recently joined the organisation. Roberta Eales will be assisting our Helpline Team.



We also have several new volunteers who assist in the DIAL charity shops, they are:

Jacqueline MacLean,
Caroline Davis,
Rachael Holland,
Christopher Beadman,
Susan Scott, Winifred
Hunt, Christie Mason,
Nigel Brooks, Rosaleen

Russell, Hilary
Walton, Faye
Donald, Joseph
Briggs and
Christopher Gayler.



National Minimum Wage rates from October are:

- £6.19 - the main rate for workers aged 21 and over
- £4.98 - the 18-20 rate
- £3.68 - the 16-17 rate for workers above school leaving age but under 18
- £2.65 - the apprentice rate, for apprentices under 19 or 19 or over and in the first year of their apprenticeship

Healthwatch England will be part of a new Healthwatch network from April 2013, giving people who use health and social care services a powerful voice locally and nationally. For more information visit: www.healthwatch.co.uk



The End of an Era at DIAL

John Burke, PR Officer, has now retired from DIAL.

John first became involved with DIAL following a redundancy at work. A visit to the Volunteer Bureau, as it was then known, pointed him in the direction of DIAL and he volunteered his time and assisted within the Information Team. He then became a DIAL Trustee and took on the role of Secretary and later, Vice Chair.

John gained paid employment that took him on a journey to Lithuania. During this time he had to give up his volunteer role at DIAL but rejoined the Trustees twelve months later. John finally secured a paid position at DIAL, as Community Development Manager in 2002, where he introduced the DIAL Disability Awareness Project in primary schools throughout the Doncaster Borough. Working with DIAL volunteers and colleagues, John successfully delivered this project for 8 years building up a broad network of local partnerships and getting DIAL more recognised within the local community by giving informative talks to groups and professionals working within the Health and Social Care field. Sadly the funding for this project came to an end in March 2012 and John became DIAL's Public Relations Officer for a further six months but then took the decision to retire.

John commented that during his role within the community he had come across many residents that had used DIAL services and they had only ever expressed praise and given favourable comments about DIAL. He hopes that DIAL will be able to continue to provide the excellent services that it has over the years in the future. He is proud to have been part of DIAL and will miss the staff, the volunteers, the especially funny moments and the social side of the organisation.



As John is a lifelong Doncaster Rovers fan his colleague, Sue, made him a Doncaster Rovers Football Shirt cake. We celebrated with a night out at Zest, in Doncaster.

We will all miss you John!



John displaying his retirement gifts and cards

Did you know?



The Association of Train Operating companies (ATO)C have launched a new website, Rail Travel Made Easy, that is designed to assist disabled passengers make use of resources and help available to plan a barrier free train journey throughout Britain. For more information visit: www.railtravelmadeeasy.co.uk

From 17 October, GOV.UK will replace Directgov and Business Link. The website will be the place to help you to find government services and information.



Merry Christmas from Royal Mail



If you receive Pension Credit, Employment and Support Allowance or Incapacity Benefit you can buy up to 36 stamps in either books of 6 or 12 at Royal Mail's Christmas 2011 prices. The offer is available from 6 November until Christmas Eve. Vouchers will be delivered to every residence between 8-18 October 2012.



The DIAL High Dependency Mobile Changing Unit has been very active over the summer months appearing at several events including: Mobility One Big Day at Chepstow and Harrogate, the Get Going Live Event at Castle Donnington and the Reebok Stadium in Bolton.

Buy this Advertising Space for as little as £70.00
For more information contact Linda 01302 327800



Could you be a Trustee?

We are currently seeking volunteers for our Board of Trustees. If you are a motivated person with time to spare and have an interest in, or have experience of disability we would like to hear from you.

Contact: Pam Arrand, Chief Executive on 01302 327800



A FOND FAREWELL

Sara Carroll, the Balby Charity Shop Manager, left DIAL to begin a new life in Liverpool supporting her young son who has been selected to join Everton football club. She was a great asset to DIAL and will be sadly missed by staff and volunteers and regular customers who visit the shop too.



A WARM WELCOME

DIAL would like to introduce Wilma Talbot as the new Balby Charity Shop Manager. We would also like to welcome Paula Copeland the new Deputy Manager of the Charity Shops.

Made a Difference!



DIAL's Volunteer Open Day Event was a great success. Six new volunteer opportunities were created within the organisation. A special thank you goes to all those who supported the day and especially to Sue and Pat who kindly baked some delicious cakes for the event!



TRUSTEES' WEEK 2012
5-11 NOVEMBER

Trustees play a vital role volunteering their time and working together to make important decisions for the charity. Trustees Week is an annual event to showcase the great work that Trustees do and to highlight any opportunities you may have for people to become involved as new Trustees.

For more information visit: www.trusteesweek.org.uk.



Volunteering at DIAL

Do you have some time to spare? We currently have volunteering opportunities as follows:

- Volunteer Helpline Advisers
- Charity Shop Assistants
- Volunteer Drivers and Driver's Mates to assist our Charity Shops deliver and pick up donated items

If you visit our website you can view the role descriptions.

If you are interested in volunteering with our organisation please call our Volunteer Recruitment Team on: 01302 327800

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.

Office for Disability Issues

HM Government

Growing your customer base to include disabled people

A guide for businesses



This guide has been developed in partnership with the Department for Business Innovation and Skills, the Employers' Forum on Disability, the Office for Disability Issues (Department for Work and Pensions) and disabled people, with support from Lloyds Banking Group and Microlink.

The guide above has been launched to encourage businesses to make their services more accessible to disabled people. The guide, developed by the Department of Business Innovation and Skills along with the Employers' Forum on Disability and the DWP, is aimed at small and medium sized businesses.

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A Company Registered by Guarantee

Company Registration Number: 4436063

Charity Registration Number: 1103621



Don't Forget to Change your Clocks!

The clocks will go back by one hour on Sunday 28 October as British Summer Time (BST) ends for another year. The official time changes at 2.00 am BST, moving back to 1.00 am Greenwich Mean Time (GMT) across the UK.

A wide range of care services from one of the most trusted names in care:

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- Specialist Care • Live-in Care

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*Subscription
to our
newsletter is
free*

**Do you have any comments about our newsletter?
We would love to hear them.**

Can You Help?

We urgently need your donations of furniture, electrical items and bric-a-brac for our charity shops. We offer a free pick up service. Donations help us to raise much needed funds to support our charity to continue the work that we do.

We hope 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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Where Quality Counts

