

Do you know that

You can get a free tax disc if you get the enhanced rate of the mobility component of the Personal Independent Payment . You can get a 50% discount on your road tax if you get the standard rate of the mobility component.

A New Volunteering Opportunity at DIAL



Are you a good listener ?
Do you have excellent communication skills?
Do you enjoy helping people? Then this role may suit you. We are looking to recruit a team of triage assessors to identify the needs of clients that drop in to our office by providing a friendly and approachable face-to-face contact. For more information contact our Helpline on 01302 327800.



Welcome to the Spring/Summer Edition of DIAL News.

This will be the last time I will be contributing to the DIAL Newsletter as I shall be retiring shortly, after being with the organisation since 1994. Over the years, I know that DIAL has done many great things for disabled people and those with long-term health conditions living in the Doncaster area. During that time I hope I have imparted my skills and expertise, but it has also been a time where I have learnt a great deal.

I have learnt that DIAL's Committee Members have given their time and expertise selflessly and willingly. My time as CEO gave me an understanding for what it takes to run an organisation such as DIAL, the strategic and financial planning that is required,



Pamela Arrand
Chief Executive

this issue

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at the same time keeping all the stakeholders and funders happy, maintaining the integrity of DIAL's vision, while still being open to innovative change.

I have also learnt the value of having a positive and enthusiastic group of workers, giving tirelessly of their time to enhance the image and activities of the organisation. I have learnt that it takes a very special group of people to commit to their jobs, even when the going gets tough. I am extremely grateful for the role that everyone (paid staff and volunteers) has played throughout the years.

DIAL Doncaster is a truly worthwhile organisation and I know it will continue growing and developing to satisfy the needs of its service users. This will be done under the guidance of Linda Lee, DIAL's new Chief Executive, who I am sure will steer the organisation into great things in the future. I wish her and DIAL every success.



Follow DIAL on Twitter
[@DIALDoncaster](https://twitter.com/DIALDoncaster)

Innovative new way of providing Information at your fingertips



DIAL has recently installed a new Information Touch Screen Kiosk in the Central Doncaster Library, funded by the Big Lottery Fund.

The kiosk is a user friendly device that has the ability to allow people to navigate by touching icons on the screen. You don't have to be an experienced computer user to access the information on the kiosk.

BIG LOTTERY FUND

The system provides an interactive gateway to the DIAL website which has a variety of information factsheets, benefit pages, in depth information on the services that DIAL currently provides, local news items as well as contacts for local and national support groups.

The Information Manager, Linda Lee, commented that DIAL has always promoted independence and the kiosk will ensure that users have the freedom to access useful and impartial information whilst enhancing the great service that the Doncaster Library provides to all of its users.

DIAL HDU Travels the UK

The DIAL Mobile High Dependency Changing Unit has been making an appearance up and down the UK already this year. It has recently been located at events held in Bath, Aintree and Newcastle.

The HDU has enabled event organisers to ensure that their event is fully inclusive. Local organisations can hire the unit at a reduced cost. For more information contact our Helpline on 01302 327800.



Celebrating Volunteer Week - Helpline Volunteers

Our Helpline Volunteers are committed and dedicated individuals who play a key role on the helpline. Their contribution is vital to the high quality support and information that DIAL provides to disabled people, family members and carers who contact DIAL for help. For many

disabled people who contact our helpline, the volunteer that takes the call may be the first person that they have asked for support. Our helpline volunteers are able to listen to, and support the caller, as well as provide them with accurate and appropriate information. Through in-

depth in house training our helpline volunteers develop listening and support skills along with a wider knowledge of local service provision. The work is often challenging but very rewarding.

If you are interested in volunteering at DIAL contact our Helpline on 01302 327800.

Did you know.....



There is a Knit and Natter Group every Thursday 11am-1pm at the Linney Centre, off Weston Road, Balby. You can go along and share your knitting skills, learn how to knit or just have a cuppa and a chat. For more information contact: 01302 570608.



DIAL is currently holding an outreach benefits surgery at the new Healthwatch Doncaster Office located on Duke Street in Doncaster. The Surgery will be held on alternate Wednesdays between 10-12 noon and is by appointment only.

If you would like to book an appointment to see an adviser for benefits advice please contact our Helpline on 01302 327800. Please note that claim forms will not be completed at this surgery because of time constraints.



DIAL MEETING/TRAINING ROOMS FOR HIRE

The DIAL Doncaster meeting/training rooms offer a modern comfortable environment in a fully accessible building. The rooms can be hired for meetings, coffee mornings, conferences, workshops and training sessions. The rooms are situated within the main DIAL Offices located at Shaw Wood Business Park, Shaw Wood Way, Doncaster.

If you would like to view the rooms prior to your booking this can be arranged. We have 2 rooms for hire, an interview/meeting room and a larger meeting/training room. There is adequate free car parking available and the DIAL office is situated on a convenient bus route.

Session Times are 09.30am to 12.30pm, or 1.30pm to 4.00pm (Monday to Friday), a full day option is also available. Requirements outside these times can be negotiated.

For more information please contact our Helpline on **01302 327800** or visit our website www.dialdoncaster.co.uk and click on the



Room Hire menu button where you can download an information flyer.



Increase in Demand for DIAL services



DIAL has recently experienced a sharp rise in people wanting to access its services. The organisation did anticipate that there would be an increase in the number of benefit enquiries to its helpline due to the introduction of the Welfare Reform but the impact has also been very evident from the amount of drop-in clients at DIAL's offices.

Our Helpline Staff are working hard to deal with the increase and we are currently seeking new volunteers to support the service. However, some of our clients may find it difficult to get through on the Helpline at peak times. You can leave a message and you will get a call back or you can email us with your enquiry:

advice@dialdoncaster.co.uk

Can You Help?



We are currently looking to recruit a team of volunteer form fillers to support our busy benefits team and to assist clients with applications for specific benefits. The role will involve a full Induction process and initial shadowing work with our benefits officers at DIAL's office. If you are interested please contact our helpline for a volunteer application pack on 01302 327800.

East Coast Access Audit – Doncaster Station

East Coast Trains have commissioned an organisation called Wideaware to carry out an independent access audit on their services. This will include Doncaster Station and the facilities. The audit will help to identify areas where they can improve services for disabled passengers. If you are disabled or are a carer/relative of a disabled person that has used the Station and its facilities or accessed the East Coast Train Service they would like to hear about your experience.

Click on the link below to access the short survey:

<http://www.surveymonkey.com/s/QTZYRCW>



Personal Independence Payment (PIP) Overview...

From April 2013, Disability Living Allowance (DLA) began to be replaced by Personal Independence Payment (PIP) for disabled people aged between 16 and 64.

PIP is for you, not for a carer.

You can qualify for PIP whether or not you have someone helping you. What matters is the effect your disability or health condition has on you and the help you need, not whether you actually get that help.

PIP has two components:

a daily living component – for help participating in everyday life;

a mobility component – for help with getting around.

You can be paid either the daily living component or the mobility component on its own, or both components at the same time.

Each component is paid at two different levels: a 'standard rate' and an 'enhanced rate'. The rate you are paid depends on whether your ability to carry out daily living or mobility activities is 'limited' or 'severely limited'. This is tested under the PIP assessment.

To start a claim for PIP, telephone the DWP on 0800 917 2222.

Do you know about Discretionary Housing Payments?

Discretionary Housing Payments provide extra help to people who are already getting Housing Benefit and need further financial assistance with their housing costs. This will usually be because there is shortfall between the amount of benefit they get and their rent.

To qualify for Discretionary Housing Payments, you have to meet certain conditions:

- You must be receiving some Housing Benefit or Universal Credit that includes a housing element towards rental liability;
- There must be a shortfall between the amount of benefit you get and your rent;
- You must be able to show that you need extra help to meet your housing costs.

What types of shortfall can Discretionary Housing Payments cover?

You have a shortfall if the amount of Housing Benefit you receive is less than the rent you have to pay. There may be different reasons why you have a shortfall. Here are a few examples of the types of shortfall Discretionary Housing Payments can help with:

- When the Local Housing Allowance is less than the rent you have to pay and your landlord will not reduce your rent;
- When your benefit is reduced because you have a non-dependant living with you;
- When your benefit is reduced based on your income;

When you need to pay a rent deposit or rent in advance to move into another property (but we will normally only consider this if you are moving to a cheaper property because of a shortfall at your current address).

How do I apply?

You must fill in an application form to apply for Discretionary Housing Payments. It's important that you give as much information as you can about your circumstances, so you may want to seek help to fill the form in.

If you want an application form or any other help and advice about Housing Benefit, please get in touch with the Doncaster Council Benefits Section in one of the following ways:

Phone us: 01302 735336

Write to us: Doncaster Council, Benefits Section, Civic Office, Waterdale, Doncaster, DN1 3BU

In person: The counter at the Civic Office is open Monday to Friday from 8.30am to 5pm.

Minicom: 01302 735322

Fax: 01302 734373

Email: housing.benefit@doncaster.gov.uk (For general enquiries)



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Volunteering at DIAL

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

- Volunteer Helpline Advisers
- Form Fillers
- 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.

Changes to the Appeals Process

To coincide with the recent introduction of the new benefits, PIP and Universal Credit (later this year) the appeals process has been changed. The changes should improve customer service enabling disputes to be settled as early as possible.

The new elements consist of:

Mandatory Reconsideration - DWP will reconsider all decisions before an appeal.

This change means that if someone disputes a decision, they will need to ask DWP to reconsider the decision before they can appeal to Her Majesty's Courts & Tribunals Service (HMCTS). This is known as "mandatory reconsideration". The change aims to make sure that people understand the decision and encourage them to provide additional evidence earlier in the process. Resolving disputes without the need for an appeal should also help ensure that people receive the right decision earlier

in the process.

Direct Lodgement - Appeals are to be made directly to HMCTS.

This change means that, after DWP has reconsidered a decision, if someone still disputes the decision and wishes to appeal, they must send their appeal directly to HMCTS. This is known as "direct lodgement". It brings the process for Social Security and child maintenance appeals into line with other major tribunal jurisdictions handled by HMCTS.

Time limits for appeal responses.

The DWP has agreed to the request of the Tribunal Procedure Committee to introduce time limits for DWP to return appeal responses to HMCTS, and undertaken to provide an appeal response within 28 calendar days in benefits cases, and within 42 calendar days in child maintenance cases.

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How you can contact us:



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Company Registration Number: 4436063
Charity Registration Number: 1103621

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

Subscription to our newsletter is free

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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telephone: 01302 327800

Where Quality Counts

