



DIAL has recently been successful in achieving the Advice Quality Standard Accreditation (AQS). This quality mark is the only sector-owned, independently audited standard that focuses on advice. This quality standard demonstrates to our clients, funders and other agencies that DIAL staff have the relevant and up to date expertise and that the organisation is continually committed to providing a quality Specialist Advice Service.

Accessible Information on the move....

Did you know that over 1,200 people accessed the DIAL Website in January 2013 via a mobile device.



Welcome to the Winter Edition of DIAL News.

The New Year has come and gone and DIAL is now in the process of preparing for its 30th Anniversary Year, as well as continuing to support the most vulnerable people in the Doncaster area.

January and February have been extremely busy months, and welfare benefits enquiries are increasing daily, especially for help with Appeals. DIAL is the only organisation in Doncaster that represents at Tribunal Hearings and, due to welfare reform changes, is inundated with this type of work. Last year over 400 cases of Appeal work were undertaken with representation at 295 Tribunals. This is over double the amount from the previous year.

In January 2013 DIAL was audited by Assessment Network Ltd for its Legal Services Quality Mark (now Advice Quality Standard) which, once again, was successful. The Auditor stated that DIAL was to be congratulated for managing to maintain such a credible level of compliance during a particularly turbulent and demanding period.



Pamela Arrand
Chief Executive

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DIAL's Holiday Lodge on the Marton Mere Site, near Blackpool and its caravan at Mablethorpe are being booked up fast. If you would like an inexpensive venue for a great holiday please get in touch with DIAL's Helpline.

DIAL's charity shops are doing well but we are always grateful for any donation, be it large or small, and would welcome more volunteers to assist in the shops. Volunteers are also needed for the Helpline. To try and become more sustainable DIAL has recently expanded into the offices next door and now has two lovely rooms available for hire. More details can be found on page 3.

As with many voluntary organisations, DIAL is struggling with funding to maintain the increase of its service users. To help with this DIAL has been successful with a Big Lottery Bid, together with partners, Doncaster CAB and M25 Housing Support Group. This will enable DIAL to have a Young Person's Helpline Adviser.



As DIAL celebrates it's 30th year we hope to have some special events to mark this outstanding occasion!

Current Blue Badge Processing Time

DMBC Blue Badge Team have recently published the following message: Please note that due to recent changes to the Blue Badge criteria, the setting up of a new dedicated Blue Badge Team and the high volume of applications received, unfortunately there is currently a processing time of up to 3 months for dealing with Blue Badge applications. If you are a current Blue Badge holder there is a temporary grace period, where if you have applied for a badge, you can still use your current badge for 3 months after its expiry date. Please be aware that this is only in DMBC owned car parks and DRI. However this does not apply to private owned car parks or any where outside of the Doncaster Borough area.

DIAL can assist you to complete your Blue Badge application form. Contact our helpline for more information.



Doncaster Carers Service

Carers Moving Forward

Would you like a safety net to support you in your caring role?

Do you worry what would happen to the person you care for if you had an accident or something unexpected happens?

For instance, your car breaks down or bad weather conditions prevent you from getting home or visiting the person you care for?

If you joined the Free Carers Emergency Contact Scheme and carried a Carers Emergency Card you do not need to worry as support will be put in place immediately for up to 48hrs week days and up to 72hrs weekends and Bank Holidays. For more information or to apply for a card please visit: www.doncastercarersservice.org.uk or Tel: 01302 812827 or you can email: cmf@ageukdoncaster.org.uk.

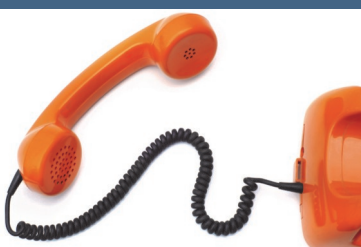


Volunteer Focus-Helpline Adviser

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.



Did you know.....

CARERS UK
the voice of carers

Carers and the Welfare Reform Act

Carers UK have recently produced a comprehensive guide on how carers will be affected by planned changes to benefits under the Welfare Reform Act. The guide answers questions about Universal Credit, Carer's Benefits, Disability Living Allowance and other changes. The guide is free to download by visiting:
www.carersuk.org

The DWP have recently published example Personal Independence Payment application forms and guidance. For more information visit: www.dwp.gov.uk

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contact Linda
01302 327800**



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.

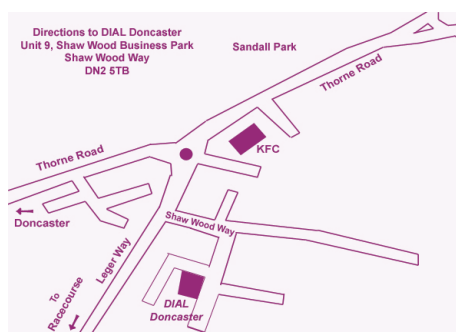
If you would like to view the rooms prior to your booking this can be arranged. We have 2 rooms for hire, an interview/meeting room and a larger meeting/training room. There is adequate free car parking available and the DIAL office is situated on a convenient bus route.

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.



Did you know?



The Doncaster Consortium of Voluntary Sector Organisations has launched its new website. You can now visit :

www.doncasterconsortium.co.uk



HFT (formerly known as the Home Farms Trust), the national charity supporting people with learning disabilities and their families have recently produced a useful guide giving details of the forthcoming changes to welfare benefits. For more information visit: www.hft.org.uk



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

Social Fund Reform - April 2013

The current Social Fund Scheme will change as from April 2013. The changes are:

- Community Care Grants, Crisis Loans and Budgeting Loans will be abolished.
- Community Care Grants and Crisis Loans (for items and general living expenses) will be replaced by a new localised service. In England this scheme will be delivered by Local Authorities.
- Budgeting Loans will continue for those in receipt of income related benefits until they transfer to Universal Credit. People will then have access to a new system of Budgeting Advances which will replace Budgeting Loans once Universal Credit is fully rolled out.

For more information you can visit: www.dwp.gov.uk

Personal Independence Payment (PIP) and eligibility for a Blue Badge...

Following a Department of Transport consultation which considered the options for changing the Blue Badge criteria, the Government has chosen option 3: that those who score 8 points or more within the 'Moving Around' activity within PIP are eligible for the Blue Badge.

Under the revised regulations it will apply to those who:

- Can stand and then move unaided more than 20 metres but no more than 50 metres - Score 8
- Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres. - Score 10
- Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided. - Score 12
- Cannot, either aided or unaided, (i) stand; or (ii) move more than 1 metre. - Score 12

For more information visit: www.GOV.uk

Changes to the Access to Work Scheme

The scheme provides financial help towards extra costs faced by disabled people at work, such as, travel costs, adapted equipment and support workers. Improvements to the scheme will make applications easier and outcomes more personalised. The main changes are:

- Businesses with up to 49 employees no longer have to pay a contribution towards the extra costs that disabled people may have.
- Access to Work Advisers have more flexibility in

deciding what equipment is funded through the scheme.

- Disabled jobseekers wanting to set up their own business through the new Enterprise Allowance Fund will now be eligible for Access to Work funding from day one of receiving jobseekers allowance. For more information visit www.GOV.UK



Make your outdoor event accessible to all: High Dependency Changing Unit Hire



side for carer assistance if required. The unit is delivered and collected by DIAL anywhere within the UK. Please contact us to discuss your requirements on 01302 327800 or you can email: advice@dialdoncaster.co.uk.

The unit can be hired for large or small events. The unit is easy to use for carers and disabled people. It includes a fully automatic tracking hoist, height adjustable changing bench and a centrally located toilet with plenty of space either





Volunteering at DIAL

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

- Volunteer Helpline Advisers
- 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 Housing Benefit

Housing Benefit for most people living in private rented accommodation has been limited to the number of bedrooms they need for many years.

These rules are now being applied to **working age people** living in social housing (homes let by registered social landlords such as councils and housing associations). From April 2013, if you rent your home from the council or a housing association and you have one or more 'spare' bedrooms, you are likely to get less Housing Benefit.

St Leger Homes of Doncaster have a calculator on their website that you

can use to work out how many bedrooms you will be treated as needing under the new rules.

Visit www.SLHDMoneywise.co.uk and click on the 'Room Calculator' page on the left. Further information is available at: www.doncaster.gov.uk.



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[@DIALDoncaster](https://twitter.com/DIALDoncaster)

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How you can contact us:



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A Company Registered by Guarantee
Company Registration Number: 4436063
Charity Registration Number: 1103621

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:
editor: Linda Lee
email: linda.lee@dialdoncaster.co.uk
telephone: 01302 327800



Where Quality Counts

