



Upcoming events in Doncaster

- **Keeping Safe Event**
Wednesday 30th April
- **Doncaster Disability Engagement Event**
Tuesday 6th May
- **Get Lifewise - Over 60s Free Safety Event**
Monday 12th May
- **Living Well with Dementia**
Thursday 22nd May
- **Doncaster Cancer Survivorship**
Wednesday 4th June
- **Health & Better Living Workshop**
See Page 4
- **DIAL Race Night**
See Page 2
- **Disability Dance Competition**
Thursday 24th July



Well done to staff and volunteers at Balby charity shop who raised £86 from their Easter fundraising.

Thank you to all the customers who purchased raffle tickets and congratulations to the winners!



Welcome to the Spring Edition of DIAL News!

We are well into Spring now and as we continue to move forward we are busier than ever. I don't yet think that we have seen the full impact of the welfare reform on our service provision and anticipate that demand will continue to increase in this area of work.

Our funding situation looks positive for this financial year having secured funding from DMBC for a further year for our Welfare Benefits and Tribunals Service along with continuation funding from the Big Lottery to support our Helpline and BME project. We are currently recruiting for new triage volunteers to support our Innovation Fund project and by strengthening our capacity with a skilled team of volunteers we will be able to provide a new and more efficient face to face drop in service at our office for the provision of information and advice. If you would like to be involved please contact our volunteer recruitment team on 01302 327800. As part of this project we are currently designing a new self help kiosk facility to make our information more accessible to an outer lying area of Doncaster where we do not currently offer an outreach provision.

Once again we have a packed edition of our newsletter which is still proving very popular. If you would like to include a story or an information article this is free, please contact



Linda Lee **Chief Executive**



this issue

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our Editor, Louise.

On a final note we are actively fund raising in support of our holiday lodge at Blackpool to replace and update equipment within the facility. We are hosting a Race Night Event in June (further details can be found on page 2), to make this a successful night please support our cause. By simply purchasing a race night ticket, donating a raffle prize or an item for our hamper will mean that you are supporting a very worthwhile cause. Any assistance is very much appreciated.



New Volunteer Opportunity!

Do you want to gain work experience? Do you like meeting people and working as part of a team?

We are looking for a volunteer delivery and pickup driver to support our four charity shops. The role involves collecting and maximising donations of stock and delivering items purchased throughout Doncaster.

For more information on this exciting volunteering opportunity contact our volunteer recruitment team on **01302 327800** or click [here](#) for the job description.

Under Starter's Orders!

Tickets for our Race Night are now on sale! We have two ticket prices available; **£5.00** which includes entry and a Pie & Pea supper or **£2.50** for entry only.

All tickets include a race booklet and FREE entry into a raffle on the night.

Tickets are limited so make sure you get yours now, to avoid disappointment!

Thank you to everyone who has donated a raffle or auction prize so far, for this event. A list of contributors can be found on page 6. We are still on the look out for further raffle prizes, so get checking in your cupboards for those unwanted Christmas presents or even food items which we can use to make hampers!

Race Night

In Support of
DIAL Doncaster



Friday 27th June

Club 39, Queensgate, Doncaster

7pm

(First race 7.30pm)



Tickets

£5.00 Pie & Peas Supper included
or **£2.50** for an entry only ticket

Contact Louise or Natalie on 01302 327800 to buy tickets or
horses prior to the event

Raffle Auction Race Bets from £1.00

Sale Night Organisers:
Louise Chapman & Natalie Collins
DIAL Doncaster

Come along and bring some friends to this
fun and entertaining evening!

DIAL Doncaster is looking to raise funds to purchase equipment for its holiday accommodation at Blackpool, which is purpose-built for people with disabilities. We are reaching out to members of the public and local businesses for the donation of raffles prizes; big or small. If you have anything at all that could be donated towards our fundraising efforts, it would be greatly appreciated. Items can be dropped off at the DIAL office on Shaw Wood Business Park during office opening hours, or you can contact us on **01302 327800** and we will arrange a collection.

For They are Jolly Good Fellowes!

A big thank you goes to Fellowes who responded to DIAL's fundraising plight by making a very generous donation, initiated by Natalie Collins contacting the company, requesting a raffle prize. A cheque for £200 was presented by Diane Giddings of Fellowes to DIAL's Chief Executive Linda Lee. The donation will contribute towards the improvements of DIAL's holiday accommodation so we would like to express our gratitude for their huge support.

thank you!

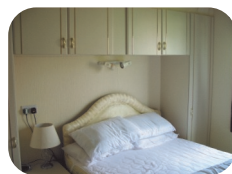
With the help from a £1000 donation made by The Screwfix Foundation, DIAL have been able to make vital improvements to the holiday accommodation at Marton Mere in Blackpool. The donation has been used to decorate the interior of the lodge and more importantly to make much-needed repairs to the ramped veranda which gives wheelchair access into the property. The renovations have been made just in time for the start of the new holiday season and we already have a number of confirmed bookings for the coming year.

The holiday lodge is purpose-built for people with disabilities and features a ramped veranda for wheelchair access, low level kitchen, wet floor shower/toilet area and all the facilities you would expect to find in a self-contained holiday accommodation. It is situated on a Haven site at Marton Mere which is located only 4 miles from Blackpool town centre. The site has recently undergone redevelopments to improve the complex facilities including a new restaurant, refurbishment of the showBar and a new fun shop with t-shirt and mug printing.

The lodge is currently available to hire and we offer a 10% discount for certain dates, if a booking is confirmed before the end of April. Call our helpline on **01302 327800** or click [here](#) for further details.



Linda Lee and Kevin Lee with Screwfix Representative, Anas Matala.



From left to right: Natalie Collins, Diane Giddings of Fellowes and Linda Lee



Web Stats Summary Feb/March 2014

www.dialdoncaster.co.uk

Total Visitors: 10,237
Total Page Views: 21,362
Total Factsheet Views: 3627
Total Benefit Sheet Views: 1233
Local Contacts Viewed: 3977
National Contacts Viewed: 1632

Top Three Factsheets:

1. Road Tax Exemption
2. Mental Health
3. NHS Dental Treatment

To view our factsheets click [here](#)

Top Three Benefit Sheets:

1. Disability Living Allowance
2. Carer's Allowance
3. Jobseekers Allowance

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



Chocs Away!

Congratulations to our Easter Raffle winners! We raised a total of £96.00, so thank you to everyone who bought tickets. Our four lucky winners received a variety of chocolate goodies; perfect for an Easter Weekend of indulgence! We'd also like to say thank you to our young helper for the day, Emmie Bathgate, who helped to sell raffle tickets and present the prizes to our winners.



Emmie Bathgate, presenting prizes to our Easter Raffle winners.



Phoenix - The Way to Work

Phoenix Enterprises offer support and guidance to those who are taking steps to get back into employment. They work in partnership with Jobcentre Plus, Remploy, Business Link and other local agencies in order to help their service users overcome the barriers they may face when looking for, and sustaining employment. They are a not-for-profit social enterprise and their aims are simple; "to increase employability and overcome social exclusion".

Rebecca Bower is an Employment Support Adviser at the Doncaster branch and here is what she had to say about her personal experience of working for Phoenix:



Rebecca Bowers
Employment Support Adviser
Phoenix Enterprises

"Being an Employment Support Adviser for Phoenix is both a challenging and rewarding opportunity. The work that I do as an Adviser is extremely varied, as are the customers that I see. Personally, the part of the role that I enjoy the most is breaking down the barriers that our customers face on their journey back into employment. This can range from emotional issues of confidence and belief in their own abilities to more tangible barriers such as travel arrangements and childcare. I aim to offer support, guidance and practical advice in order to help my customers smash these barriers and move into work."

The role of an Adviser actually encompasses many different skills: employer engagement, individual customer marketing, advice and guidance, training and up-skilling - it is no simple or easy task to keep all the plates spinning but that is what I love about the job. The feeling I get when I have worked with a customer, seeing them develop and, over time, see them grow into a much more confident and determined person, is second to none. That is what makes me get up in the morning; not only not knowing what challenges the day will bring, but also not knowing what rewards will come from dealing with the diverse range of customers that I help."



For further information and advice, you can contact the Doncaster branch on **01302 815771**

Customer First Accredited!

DIAL Doncaster was recently reassessed for the Customer First Standard and successfully met the criteria required to be accredited for a second consecutive time.

To ensure that DIAL maintains a high standard in service provision, we would appreciate feedback from anyone who has ever accessed our service in any way, whether it be a request for information, benefits advice, wheelchair hire, holiday booking or otherwise. This information will enable us to monitor our service

delivery standards, make changes to our procedures if a need is identified and to endeavour to maintain excellent service-user satisfaction. You can give us your feedback; good or bad, by contacting our helpline on 01302 327800, emailing us at advice@dialdoncaster.co.uk or you can complete our online evaluation form [here](#).



Health and Better Living Workshop

DIAL Doncaster is hosting a 'Health and Better Living Workshop' on Friday 13th June from 11.00am to 2.00pm. The day will include:

- FREE food tasting samples provided by **Wiltshire Farm Foods** and **DIAL Doncaster**
- FREE 'Test Your Health' checks including BMI, Blood Pressure and Diabetes. (for those aged between 40 - 74 who reside in Doncaster)
- Talk from a **Healthwatch** representative

- FREE refreshments

There will also be a range of information and advice including leaflets, top tips and recipe cards to help promote healthier lifestyle choices.

The workshop is free, so if you are interested in attending, please contact either Natalie or Louise on **01302 327800**, as places are limited.



New Skills for DIAL Volunteers

Volunteers at DIAL Doncaster have successfully completed a 'Building Self-Confidence & Essential Interview Techniques' workshop provided by Natalie Collins, DIAL's Training Officer. Well done to all those who attended and received a certificate.



DIAL Volunteers with their certificates

Natalie has also provided a 'Suicide Awareness' workshop for interested staff and volunteers at DIAL, which covered ways to identify suicidal tendencies and techniques on how to deal with difficult situations, either face-to-face or over the telephone.

If anyone is interested in our training opportunities, you can contact Natalie Collins on 01302 327800.



Did you know.....

Effective from 1st April, NHS prescription charges have increased from £7.85 to £8.05. To find out more on this and changes to other healthcare costs, click [here](#)

People with complex health care needs now have the 'right to ask' for a Personal Health Budget. The scheme promotes individual choice when making decisions on a person's health and wellbeing needs. For more information about the roll out of the scheme, click [here](#). You can also find out more information on Personal Health Budgets [here](#).

FOR SALE!

If you're looking to sell your unwanted disability-related aids and equipment, you can place an advert on the 'For Sale' section of our website absolutely **free!** Simply contact us on 01302 327800 or [email](#) us with the details of the item you wish to sell along with any photos to include on the advert. You should also include your contact details so potential buyers can get in touch with you. We will keep the item listed, at no cost, until it has sold.

Books Delivered to Your Door

For those unable to visit their local library on a regular basis because of issues relating to age, health or disability, The Home Library Service can provide a free library service directly to your home. The service is run by Doncaster Library and Information Services which is based at the Central Library in the Waterdale.

Books are available in various formats including large print, CDs, cassettes

and ordinary print. DVDs and music CD s are also available.

If you would like to access this service you can contact The Home Library Service on **01302 734304** or you can email HomeLibraryService@doncaster.gov.uk



DIAL has recently hosted two Volunteer Recruitment Days and as a result we can welcome Beverley Beier, who attended our first event, and has been recruited as a Volunteer Triage Assessor. Her role involves supporting the Helpline Team and assessing the need of clients who visit the office on a drop-in basis.

We would also like to welcome Gill Peart who has been recruited as a Volunteer Helpline Adviser.

Our recruitment days also encouraged interest towards voluntary positions within our charity shops and a number of applications were submitted as a result.

Innovation Fund Support

DIAL Doncaster is pleased to announce that we have been successful with our bid to the Innovation Fund, DMBC. The drop in advice and information hub project will enable the organisation to build more capacity with a team of trained volunteers and a triage advice worker who will deliver relevant advice and information on a face to face drop in basis with the use of a digital tablet facility. We hope that this new service will compliment our Helpline provision and reach more clients responding to an ever increasing demand for our service. The project will also develop an outreach drop in provision in an outer lying area of Doncaster to take information out to the wider communities. In addition to this we will introduce new technology for delivering information and advice in the form of a self help interactive kiosk that will be placed in a community based setting. The kiosk will offer an 'ask DIAL a question' option where users can gain answers to common issues relating to health and social care, for example NHS wheelchair supply, eligibility for a personal budget, how to access a carer's assessment. This one stop advice hub will provide a positive pathway to information and advice and be easy to access. The kiosk will have an internal printer feature where users can print off information pages to take away and peruse at their leisure.



From everyone at DIAL, we would like to say goodbye and good luck to Emily Hopgood, who will be leaving us to embark on an exciting adventure across to Canada in June. We hope you have a wonderful experience and wish you all the very best on your travels across the country. Don't forget to send us a postcard!



Emily Hopgood, BME Officer

Feeling Crafty!

With support from the Big Lottery Fund, DIAL have been given the opportunity to provide 6 craft workshops as part of our BME project. Local art and craft company 'Flutterbies' have been enlisted to provide the craft-based workshops which are being held at the DEMRP building in Hyde Park. The workshops focus on cupcake making and sugar crafts whereby participants can engage in various cake decorating techniques and baking basics. The free sessions are being held throughout the year and are proving to be very popular. If you are interested in attending you should contact DIAL on 01302 327800 as places are limited, so booking is recommended.



A big thank you goes to the all individuals and the following local businesses, who have donated towards our fundraising efforts so far:

Lidl
Home Bargains
Sally's Salon Services
Ride a Bike Centre
Gala
Boots
Taylor Bracewell
The Royal Hotel
Fellowes
Halfords
Pagazzi
Cook n Dine
Queenie's Shoes
Iceland
The Gift Company
Trespass
Dance Etc
Black and Decker
The Dome
Quality Books Direct
Handmade Burger Co.
Purple Vouchers

We would also like to thank the following race night sponsors:

Taylor Bracewell
Mellor's Bakery
BDO UKLLP Accountants
Doncaster Ju Jitsu Club
Elmet Process
IPM Print
Cammax
Becca Bower

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.



The Little Book with BIG Savings!

DIAL Doncaster now has Purple Voucher books available for sale. The book contains many money saving vouchers that can be redeemed at outlets throughout Doncaster and nearby areas including leisure facilities, food establishments, retail stores and many more. DIAL will receive a percentage from each book sale, so you can support our fundraising cause while benefiting from all the great discounts available! For further details [click here](#).



DIAL News Issue 09 Spring 2014



Follow us [@dialdoncaster](https://twitter.com/dialdoncaster)

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Email: advice@dialdoncaster.co.uk



Web: www.dialdoncaster.co.uk



A Company Registered by Guarantee
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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.

Where Quality Counts

