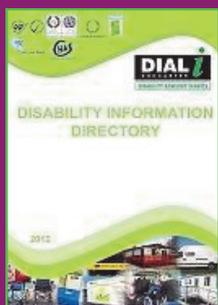
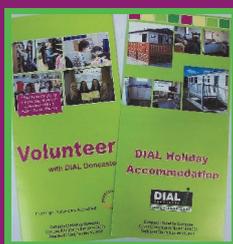


## New DIAL Promotional Leaflets.....

We now have some new leaflets promoting our Holiday Accommodation, Accessible Vehicle Hire, High Dependency Unit and Volunteering at DIAL. If you would like some of our new leaflets contact our Helpline on 01302 327800.



The new edition of our Disability Information Directory for 2012 is now available. Contact our helpline for your free copy or download a copy from our website:  
[www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk)



Welcome to the second edition of DIAL News which gives an insight into the valuable services that the organisation provides. As well as being dedicated and caring, DIAL also prides itself on the quality of its service. This has been outlined recently when DIAL was successful in obtaining the Customer First Quality Mark. The Assessor stated that only 30% of organisations pass this first time and DIAL was in that 30%. She also stated that DIAL's BME Project was the best she had ever seen. Disabled people's need for information and advice is arguably greater than that of the population in general and, whilst many generic advice services may be able to advise a disabled person on certain



Pamela Arrand  
Chief Executive

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core enquiries, few have the information resources and specialist knowledge required to provide a disabled person with the comprehensive, accessible dovetailed support they require. Disabled people require specialist assistance and that is why DIAL Doncaster exists. If there is anything of particular interest in this newsletter, please contact DIAL staff for further information and they will be extremely happy to help.

## Achieve through Volunteering



DIAL's President, Rosie Winterton, MP, along with the Civic Mayor, presented Certificates of Achievement to some of our volunteers at our AGM in November. The volunteers had successfully completed a training programme within the Charity Shops that covered all aspects of retail.



Did you know.....

New benefit rates for 2012 and a list of forthcoming changes to the benefits system are available from Disability Rights UK : [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)



New Vocational Support Service - Big Ambitions CIC have recently announced that they are to offer a vocational service in Doncaster to support people with mental health problems to access training and personal development, vocational activities such as volunteering and employment. The new service will commence in April. For more information visit: [www.bigambitions.org.uk](http://www.bigambitions.org.uk)

You may have noticed a new type of code on our leaflets. This is known as a QR Code. If you have a smart phone that has an application that can read bar codes you will be able to scan our QR Code and link directly to our website to access information on the move.

## DIAL AGM 2011

Once again our AGM was a great success. We raised £327 by selling home made cakes and buns as well as having a tombola. Thanks go to everyone involved. This year's event focused on DIAL services and volunteering.

We launched our new project offering short term placements for volunteers, funded by the Coalfields Regeneration Trust. Twelve week learning sessions are being offered where people can learn new skills if they are looking to get back into work or want to build their confidence. Some of the skills include; basic retail in our charity shops, organisational skills assisting with our health-related workshops for BME communities, disability awareness training, office based activities e.g. reception and administration skills.

Full support and training is given and a certificate of achievement is given at the end of the placement.

If you would like more information or are interested in a volunteer placement please contact:



**Volunteer Co-ordinator on 01302 327800**



## Blue Badge Application Forms

We now have a dedicated volunteer who can assist you to complete the new blue badge application forms. We can offer this free service on a Wednesday by appointment only, at our office premises.

Please note that whilst we can assist with the forms



we do not have the authority to be able to certify necessary required documents to support the application.

For more information about this service or to arrange an appointment at our office please contact our helpline on : 01302 327800 and ask for Karen.



## Personalisation Case Study

It has been over twelve months since our Personalisation Project began. Whilst the project has been very successful there have been some challenging situations along the way, but our personalisation project worker, Sue James, has been able to offer much needed support to clients on their journey through the Personal Budget application process.

A recent case study demonstrates that 'thinking outside of the box' when it comes to a personal budget may be an option more widely used in the future.

Sue visited a client following an episode in hospital for an ongoing long term health condition. Sue discussed with the client his current circumstances which included depression, triggered by his health condition and his lack of confidence. Since becoming a wheelchair user he had not felt confident about going out of the house. Having to sleep downstairs and not having his own privacy had had a massive impact on his self esteem. His wife worked during the day which meant he was left on his own a lot. Sue was able to assist with maximising the client's entitlement to benefits and use her skills to determine the client's eligible needs and identify that the client may benefit from having a personal budget. The client was happy to give the go ahead for a referral to be made to the Social Care Team.

Sue arranged to visit and offer support during the initial assessment with the social worker, and also at the financial assessment, at the request of the client. Initially a traditional day service at a day centre and some assistance with personal care was offered but this was not what the client wanted. At the client's request, Sue was able to further liaise with the social worker and look at what hobbies or interests the client had had before he had become ill. He had always had a passion for building model aeroplanes and had found this hobby very therapeutic. He had not been able to continue with his hobby since he had become ill. The idea of having an external workshop purposely built in his own garden so that the client could take up his hobby again was very appealing. This would help to improve his wellbeing whilst allowing him his own space, but could a personal budget be used in this way?

After further consideration, the Local Authority agreed in principle that the personal budget could be used to fund an external workshop. Sue has continued to work with the client's social worker and has spent many hours continuing to support the client and his family. There have been adaptations to the client's home and his wife has now finished work to become his main carer. The client has regained some of his confidence and his independence. Sue arranged for the client's wife to have a carer's assessment and following this the client's wife now receives respite hours to give her a break from her caring role. Sue still has regular contact with the client's social worker who keeps her informed about the current situation. She has expressed that working in partnership with the client's social worker has been brilliant and hopes that this will continue in the future to ensure positive outcomes for those wishing to access a personal budget.



Sue James,  
Personalisation Project Worker

## Your Choice, Your Support Project

This is a two year funded project to provide support for people who want to access the Personal Budget Process.

The service is free. We can offer support to help you:

- Access the Personal Budget Process
- Understand what your rights and entitlements are
- Liaise with service providers where appropriate, or to do so on your behalf, if required

We can provide you with impartial information, advice and support to enable you to make informed choices about the type and level of support you may need to achieve your goals.

For more information please contact:  
Sue James on  
01302 327800.

This project is funded by:



Lloyds TSB

A new information booklet is available to purchase from the Child Poverty Action Group (CPAG) - Universal Credit : what you need to know. Universal Credit will be a complete change to the system of financial support for people of working age. This new guide can help you to become more informed about the changes. Please note that the benefit is still being finalised and a 2nd edition of the booklet will be made available in Spring 2013. For more information visit: [www.cpag.org.uk](http://www.cpag.org.uk).



We can now offer our new services for hire. We have an accessible vehicle, suitable for a wheelchair user passenger, for self drive hire. We have tried to keep the cost of hire at a reasonable rate. Charges start from £35 for the first day and £30 for any additional days.

Our High Dependency Mobile Changing Unit can be hired to ensure maximum

## New Services from DIAL

accessibility if you are organising an event this summer. The unit incorporates a fully automatic hoist, a height adjustable changing couch, support handrails for easy mobility and an emergency call alarm. This facility can be hired on a short or long term basis. Contact our helpline for further information on 0130 327800.



Supported by the Aiming High Project, DMBC

## DIAL's New Monthly Column in the Local Press

# Dial is working hard to help disabled people

DIAL Doncaster's new mobile high dependency changing unit and accessible people carrier for self-drive are now available to hire. These were bought from funding via the "Aiming High Project" at DMBC. DIAL Doncaster now produces a quarterly e-newsletter and you can subscribe free via our website [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk). Our current Autumn 2011 newsletter is available to read on our website too and provides general news about DIAL and other disability issues. You can access in excess of 80 factsheets from DIAL's

### Guest Column

There's a lot going on as we head into 2012, writes Dial community development manager John Burke.



website, covering all areas of disability, from Blue Badge Parking in Doncaster to managing your personal budget.

Located on the ground floor of the new Flying Scotsman Health Centre is a full "Changing Places" facility. This can be used by any dis-

abled person who requires it, not just those visiting the centre. Access to the unit is via a key obtainable from the PALS reception nearby.

There have been changes to the Blue Badge parking scheme because of fraudulent use of the badges. The badge

will have some improved security features and will be registered on a national database. The new application form is available from the Adult Contact team on 01302 737391 or can be downloaded via the DMBC website.

Finally, Blue Badge parking in the Civic Quarter car park will be available as soon as possible. DIAL took up the matter after it was reported that one of the ground floor Blue Badge bays was not available due to a payment meter being located directly in front of it. It is a temporary measure due to the type of meter supplied while changes were being made to the car park.

## 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.

For more information contact: 01302 327800

Due to the expansion of our Charity Shops we now require more volunteer driver's mates to support our collection and delivery service. This volunteering role would require you to be able to lift items of

furniture. If you are interested and have time to spare please contact our helpline on 01302 327800 or you can view the role description on our website at: [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.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.

## Our fourth charity shop opens in Balby

Our charity shop situated in Balby opened for business in December, increasing our charity shops to four in total. Sarah the Shop Manager and her volunteer helpers have worked hard to



make the shop look inviting so if you are passing please call in.

Furniture is selling very well. We are always in need of donations of furniture, clothing, electrical items and bric-a-brac. We offer a **free pick up service** for any items you wish to donate so please do give us a call on any of the numbers listed below:

**Balby** -01302 853194  
**Armthorpe** - 01302 302500  
**Woodlands** - 01302 722121  
**Intake**- 01302 360650

## Rags to Riches

Our charity shops can recycle your worn and used textiles even those that can't be used for resale. So, if you have any clothes, bedding or shoes that you would normally throw in the bin please think about our charity and the income we can generate. We offer a free pick up service.



## Useful Contacts Page

Do you know of an existing or new support group in Doncaster that is not listed on our useful contacts page on our website?



Please contact us with the details so that we can include the information. You can visit our website to access the useful contacts page [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk).

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## How you can contact us:



Unit 9  
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Shaw Wood Way  
Doncaster  
DN2 5TB

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Fax: 01302 327205  
Email: [advice@dialdoncaster.co.uk](mailto:advice@dialdoncaster.co.uk)  
Web: [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk)

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



## 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 contact:  
editor: Linda Lee  
email: [linda.lee@dialdoncaster.co.uk](mailto:linda.lee@dialdoncaster.co.uk)  
telephone: 01302 327800

## Where Quality Counts

