

**Carers Rights Day 2015**

It's Carers Rights Day on Friday 20th November and there will be a range of events taking place within Doncaster specifically aimed at carers within the local community. On the 20th November:

- The local authority will be launching the Carers Strategy (see page 8)
- Doncaster Carers Service will be in the Frenchgate (outside W H Smiths) between 9am and 3pm offering information and advice to carers
- A 'Carers Big Night Out' event is being held at Club 39 which will include live music performances. Further information & tickets can be obtained from DICE Doncaster on 01302 483293 or Doncaster Partnership for Carers on 01302 637566



Welcome to our Autumn Edition of the DIAL E-newsletter. As I begin my short report I would like to give thanks to all those who recently supported our AGM and Celebrating Volunteers Event. I was very proud to be able to acknowledge our long serving volunteers and their contribution to the organisation over the years. We had some great speakers who provided a useful insight into volunteering and shared some inspiring stories about their volunteers.

In August our Carers Advice and Support Worker, Carol Webb, was taken seriously ill. This was devastating news for us all even though Carol had only been with DIAL since March she had certainly made an impact and had become a valuable member of the DIAL team. In the short time she had been with us she had demonstrated passion and commitment to the Wellbeing and Creative Carers Project. Carol is doing well and is on the road to recovery. We all send her love and our thoughts of strength. Carol has obviously been a great loss to the project but we have continued to support carers on a one to one basis with advice. We have arranged a First Aid in the Home session aimed at supporting carers along with a Christmas Vintage Tea Party event in partnership with Aspiring2 for carers and the person they care for, both events are free. Further information about both events is included in this newsletter.

We have recently been commissioned by Doncaster Council to provide 3 Touchscreen Information Kiosks within 3 community libraries, Mexborough, Balby and Stainforth. We will be working with the

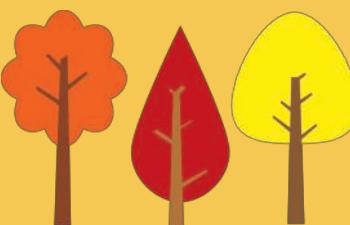
Linda Lee **Chief Executive****this issue**Welcome **P.1**Celebrating Volunteers & AGM **P.2**Free First Aid for Carers **P.3**Vintage Tea Party **P.4**Charity Shop Fun Day **P.5**Healthwatch Doncaster **P.6**Stay Well this Winter **P.7**Carers Rights Day Event **P.8**Other News **P.9**

library volunteers and consulting library users so that we can tailor the web based information provision to the needs of the user. Library volunteers will be supported to provide assistance to people to meet their information needs and to guide them to sources of information and advice on such issues as health and social care, welfare benefits, debt and employment. There will be a link to the DIAL factsheets that can be printed off. If you are a resident of one of the selected areas and want to provide some input, please do contact us as we would love to hear your views and ideas.

Do enjoy our newsletter and as always if you have any interesting stories or information you want people to know, you can contact our Editor Louise for more information. Contact details can be found on page 9.

We would like to say a big thank you to the members of Dunsdale Methodist Church for the generous donation of £90, which was raised from a recent coffee afternoon they held. We appreciate your kindness. The money will help us continue to provide support to disabled people and those with long term health conditions, living in Doncaster.

Thank You!



Celebrating Volunteers and Annual General Meeting



On Friday 9th October, DIAL hosted a 'Celebrating Volunteers' event, incorporating our Annual General Meeting. The aim of the day was to give recognition to the invaluable work our volunteers do and to award Long Service Certificates to all the volunteers who have been supporting DIAL for five years or more and to promote our volunteering opportunities. Guest speakers, Zoe Piggott from Doncaster CVS gave a presentation on the benefits of volunteering and the services that the Volunteer Centre can offer, and Jim MacLaughlin gave an insight into ReRead and the importance volunteers make to the service they provide.



Rosie Winterton MP presents certificates to some of DIAL's long serving volunteers

Those who attended also had the opportunity to watch a short film about Rob Clarke who started a volunteer placement at DIAL's charity shop in Intake funded by NLDC and in partnership with Talent Match programme. He has since been successful in gaining a position as a Charity Retail Assistant at the charity shop, funded through the Talent Match Work Fund for six months. Well done Rob! You can watch the inspiring film [here](#).

DIAL staff members who successfully achieved a qualification in Information, Advice and Guidance were presented with their certificates by Rosie Winterton MP. Bev Harrison, Beverley Beier and Claire Heard achieved their Level 3 NVQ Certificate and Louise Charnock, achieved a Level 4 NVQ Diploma.



Rosie Winterton MP (far left), DIAL staff members with their IAG certificates and Linda Lee, CEO (far right)

We would like to say a big thank you to everyone who attended and made the day a success and to all of our volunteers for their continued support.

If you are interested in volunteering for DIAL please contact 01302 327800 and speak to one of our volunteer recruitment team members.

A copy of our Annual Report is available to view on our website [here](#). To view our 2014/15 Annual Accounts, click [here](#).





Fast

Would you know what to do? FREE FIRST AID IN THE HOME

12 places available. **FREE** to attend. **FREE** first aid home kit for each participant.

If travelling to the event is an issue please contact us.

Everyday First Aid Session for Carers
Thursday 19th November

1pm - 3pm

at



Unit 9 Shaw Wood Business Park, Shaw Wood Way, Doncaster, DN2 5TB

This practical session will focus on skills most relevant to carers including:

- Seizures
- Choking
- Head injuries
- Unconsciousness
- Burns

Booking is essential

Contact DIAL on

01302 327800

Or email advice@dialdoncaster.co.uk



Volunteer Welcome

We would like to welcome Nathan Panks, our newest volunteer at the DIAL office, who provides support at the reception desk. His role involves greeting visitors to the office, processing the post and administrative duties.



JSA Sanctions

The DWP offer some useful guidance on Jobseekers Allowance sanctions and how to keep your benefit payment. It explains how Jobseekers Allowance works, what a claimant must do to keep their benefit payment and what to do if payment stops.

The information can be accessed [here](#).

If your benefit stops and you don't have enough money to live on, you may be able to get a hardship payment (this is a reduced amount of JSA). To find out more about this or to find out if you can make a claim, call **0345 608 8545**.

Doncaster Foodbank has a website where you can find your nearest foodbank and includes a list of voucher holders in the Doncaster area. Visit the website [here](#) for more information.



Buy this
Advertising Space
for as little as
£80

For further information contact Louise on **01302 327800**

Special Times for Special Memories

Vintage Tea Party & Memory Lane Bingo

Enjoy an afternoon of tea, sandwiches and cakes served to you on vintage crockery whilst listening to 1940's, 50's and 60's music. Create new memories and share past times with local people.

DIAL Doncaster is working in partnership with Aspiring2 to offer carers and the person they care for a fun, lively and vintage Christmas Tea Party that is **free** to attend! As part of our Wellbeing and Creative Carers Project we would like to invite you to join us for a special afternoon of singing and dancing with live entertainment, afternoon tea, memory lane bingo and a free raffle prize draw.

There's a TEA PARTY near you:
9th December 2015 12noon to 3pm

Trades Club, Frenchgate, Doncaster

Booking is essential for this

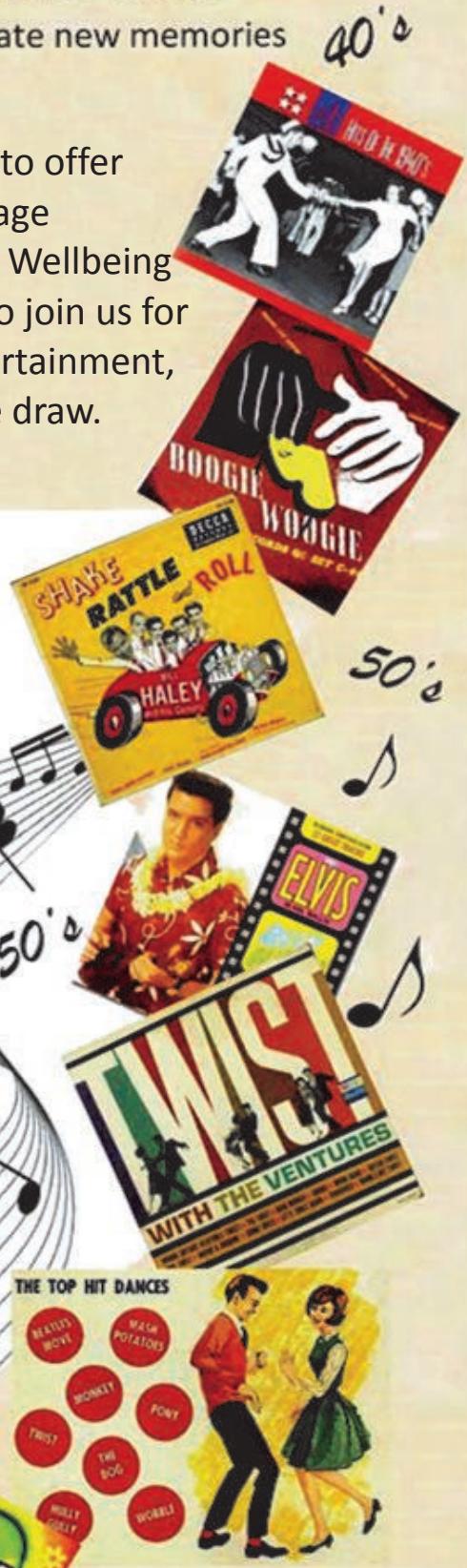
FREE event.

Ring **01302 327800** or
07913314511 for more details

Aspiring₂.....



Wellbeing & creative
carers project



Doncaster
Metropolitan Borough Council



Web Stats Summary

August - October 2015

Total Visitors: 8320

Total Page Views: 27323

Total Factsheet Views: 2793

Total Benefit Sheet Views: 967

Local Contacts Viewed: 6692

National Contacts Viewed: 1398

Most Viewed Factsheets:

- ▷ Blue Badge Scheme
- ▷ Mental Health
- ▷ Day Centres

To access our online factsheets
click [here](#)

Most Viewed Benefit Sheets:

- ▷ DLA/PIP
- ▷ Carers Allowance
- ▷ Employment & Support Allowance

To access our online benefit sheets
click [here](#)

www.dialdoncaster.co.uk

If you offer a service which supports people with disabilities or long term health conditions in the Doncaster area, we would like to include your information on our website and factsheets. Our information is freely available. If you would like your details to be included please email:

louise.charnock@dialdoncaster.co.uk

Family Fun Day Fundraising Event!

DIAL's charity shop on Sandringham Road in Intake is holding a fantastic Family Fun Day and we would like to invite you to come along!

As well as the opportunity to bag a bargain in the shop, there'll be plenty of exciting things to take part in including a tombola, cake sale, lucky dip, face painting and more!

Everyone is welcome to pop along between 10am and 2pm, where refreshments will be provided. We hope to see you there!

Come along to our

FAMILY

FUN DAY

SATURDAY 21ST NOVEMBER

INTAKE CHARITY SHOP

47 SANDRINGHAM ROAD

10AM TILL 2PM

- TOMBOLA**
- CAKE SALE**
- NAME THE TEDDY**
- LUCKY DIP**
- GUESS HOW MANY SWEETS**
- FACE PAINTING**
- REFRESHMENTS**

Lots of Fun for Everyone!

Focus on... Healthwatch Doncaster



Healthwatch Doncaster recently held its Annual Event at Doncaster Deaf Trust. The event was a showcase of some of the work that we have been doing over the last twelve months with some of the partners we have worked with contributing to the presentations.

The event also provided an opportunity to announce the launch of our new website and feedback centre. The feedback centre can be accessed via our website www.healthwatchdoncaster.org.uk. Simply click the feedback tab and there is a simple rating system to help you rate the health or social care service you accessed and leave any additional comments you would like to make. People can still give us comments face to-face (at our office at 36 Duke Street, by phone or at one of our outreach events out in the community). We need your experiences (good and bad) in order to help improve local health and social care services in the future so please share them with us.

A copy of the event report is available to view on the website or a hard copy can be supplied on request. Our latest Annual Report is also available on request or via the website.

In addition to our role as the local consumer champion for people who use health and social care services, collecting people's experiences to ensure that services are providing a good level of care we also provide a signposting service around Health and Social Care and an Independent Complaints Advocacy Service for complaints about an NHS service.

Healthwatch Doncaster is an independent service that has a membership made up of Doncaster people, why not consider joining us? It's free and you can be kept up to date with what is happening locally or become more involved by volunteering with us in a variety of roles.

If you would like any more information, to share your experience of using services, become a member/volunteer or request a report, here is how you can get in touch with us:

Freephone 0808 801 0391

Landline 01302 378935

Independent Complaints Advocacy 0808 802 3000

Visit us at: 36 Duke Street, Doncaster, DN1 3EA

www.healthwatchdoncaster.org.uk



Rosie Winterton MP with members of the support team of Healthwatch Doncaster at their recent Annual Event

STAY WELL THIS WINTER



With winter fast approaching, NHS Choices have some useful winter health tips for those with a long-term health condition or are aged 65 and over. To ensure that you stay protected from the cold and wet weather conditions, the NHS give five recommendations:



- ▷ **Make sure you get your flu jab** - this is free if you're 65 or over or you have a long-term health condition.
- ▷ **Keep Warm** - Try to ensure your home temperature is at least 18°C if you can, close your bedroom window at night, keep active, wear several layers of light clothes and check your heating appliances are safe.
- ▷ **Take advantage of financial schemes and discounts to help you pay for heating** - contact your energy supplier for more information.
- ▷ **Visit your local pharmacist as soon as you start to feel unwell** - or if you need medical help fast, which isn't life-threatening, call NHS 111.
- ▷ **Look out for other people who may need extra support over the winter period** - this could include older neighbours, friends and family members.

For further information, visit www.nhs.uk/staywell



Get Work Ready

Are you looking for work but don't have any work experience?

Want to enhance your CV with retail skills?

We are offering you a great opportunity to experience work for 4 weeks as a volunteer within one of our four charity shops.

Improve your confidence and learn new skills including:

- Customer Service
- Till operation
- Sorting stock and donations
- Creative window displays
- Fundraising ideas

At the end of the placement you will:

- Be awarded a certificate of achievement
- Get support to access further learning
- Get a reference

Interested?

Call us now on

01302 327800



Carers Rights Day/Launch of Carers Strategy Events

Doncaster Council are planning an event to reach out to people who are providing unpaid care to vulnerable Doncaster residents in support of Carers Rights Day 2015 and the launch of the carers strategy.



The day is designed to engage with those unpaid carers who do not necessarily see themselves as carers. These hidden carers often miss out on vital services that can support them in their caring role and help them maintain a life of their own, whilst caring for their loved ones.

Friday 20th November

11am - 2pm

Doncaster Racecourse, Leger Way, Doncaster

A carer is “someone who provides unpaid support to a family member, partner or friend who is ill, frail, disabled or has mental health or substance misuse issues, and the support they give impacts on their life”.

Free Arts Programme

Purple Patch Arts are running a new **FREE** weekly arts programme for adults with learning disabilities in Doncaster.

Our programmes use drama, art, music, movement and literature to create stimulating environment in which people can thrive.

Our expert education staff deliver workshops in line with a specialist Syllabus and Scheme of Work. This ensures that workshops embed individual learning outcomes into activity and support people with a wide range of different support needs and abilities.

When Mondays 1.30pm to 6pm

Where The Trades Club, Frenchgate Centre



“Purple Patch Arts use focused and timely support and intervention, match individual needs accurately and support independent learning. Staff generate high levels of enthusiasm for participation in, and commitment to, learning. Consequently, the development of learners’ skills and understanding is exceptional.”

*Rated Outstanding by Community Learning, funded by the Skills Funding Agency.
Harrogate Lifelong Learning Programme, March 2013.*

Places are strictly limited - for more information or to book a place please contact Fran on 07715 903 691 or fran@purplepatcharts.org



www.purplepatcharts.org

Access to Work Changes

Since the 1st October this year, there is an annual cap for new claimants on the total amount of support that can be provided under Access to Work. This is set at one and a half times the national average salary (which is currently £27,200).

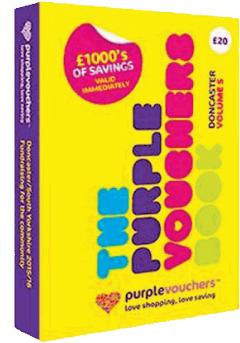
Existing claimants are exempt from the cap until April 2018.

For further information, contact Access to Work on 0345 268 8489.

National Minimum Wage 2015

- the adult rate has increased by 20p to £6.70 per hour
- the rate for 18 to 20 year olds has increased by 17p to £5.30 per hour
- the rate for 16 to 17 year olds has increased by 8p to £3.87 per hour
- the apprentice rate has increased by 57p to £3.30 per hour

Remember that the previous edition of the Purple Voucher Book expires at the end of December this year. We have the latest books available which are valid from now until the end of December 2016! Why not treat yourself to an early Christmas present? They're only £20 and can potentially save you hundreds of pounds as the books are jam packed with money saving vouchers which can be redeemed at various outlets throughout the area including restaurants, leisure facilities and retailers as well as other major attractions such as Alton Towers, Legoland, Madame Tussauds and York Dungeon.



Pick up a copy from the DIAL office or any one of our charity shops based in Armthorpe, Balby, Intake and Woodlands and help us to raise some much-needed funds!

thank you!



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How you can contact us:

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Tel: 01302 327800 Fax: 01302 327205 Minicom: 01302 768297

Email: advice@dialdoncaster.co.uk

Web: www.dialdoncaster.co.uk



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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:
editor:
Louise Charnock
email:
louise.charnock@dialdoncaster.co.uk
telephone:
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.



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Where Quality Counts



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