



Happy Birthday Vera!

Everyone at DIAL

Doncaster would like to wish a very happy birthday to Vera Harper who has recently turned 90! Vera continues to dedicate her time to volunteering at our charity shop in Armthorpe which is also celebrating its 8th year of providing invaluable services to the local community. We would like to thank Vera for her continued support and hope that she enjoyed celebrating her special day!



Armthorpe Shop Manager, Julie Paddock with Vera Harper



Welcome to the Spring edition of the DIAL Newsletter!

This year seems to be moving at some speed. Once again we have a lot of interesting material within this edition of the newsletter including a warm welcome to our two newest volunteers.

Our Welfare Rights and Tribunal Service Contract is up for tender later this year and we are currently taking part in a review of the service with DMBC and would welcome your feedback and input if you have either used the service or have been represented by one of our Representatives at an Appeal Tribunal, as well as partners who have referred clients to our service for assistance.

If you would like to provide us with any feedback about your experience please send it for the attention of myself via post, or you can email your response to linda.lee@dialdoncaster.co.uk.

We were all shocked to learn that Doncaster Citizens Advice Bureau was to close at the end of April and since the closure we have already started to experience an increase in the level of



Linda Lee Chief Executive

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demand for advice via our Helpline. We are currently recruiting volunteers to provide triage support in this vital area of our work. Full internal training is provided and you could make a real difference, please do contact us for further information, role descriptions can be found on our website www.dialdoncaster.co.uk.

We are delighted to welcome two new Board Members this month, Martin Henderson and Susan Mackay, who both come with an extensive wealth of experience in their respective fields and I am sure that their contribution will be valuable to enhancing the strategic focus of the organisation in the future.



The Wellbeing and Creative Carers Project

The Wellbeing and Creative Carers Project is a new project for DIAL Doncaster, funded through DMBC's Innovation Fund.

The project aims to provide individual support and advice to carers and will include events and workshops to raise awareness of carers rights and support available.

Our aim is to:

- Support you, the carer to maximise income – referring to DIAL's benefits service
- Support you, the carer with information pertaining to your situation – by providing advice and a link to local services, building on and creating new partnerships to increase awareness of a carer's needs
- Support you, the carer with your wellbeing through a range of activities, creative events, complimentary therapies and training that brings carers together in a supportive environment
- Support you, the carer with your mental health – offering a listening ear when needed and signposting to specialist services
- Support you, the carer with your caring role – by informing of you of other services, not exhaustive but including the Carer's Emergency Contact Scheme
- Support you, the carer if your caring role ends – through a bereavement group that meets up throughout the Doncaster borough – so no carer is isolated during bereavement offering emotional and practical support
- Support you in building your confidence – share your experiences using bite sized therapy sessions, creative carer sessions and volunteering (where appropriate)

This support is available with our dedicated Carer's Advice and Support Worker via:

- Face to face (group sessions or one to one)
- Telephone advice
- Face time
- Skype
- Email
- Text

We want to ensure we deliver what carers want.

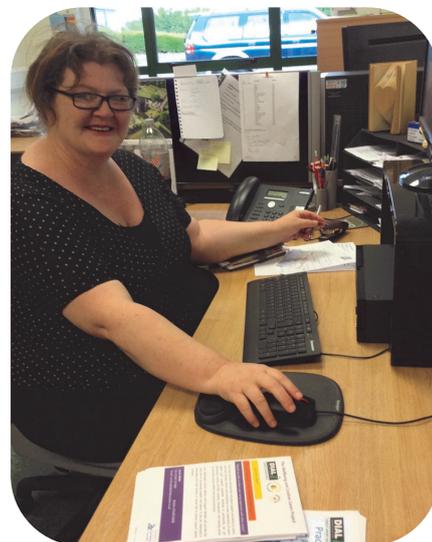
To access this service, you can contact:

Carol Webb, Carer's Advice and Support Worker

Tel: 01302 327800

Mobile: 07910529088

Email: carolwebb@dialdoncaster.co.uk



Carol Webb, Carer's Advice & Support Worker





Web Stats Annual Summary

April 2014 - March 2015

Total Visitors: 69,925
Total Page Views: 150,102
Total Factsheet Views: 25,662
Total Benefit Sheet Views: 6,676
Local Contacts Viewed: 29,932
National Contacts Viewed: 69,925

Most Viewed Factsheets:

- Mental Health (3829)
- Road Tax Exemption (3565)
- Toll Concessions (1456)

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

Most Viewed Benefit Sheets:

- DLA/PIP (1957)
- Carer's Allowance (671)
- Jobseeker's Allowance (647)

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

or call our helpline on 01302 327800

Dementia Awareness Week

Between the 17th and 23rd May there are a range of events taking place around Doncaster in support of Dementia Awareness Week. These include:

- 18th May - 'Memory Cafe' at *The Trades Club, Frenchgate Centre 1.30pm to 3.30pm with musical entertainment from 'Lost Chord'.*
- 20th May - 'Practical Lasting Power of Attorney Solutions' - *See below for details*
- 22nd May - '[Unlocking Dementia](#)' a free interactive performance at CAST.
- 22nd May - '[1940's Tea Dance](#)' at *Positive Step Unit, Bentley 1.00pm to 5.00pm*
- 22nd May - '[Living Well with Dementia](#)' free advice and information about living well with Dementia and the services available in Doncaster.

A whole range of other Dementia Awareness Week events can be found [here](#).



As part of Dementia Awareness Week
17th - 23rd May

Plan Ahead -

Practical Lasting Power of Attorney Solutions

Free Information Session for carers of people living with Dementia

- FREE to attend
- The opportunity to ask questions will be available at the end of the talk
- Refreshments will be provided

Wednesday 20th May
10.30am - 1.00pm

The Trades Club
Frenchgate Centre

Stephen Coates, Head of Wills, Probate and Trusts, from Taylor Bracewell Solicitors will be providing a talk on Lasting Power of Attorney (LPA), Wills, Trusts and Probate matters for carers of people living with Dementia.



Why not pop along, it's free to attend!



Carol Webb
Carer's Advice and Support Worker

01302 327800

Email: carolwebb@dialdoncaster.co.uk



Volunteer Welcome

DIAL Doncaster would like to welcome, Otgon Batt, who has recently joined DIAL as Volunteer Receptionist which involves greeting visitors and providing administrative support. We would also like to welcome Matthew Lester who supports the Information Officer to ensure that the information we provide on our website and factsheets is up to date and relevant.

"I enjoy working at DIAL Doncaster. I read about DIAL on the internet and that they do a wonderful job to help and support others. I like to meet new people and support others if they need help. I have been doing voluntary work for some time now. I am learning from the experience and getting more confidence in myself. This is a great start for me to get paid employment. I am also grateful to the staff who are helpful and friendly"

Otgon Batt, Volunteer Receptionist



"I've always wanted to help other disabled people. With DIAL being a local charity, it seemed like an ideal opportunity".

Matthew Lester, Volunteer Information Assistant



Would you like to become part of DIAL's valuable team of volunteers? If so, we would like to hear from you. We have various volunteer opportunities currently available, details of which can be found on our website [here](#). Alternatively, you can call our helpline on **01302 327800** for further information.



New Prescription Charges

Effective from 1st April 2015, the cost of a prescription is now £8.20.

Pre-payment certificate prices are fixed until April 2016 at £29.10 for 3 months and £104 for 12 months.

To apply for a pre-payment certificate, call **0300 330 1341**.

Buy this
Advertising Space
for as little as
£80.00

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

Calibre Audio Library - The Freedom to Read

Have you ever heard about a great book on the radio or on the telly but find it isn't available in large print or audio form? If you have read all your life but because of a deteriorating eye condition this is no longer possible, it can be very frustrating.

Calibre Audio Library is passionate about making as many books as possible available for blind and partially sighted readers. Although half of Calibre titles are bought commercially, its team of professional actors and broadcasters record hundreds of books each year, enabling its members access to a wonderful array of books that many sighted readers take for granted.

Calibre has 8,000 digital books available on MP3 CDs, USB memory sticks and via streaming. There's a huge range including the latest best sellers such as the Costa Book of the Year: Helen Macdonald's *H is for Hawk*; books from television and films: *The Casual Vacancy*; *Wolf Hall*; *Poldark*; *The Hunger Games*, and the very popular *Fifty Shades of Grey* trilogy. Many members who have a specialist interest, for instance, the history of transport, are often surprised at finding titles in the library that they have had a real difficulty locating. However, by far the most popular categories are detective and mystery fiction and biographies, which range from entertainment and political figures, to war heroes and diaries and letters of authors such as the Brontes.

You can join Calibre Audio Library for a one-off membership fee of £35 or take advantage of the player package for under £70 which includes a choice of either the Boombox or Sovereign USB players. Calibre also offers a free 12 week period for people who want to find out if audio books are right for them.

For more information please call the friendly Membership Team on **01296 432 339** or visit www.calibre.org.uk.

Spotlight on Benefits

DIAL Doncaster has a well established, Specialist Welfare Benefits and Tribunals Team that can provide expert advice and assistance with welfare benefits. Although our team specialises primarily in disability and related benefits such as Disability Living Allowance, Personal Independence Payment, Attendance Allowance, Employment and Support Allowance, Carers Allowance, Income Support, they can also advise on the broader range of welfare benefits. Our team can provide help with:

- Individual Benefit Assessments
- One to one support on benefit issues
- Completion and submission of claims
- Appeals and Tribunal processes, including representation, where appropriate

We can arrange an appointment for you in one of the following ways:

- Home Visit
- Office Visit
- Outreach Benefit Surgery Appointment

Alison Kilgour-Miller is one of DIAL's Specialist Welfare Rights Officers with a wealth of experience and knowledge of the welfare benefits system. We asked her to tell us about her experience as an Adviser.

How many years have you been providing advice?

Over 20 years now, originally as a volunteer and for 18 years as an employed staff member.

Why did you want to become an Adviser?

I'm interested in law and helping people; advice work combines both of these things.

What training have you had?

I originally trained in 1995 in areas of welfare rights, debt, housing, immigration and consumer law. I regularly attend training sessions on social security, debt and housing law to keep updated on legal issues.

What is your expert area of knowledge?

I am a Specialist Welfare Rights Officer advising on state benefits, especially those relevant to disability, ill health and caring duties. I also give generalist advice on debt and housing issues.

Do you have any tips for someone thinking of becoming an Adviser?

Become a volunteer at an advice centre (like I originally did). This combines specialist training and experience with clients and welfare rights issues.

What do you enjoy most about your role?

I enjoy my role immensely, listening to people talk about their life and encouraging them to engage with me is rewarding. I may be the only daily contact some people have, especially those feeling isolated from their family or local community. Consequently people return to us, often repeatedly, as they know we care about them.

This service is:

- Free
- Impartial
- Confidential



Alison Kilgour-Miller, Specialist Welfare Rights Officer

For information, advice and support in relation to welfare benefits, contact our Helpline on

01302 327800

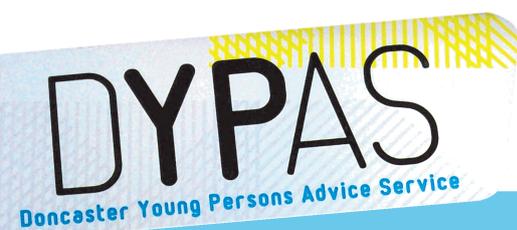
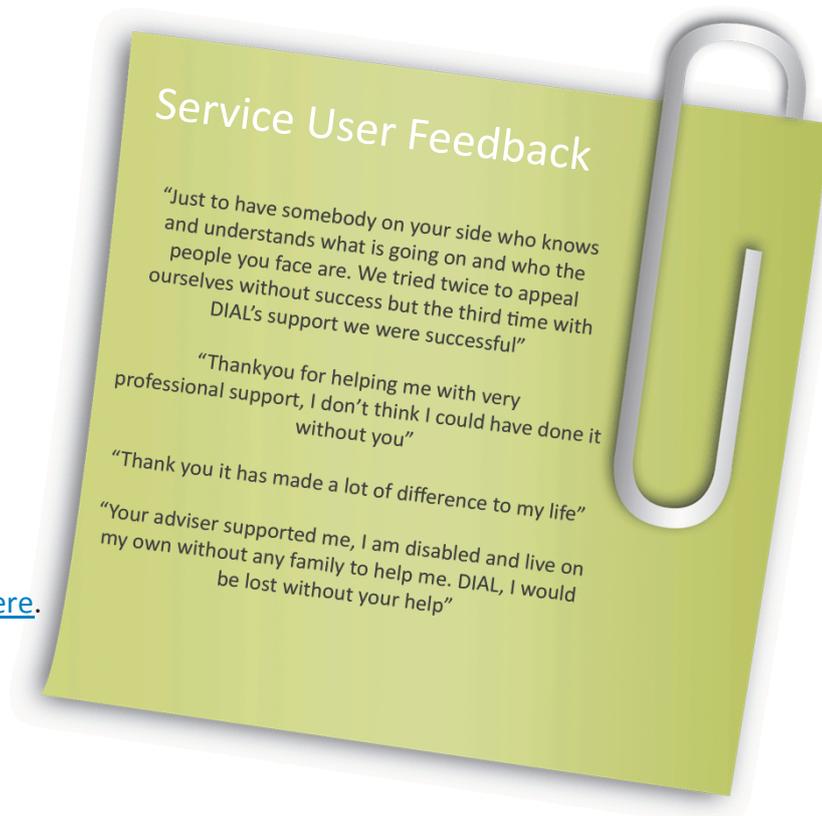
Spotlight on Benefits (continued)

You can access information on disability-related and social security benefits on our website and touchscreen kiosks, as we have a range of useful benefit sheets which provide details of eligibility and how to make a claim. You can also find useful links which provide information on benefits such as Personal Independence Payment.

Our Benefit Sheets Include:

- Disability Living Allowance
- Attendance Allowance
- Carer's Allowance
- Employment & Support Allowance
- Income Support
- Pension Credit
- Tax Credits

A complete list of benefit sheets can be accessed [here](#).



For young people aged between 16 and 25 who require help with benefit issues, you can get in touch with our Young Person's Welfare Benefits Adviser, Claire Heard. The Doncaster Young Person's Advice Service (DYPAS) is a Big Lottery Funded project and Claire is available to chat through one to one advice sessions, Facebook Chat and Facetime, to make the service as accessible as possible for young people.



Claire Heard, Young Person's Welfare Benefits Adviser



Look for 'DYPAS Doncaster' on Facebook to start a conversation with Claire.



Connect with Claire through Facetime at advice@dialdoncaster.co.uk

To find out more, you can call Claire on **01302 327800**.



LOTTERY FUNDED



New Number for Partially Sighted Society

Effective from the 5th April, the new contact telephone number for The Partially Sighted Society in Doncaster is now **01302 965195**. This is due to the increased use of mobile phones where calling 0844 numbers can become expensive.

Central Citizen's Advice Bureau Closure

The Citizen's Advice Bureau central office in the Doncaster town centre unfortunately closed its doors on the 30th April. CAB offices based in Mexborough, Thorne and Stainforth will continue to operate as normal. Online advice and information is also available at: www.citizensadvice.org.uk

For those experiencing financial problems, DIAL have a [Debt factsheet](#) which provides information on local and national support organisations who can offer free, practical advice on money matters.

If you require advice or support relating to your benefits, you can contact DIAL on **01302 327800**.

The National Key Scheme - opening doors to independent living

If you have a health condition or disability (particularly if you're a wheelchair user) finding an accessible toilet that's clean, tidy and available for you can be a challenge. And they're often kept locked. Under Radar's scheme, special locks are installed on public accessible toilet doors to give disabled people priority access. Local Authorities have adopted the scheme and 'Radar toilets' can now be found in shopping centres, pubs, stores, bus/train stations and other locations nationwide. You can order your key and regional listings of Radar toilets from Disability Rights UK's [online shop](#) or you can call 020 7250 8191.



If you live in Doncaster, Radar Keys can also be purchased from DIAL (proof of need is required). For further information, contact us on 01302 327800 or visit our website [here](#).

Changing Places - Accessible Toilet Facilities in Doncaster

The Flying Scotsman Health Centre on St Sepulchre Gate West and The Point on South Parade are two locations in Doncaster offering fully accessible toilet facilities which are suitable for those with complex needs. The facilities at The Flying Scotsman include a toilet, ceiling track hoist and an adult sized, height adjustable changing bench. At The Point, disabled visitors have access to a wet room complete with ceiling track hoist, variable height basin, changing table and specialist wash and dry toilet. Changing Places facilities are also available at The Civic Centre in the Waterdale and The Frenchgate Shopping Centre. For further details, visit www.changing-places.org.



Changing Places

Boxing Training Sessions for Young Disabled People

Doncaster Boxing Academy are running a disability boxing training class based in Wheatley. This is a non contact boxing training session designed for young disabled people aged 8 to 19 who live in the Wheatley and surrounding Doncaster area. The classes take place on Tuesdays from 4.30pm to 5.30pm in the Wheatley Park Community Centre, Parkway South, DN2 4JS. All classes are £3 per session.



For further information you can email doncasterboxingacademy@gmail.com

Choose Well Doncaster App

The Choose Well Doncaster app is available to help you choose the right NHS service, leaving urgent care to those that need it most. It explains what each service does, when it should be used and where to find it. Using GPS technology, the app can signpost patients to services in their area by displaying the location on an interactive map. It also includes a reminder function to alert you to upcoming appointments and a notes function where important information can be stored.

Services include:

- Pharmacies
- Minor Injury Units
- Sexual Health Services
- GP Practices
- Dentists
- A&E



The app is free to download from the iTunes App Store [here](#).



Weekly Benefit Rates April 2015/16

Attendance Allowance

Low Rate £55.10

High Rate £82.30

Carers Allowance

£62.10

Disability Living Allowance

Low Care £21.80

Mid Care £55.10

High Care £82.30

Low Mobility £21.80

High Mobility £57.45

Personal Independence Payment

Daily Living (standard) £55.10

Daily Living (enhanced) £82.30

Mobility (standard) £21.80

Mobility (enhanced) £57.45

For a complete list of the 2015/16 benefit rates click [here](#).

Important Changes for Repeat Employment & Support Allowance Claims

As of 30th March 2015, claimants who have been found not to have limited capability for work following a Work Capability Assessment (WCA), will not be paid the ESA assessment rate for a **repeat** claim unless they have developed a new condition or an existing condition has significantly worsened.

Where someone makes a repeat claim for ESA and there is no change in their health condition, the DWP Decision Maker will be able to use evidence from their previous WCA when considering whether to disallow the claim immediately, or to refer them for another WCA. Claimants will not receive ESA payments for the assessment phase in these circumstances.

This change does not prevent someone from making another claim for ESA or someone whose condition has significantly worsened or who has developed a new condition, from being entitled to ESA during the assessment phase.

People affected by this change who are found not to have limited capability for work should claim Jobseeker's Allowance or Universal Credit, as appropriate.

If you need further information in relation to your benefits, you can contact DIAL on **01302 327800**.

DIAL News Issue 13 Spring 2015

How you can contact us:



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



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



Email: advice@dialdoncaster.co.uk



Web: www.dialdoncaster.co.uk



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

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.



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



Find us [/DIALDoncaster](https://www.facebook.com/DIALDoncaster)



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Where Quality Counts

