



This year DIAL will be attending a fun day at the Old School Hall in Barnby Dun on Saturday 11th June, 2pm to 5pm. Our stall will include a tombola, cake sale, new clothes and shoes sale and crafting, so come along to support our charity and help raise much needed funds for the work we do.

The charity village event, organised by Barnby Dun Community Association, is to celebrate the Queen's 90th birthday where you will find a wide variety of stalls and fun activities for the whole family.



### Welcome to the Spring edition of the DIAL Newsletter!

We have been very fortunate in that we have had a six month extension to our Welfare Benefits and Tribunal Service contract from DMBC. This funding takes us to the end of September and, obviously, eases our financial situation considerably. DMBC put out to tender the Welfare Benefits and Tribunals Service which is specifically to support those with multi-faceted and complex needs who do not have support networks in place. We are pleased to announce that DIAL have been successful with the bid and this will give us funding for a further three years.

We have also been successful with Big Lottery funding for three years, to provide a Welfare Benefits and Appeals Service.

Some members of staff took their redundancy earlier in the year and we have been working on reduced levels.

Linda Lee, former Chief Executive, tendered her resignation in March. A decision was

made not to replace her, due to the financial situation.

Matthew Bond was asked to manage the Welfare Benefits team, on a temporary basis. This appears to have worked very well and the managers now meet together on a weekly basis to discuss all issues related to DIAL.

DIAL Doncaster is most definitely still open and continues to work very hard.

My sincere thanks goes to all who continue to make DIAL a service to be proud of.



**Dr Sue Ekins**  
**Chairperson**

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## What we do

DIAL continues to provide a range of services to support those who are affected by a disability or long-term health condition. Our information and advice is free and can be accessed via our telephone helpline, website and touchscreen information kiosks. We have a wide selection of factsheets, covering a variety of topics and links to hundreds of local and national support groups. Our other services include wheelchair hire, holiday accommodation to let, accessible photography service, charity shops, as well as the sale of Radar Keys, Blue Badge holders and car stickers for both disabled drivers and passengers. Take a look at our 'Services and Support' leaflet [here](#), to learn more about what DIAL can do for you.

## Spotlight on our Benefits & Tribunals Service

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

This service is:

- Free
- Impartial
- Confidential

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

Please note that the primary focus of this service is to support those with multi faceted and complex needs who do not have the ability to support themselves or have support networks available. Our aim is to maximise their income which will, in turn, help to promote independence and maintain or improve health, wellbeing and life choices.

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

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



## Web Stats Annual Summary

February - April 2016

Total Visitors: 9276  
Total Page Views: 29158  
Total Factsheet Views: 3095  
Total Benefit Sheet Views: 824  
Local Contacts Viewed: 4230  
National Contacts Viewed: 2770

### Most Viewed Factsheets:

- Wheelchair Hire (361)
- Road Tax Exemption (280)
- Mental Health (197)

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

### Most Viewed Benefit Sheets:

- DLA/PIP (323)
- Carer's Allowance (119)
- Attendance Allowance (75)

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

[www.dialdoncaster.co.uk](http://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](mailto:louise.charnock@dialdoncaster.co.uk)

or call our helpline on  
**01302 327800**

## Fire Safety for Dementia

If you or someone in your family has dementia, call South Yorkshire Fire and Rescue (SYFR) and ask them to organise a **free** home safety check.

The firefighters who visit your home will have received Dementia Awareness training and SYFR are members of all the local Dementia Action Alliances, showing their commitment to care for people with dementia.

Share your details with SYFR to give them a greater understanding of your situation. They are working to make South Yorkshire Dementia Friendly. Help them to help you!

South Yorkshire Fire and Rescue Hotline 0114 253 2314

DAA  
Doncaster Dementia  
Action Alliance

  
**Safe & Well**  
TOGETHER WE CAN MAKE A DIFFERENCE

**STRONGER  
SAFER  
COMMUNITIES  
RESERVE**



In Conjunction with



**Doncaster Cancer  
Detection Trust**



# Midsummer walk

Sunday 26th June  
10am

Walking 11 miles from Doncaster to Thorne  
(fancy dress optional)

Email: [Lionssummerwalk@mail.com](mailto:Lionssummerwalk@mail.com) to register

Working with Doncaster and Bassetlaw Hospitals NHS Foundation Trust to raise £1 million which will enable new scanning facilities and a brand new treatment suite at Doncaster Royal Infirmary.

Allowing patients to receive their radiotherapy treatment here in Doncaster rather than having to make the journey to Sheffield.





## Information at your fingertips

Working in partnership with Doncaster Council, we have placed three brand new kiosks within the local libraries of Balby, Mexborough and Stainforth. The aim is to provide information and advice within the community promoting independence, choice and control. The hub gives users free access to a wealth of up to date information including factsheets, local and national support groups, DIAL services, money advice, Local Authority and Government services. The user-friendly interface allows easy navigation by simply touching the screen and information can be taken away using the print facility. The user is able to contact DIAL by selecting the 'Ask DIAL a Question' button and a response will be sent by email. You can also find a 'Tell us what you think' button, for the opportunity to give us feedback on your experience of using the kiosk and to offer any suggestions for improvement.



For further information, you can contact us on 01302 327800.



### Happy Birthday Diane!

From everyone at DIAL, we would like to say a big happy birthday to our volunteer, Diane Fletcher, who recently celebrated her 60th birthday. We hope that you enjoyed your special day!



## Celebratory Summer Concert

Join us for an evening of music and song in celebration of Doncaster Ladies Choir's **Golden Anniversary.**

**Hosted by Doncaster Ladies Choir**

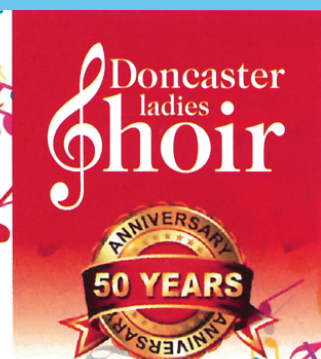
Featuring Frickley & South Elmsall Brass Band

**Sat 2nd July 2016, commencing 7.30pm**

at Hallcross Academy Lower School, St Michael's Road, off Augustine's Road, Bessacarr Doncaster DN4 5LN

**Tickets: £8** – including Buffet with Bucks Fizz.

Tel 01302 536196, or pay on the door.



Proceeds to



### Need to Protect your Blue Badge?

If so, we have genuine leather Blue Badge wallets available in a variety of colours (subject to availability). You can purchase one for only £6 at our main office or any of our four charity shops located in Armthorpe, Balby, Intake and Woodlands.

For further information, contact us on 01302 327800.





## Volunteer Opportunity!

Do you want to gain work experience?

Do you like meeting new people and working as part of a team?

If so, we are looking to recruit a volunteer delivery and pickup driver to support our four charity shops. The role involves:

- Collecting donated items and transporting them to the charity shops
- Delivering items to customers
- Assisting with the loading and unloading of the van
- Ensuring that the van is in working order

The role description can be viewed [here](#).

(Please note this role involves lifting of heavy items of furniture)

Contact us on 01302 327800 to find out more!



Rotherham Doncaster and South Humber  
NHS Foundation Trust

Tickhill Road Hospital, Tickhill Road, Balby, Doncaster, DN4 8QN

With over 40 years servicing the hospital industry, The Laundry Service provides high quality professional services to both business and private customers including healthcare providers, nursing homes, hotels, schools and sport and leisure facilities as well as to residents in the local community. Members of the public can benefit from the service by putting together a bag of up to 30 laundry items for only £7. This price includes collection, washing, drying, folding and delivery. Incontinence sheets are also available to hire, if required. For further details call 01302 796014 or visit [www.thelaundryservice.org.uk](http://www.thelaundryservice.org.uk).

## Carer Friendly Communities

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

The focus this year is on 'Building Carer Friendly Communities'. Carer Friendly Communities are places where carers feel supported to look after their family or friends, and recognised as individuals with needs of their own.

People are being asked to 'Recommend' organisations, services and employers who are already carer friendly and 'Invite' other organisations to use the checklist on the Carers Week website to 'Commit' to becoming carer friendly.

To get involved visit [www.carersweek.org/about-carer-friendly-communities](http://www.carersweek.org/about-carer-friendly-communities)



6 - 12 June



## How Brainwave Can Help Your Child

Brainwave helps children living with disabilities and additional needs to achieve greater independence. The children have a range of diagnoses: autism, cerebral palsy, Down's syndrome, developmental delay and rare genetic disorders.

Brainwave runs children's therapy centres and clinics across the UK. There are currently five locations and Brainwave aspires to add further locations in the future. There are over 500 children currently on the Brainwave programme, having capacity for 750 at present. It has been identified that the East Midlands and Yorkshire region are underserved, hence the desire to increase awareness in these areas.

The Brainwave programme is an enhancement to the standard medical provision. What is special about the programme is that the home-based therapy sessions are tailored to each individual child. In addition, the assessments are comprehensive and across a range of mainstream disciplines. The initial assessment, for example, takes two days. Reassessments take one full day. Each time a child is reassessed, the therapy programme is updated to build upon their achievements to date. The range of expertise Brainwave provides includes:

- Speech and Language Therapy
- Paediatric Physiotherapy
- Occupational Therapy
- Educational Therapy
- Sensory Integration
- Hydrotherapy

Watch a brief video about Brainwave which features the charity's celebrity patron, pop singer Olly Murs, produced by the BBC [here](#)

**You Tube**

## Event for parents

The charity is holding a **free** event for parents and children taking place in Doncaster. The purpose of this event is to discuss the Brainwave programme, and for families to have an opportunity to consider joining.

**Tuesday 26th July**

2pm - 3pm

Doncaster School for the Deaf, Leger Way.

If you would like to attend, please RSVP to [richardclarke@brainwave.org.uk](mailto:richardclarke@brainwave.org.uk)



[www.brainwave.org.uk](http://www.brainwave.org.uk)



## Weekly Benefit Rates April 2016/17

### 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 £55.10

(standard)

Daily Living £82.30

(enhanced)

Mobility £21.80

(standard)

Mobility £57.45

(enhanced)

For a complete list of the 2016/17 benefit rates click [here](#).

Buy this Advertising Space for as little as £80.00

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

## On the Move



The South Yorkshire Centre for Inclusive Living has relocated to Bentley Resource Centre, High Street, Bentley, DN5 0AA. If you need to get in touch, the new number is 01302 592400. You can also email [enquiries@syncil.org](mailto:enquiries@syncil.org) or visit the website at [www.syncil.org](http://www.syncil.org).

Age UK Doncaster has also moved to new premises. The office is now based on Ten Pound Walk, Doncaster, DN4 5HX. To get in touch call 01302 812345 or email [Admin@ageukdoncaster.org.uk](mailto:Admin@ageukdoncaster.org.uk).



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### 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](mailto:advice@dialdoncaster.co.uk)



Web: [www.dialdoncaster.co.uk](http://www.dialdoncaster.co.uk)



A Company Registered by Guarantee  
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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:

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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

