



DIAL now has the latest Purple Voucher books available for sale! The book contains many money saving vouchers that can be redeemed at outlets throughout the local area such as restaurants, leisure facilities and retailers as well as other major attractions including Alton Towers, Legoland, Madame Tussauds and York Dungeon. DIAL will receive a percentage from each book sale, so you can support our cause while benefiting from all the great discounts available. Books cost £20 and can be picked up at our main office or any of our four charity shops located in Armthorpe, Balby, Intake and Woodlands. A complete list of offers inside the latest edition can be viewed [here](#).



Welcome to the Summer edition of the DIAL Newsletter!

The DIAL newsletter continues to provide useful information and updates about changes to local services. We now have over 300 subscribers.

Our Helpline continues to be extremely busy. 86% of the calls we take are Welfare Benefit related and demand for this area of service remains high.

With our support now extending to carers and with the recent launch of our Carer's Bereavement Group, enquiries continue to increase and this can be very challenging to the organisation. We have excellent support from a dedicated team of volunteers but we always need more. If you, or someone you know would like to support the service, please do contact us.

This year our Annual General Meeting will focus on volunteering and the benefits it can bring. Further information will be released soon.

Enjoy the newsletter and if you have any ideas or stories you would like us to feature, please contact the Editor, Louise Charnock.



Linda Lee **Chief Executive**

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### We have been successful with NLDC Funding to Provide 4 Week Work Ready Placements

- ▷ Want to learn new skills in a retail environment?
- ▷ Do you need to build your confidence and meet new people?
- ▷ Enhance your CV with practical experience gained
- ▷ Certificate of Achievement awarded at the end of the placement

Want to know more?



Contact us on  
**01302 327800**



## Volunteer Welcome

We would like to give a warm welcome to our newest volunteers, Sue Flintoff who supports the Helpline Team and Melvin Green who provides administrative support to the Benefits Team. We asked them to tell us why they made the decision to volunteer at DIAL.

*"I retired from full time work in a GP surgery at the end of March and soon realised that I needed new interests. I researched volunteering opportunities online via [www.do-it.org](http://www.do-it.org). I was aware of DIAL as one of my brothers had worked for DIAL UK many years ago and knew a little bit about the services they offered. I felt it would be an ideal opportunity for me to continue offering support to people needing help. Everyone in the office has been really kind and supportive. They are all great fun to work with and I look forward to improving my knowledge so I can offer support via the helpline".*

Sue Flintoff, Volunteer Helpline Adviser



*"I was looking for a new challenge, it seemed like a good idea and it was. I'm happy to be here helping the regular staff and assisting clients. DIAL is a good cause".*

Melvin Green, Volunteer Welfare Benefits Administration Assistant



If you would like to become part of DIAL's valuable team of volunteers, we would like to hear from you! We have a range of opportunities currently available including Volunteer Receptionist and volunteers to support our Carer's Advice and Support Worker as part of the Wellbeing and Creative Carers Project.

To find out more, call our Volunteer Recruitment Team on **01302 327800**.



## Happy Birthday Linda!

From all your friends and colleagues, we would like to say a huge happy birthday to DIAL's Chief Executive, Linda Lee, who recently celebrated her 50th birthday. We hope that you enjoyed your special day!



## A Donation from Auckley All 4 All

We would like to express our thanks for the kind donation of £340 which was presented to DIAL's Chief Executive, Linda Lee, by Auckley All 4 All committee member, Moira Cook who also dedicates her time to volunteering at DIAL's charity shop in Intake. The money will help us continue to provide support to disabled people and those with long term health conditions, living in Doncaster.



Chief Executive, Linda Lee (r), receiving the cheque from Moira Cook





## Web Stats Summary

April - July 2015

Total Visitors: 16532  
Total Page Views: 37405  
Total Factsheet Views: 5615  
Total Benefit Sheet Views: 1689  
Local Contacts Viewed: 6744  
National Contacts Viewed: 2495

### Most Viewed Factsheets:

- ▷ Road Tax Exemption
- ▷ Mental Health
- ▷ Wheelchair Hire

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

### Most Viewed Benefit Sheets:

- ▷ DLA/PIP
- ▷ Social Fund
- ▷ Carer's Allowance

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)



Take a look at our [new website](#) which continues to provide accessible information, details on our range of services, factsheets, local and national contacts and much more!

We welcome any feedback you would like to give about our website. Complete our online evaluation form [here](#), to let us know what you think.

## Wheelchair Hire Service

DIAL continues to provide an affordable wheelchair hire service and has a new selection of lightweight manual wheelchairs which can be hired on a short-term basis. We now have heavy duty, bariatric wheelchairs available, which have a seat width of 24" and are designed for users up to 30 stone in weight. We can also provide adult leg extensions for people with full leg casts.

Our hire rates remain very competitive at only £4 per day, £8 per weekend (Friday to Monday) or £16 for a full week.

To book a wheelchair, please call our helpline on **01302 327800**. Further information can be found on our website [here](#).

This service is only available to people living in the Doncaster area.



## New Carer's Bereavement Group

We are offering bereaved carers the opportunity to meet up with other carers in a similar situation and to get valuable advice on support and services which are available.

If you would like to know more details, contact Carol on **01302 327800**.



Let us be part of your journey...

As part of the Wellbeing and Creative Carers Project, we will also be arranging coffee mornings and other events for carers, so watch this space!



## Blue Badge Application Support

If you require assistance completing the application for a Blue Badge, DIAL's dedicated volunteer, Karen, can support you through the process. To arrange an appointment, please contact us on **01302 327800**.

You can also apply for or renew your Blue Badge online [here](#).

Before you start the online application you will require the following:

- ▷ The details of your current badge (if you have one)
- ▷ A digital or signed photo
- ▷ Your National Insurance number
- ▷ Proof of your identity
- ▷ Proof of residency

If you have any queries about the Blue Badge Scheme, contact the Initial Enquiry Support Service on **0844 463 0213** or email [bluebadge@northgate-is.com](mailto:bluebadge@northgate-is.com).



## Doncaster Conversation Club

The Doncaster Conversation Club and Drop-in is a weekly group for refugees and asylum seekers, who want to practice their English and get more support. The group is free to attend and refreshments are provided. Here you can:

- Get free immigration advice
- Learn and practice English in a relaxed setting
- Make friends
- Share and develop skills
- Build confidence

Quaker Meeting House  
Oxford Place  
Off St James Street  
Doncaster  
DN1 3RS

**Every Thursday**

1pm - 4pm

Young Person's Welfare Benefits Adviser, Claire Heard, from DIAL Doncaster attends each week for those seeking advice in relation to welfare benefits. This is a free drop-in service which is strictly confidential.

A range of activities and workshops are also organised by DIAL's BME Worker, Bev Beier, which includes:

- Craft Sessions (felting techniques, scrapbooking, marbling etc.)
- Workshops (first aid, confidence building, drama etc.)
- Leisure Activities (football, swimming, outings etc.)



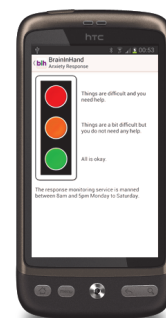
## DMBC Pilot 'Brain in Hand' Scheme

If you or someone you know has a diagnosis of Autism Spectrum Disorder, DMBC are piloting the 'Brain in Hand' Scheme, a new app which guides you through periods of anxiety and can link you to a personal mentor.

If you would like to be considered for this free service, please email [AutismInformation@doncaster.gov.uk](mailto:AutismInformation@doncaster.gov.uk) for an application form. (to use this app you must have your own smart phone).

Further information about the app can be found on the Brain in Hand website [here](#).

**braininhand**  
personal technology for independent living



Buy this  
Advertising Space  
for as little as  
£80

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

## Latest Doncaster CVS Courses

Doncaster CVS's Training Programme for September to November is now available to download [here](#). Courses include Effective Funding, Key Skills for Managers, Effective Event Planning and more.

For further information on the courses available or to request a booking form, call **01302 343300** or email [learning@doncastercvs.org.uk](mailto:learning@doncastercvs.org.uk)



**Doncaster CVS**

# 10<sup>TH</sup>

## Anniversary



Woodlands Shop Manager Janette (3rd right) with three of her dedicated volunteers.

Our Woodlands charity shop recently celebrated its 10th birthday. First opened in 2005, it has supported the local community over the years, by offering a range of items, including furniture, at low cost. To mark the occasion, the shop was relaunched. Customers enjoyed a glass of bucks fizz and a browse around the revamped shop interior.

We are always looking for volunteers to support our charity shops so if you are interested, contact our Volunteer Recruitment Team on **01302 327800** or you can email [advice@dialdoncaster.co.uk](mailto:advice@dialdoncaster.co.uk).

Volunteer role descriptions can be viewed on our website [here](#).

## VOLUNTEER VAN DRIVER'S MATE WANTED!

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 driver's mate to support our delivery and pickup drivers for our four charity shops.

View the role description [here](#).



**INTERESTED? CALL 01302 327800**

### Having a clear out?

Why not donate your unwanted items to our charity shops who rely heavily on the support of the local community. We accept furniture, electrical goods, clothing and bric-a-brac and our collection team can pick up the items **free of charge!** Alternatively, items can be dropped off at any one of our charity shops, details of which can be found on our website [here](#).

Collections can be arranged by contacting your nearest shop.

Armthorpe	<b>01302 302500</b>
Balby	<b>01302 853194</b>
Intake	<b>01302 360650</b>
Woodlands	<b>01302 722121</b>

Thank you!



## Shared Lives

Supporting people since 1994, The Avalon Group is an award-winning social care charity providing flexible person-centred care, support and companionship for everyday life, housing, employment, holidays and travel. Working with individuals, they create tailor-made support according to need and preferences. We asked them to tell us about the Shared Lives Scheme which allows carers to work from home, providing long term living solutions, short term placements, respite care or short breaks.



### 1. What is the Shared Lives Scheme?

Under the Avalon Group's Shared Lives Scheme, paid carers offer adults and young people with disabilities or a health condition a place to live in their home. It can also provide a support option to older people who can no longer remain in their own homes, but want to retain as much independence as possible within a caring family environment. Once approved, the carer can offer long term accommodation, short breaks and respite or day opportunities. Living as part of a Shared Lives Family enables individuals to develop their confidence and skills. The Avalon Group has delivered Shared Lives for over 20 years and is one of the largest independent providers of this innovative service in England.

### 2. Who is eligible to access the service?

Anyone from 16 years upwards with an identified need for care and support, Shared Lives enables the individuals to receive care and support within a family environment and be included in family life.

### 3. What support is provided?

Shared Lives carers provide a wide and varied range of support, including personal care, emotional support, daily living skills, support to access education, employment, leisure opportunities and take holidays. Customers are matched carefully with carers, with consideration given to home and lifestyle, individual personalities, shared interests and hobbies and the skill of the carer in relation to the identified needs of the customer.

### 4. How is someone's suitability identified?

Avalon carries out a needs assessment to identify what support is needed and if Shared Lives is the right option for the individual. We already provide Shared Lives services for many people with different needs seeking various levels of service. These include:

- ⊢ Individuals with learning disabilities
- ⊢ Individuals with physical disabilities
- ⊢ Young people in transition looking to move into independent living
- ⊢ Individuals with mental health needs
- ⊢ Older adults
- ⊢ People living with dementia

### 5. How do you apply?

Potential customers can be referred through social services or can contact the Avalon Doncaster office direct on **01302 910191**. We are happy to come out to meet you, to talk about the service and answer any questions.

For anyone interested in becoming a Shared Lives Carer please give us a call on **01302 910191** or email [alisonbradley@avalongroup.org.uk](mailto:alisonbradley@avalongroup.org.uk) or [bevwilson@avalongroup.org.uk](mailto:bevwilson@avalongroup.org.uk)

Shared Lives Carers enjoy:

- ⊢ Monthly payments with generous tax breaks
- ⊢ Self-employed status
- ⊢ Working from home
- ⊢ Access to our award-winning Learning and Development Programmes
- ⊢ Working with a reputable registered charity and supportive not-for-profit organisation



To find out more, visit [www.avalongroup.org.uk](http://www.avalongroup.org.uk) or email [enquire@avalongroup.org.uk](mailto:enquire@avalongroup.org.uk)

**Tel: 01423 530 053**

The Partially Sighted Society is inviting visually impaired people, their carers and family and professionals working with visually impaired people to their Autumn Open Day on Thursday 10th September between 10am and 2pm. The day will include:

- Demonstrations of the latest technology from Low Vision Suppliers, Optelec
- Get to grips with a range of handheld video magnifiers
- Calibre Talking Books
- Terrace Gardens Day Centre
- Crafts for visually impaired with Artfelt
- Action for Blind
- Information and advice from DIAL Doncaster
- Representatives from the Sensory Team
- Plus much more.

For more information please contact Anita or Michaela on **01302 965195** or email: [anita@partysight.org.uk](mailto:anita@partysight.org.uk) [michaela@partysight.org.uk](mailto:michaela@partysight.org.uk)



The Partially Sighted Society  
1 Bennetthorpe  
Doncaster  
DN2 6AA

Doncaster Housing for Young People will be holding their Annual General Meeting on Thursday 3rd September at Doncaster Baptist Church on Chequer Road.

For anyone interested in attending, please confirm by calling **01302 738198** or emailing Michelle Kieley at [michelle@dhyp.org.uk](mailto:michelle@dhyp.org.uk).



## Carpets with a Conscience

'Made By U', in partnership with M25 Group, has recently opened a fully fitted retail outlet within Sunny Bar (the old Free Press office). This service offers the recycling and reusing of quality carpets which will be available at affordable prices. You can have your old carpet collected and your new one fitted. For further enquiries call **07876 504767**.

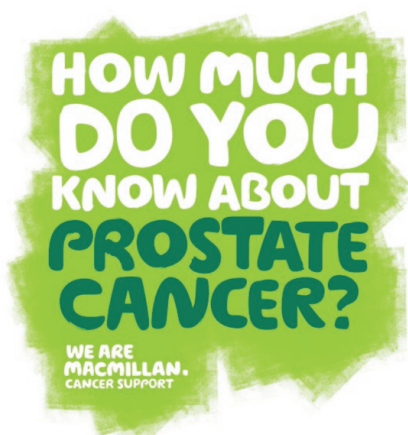


The Alzheimer's Society Doncaster has launched a new 'Singing for the Brain' group at Alexander House in Askern. Held on a Friday afternoon 1.30pm to 3.30pm each month, dates for 2015 include 28th August, 23rd October and 27th November.



A Conversation Café has also recently launched at Tickhill Methodist Church held on a Tuesday morning each month, from 10am to 12noon. Dates include 15th September, 20th October, 17th November and 15th December.

For further information contact the Alzheimer's Society on **01709 580543** or email [Kim.Beresford@alzheimers.org.uk](mailto:Kim.Beresford@alzheimers.org.uk).



## New Support Group

If you have been diagnosed with prostate cancer you may be interested in attending a new support group in Doncaster which meets at DRI on the first Friday of every alternate month. For further details, contact one of the numbers below.

**John Weston - 07708165100**  
**Dennis Briggs - 01909 481287**  
**Brian Eckersley - 01302 532324**  
**John Williams - 01709 860769**  
**Bill Robinson - 01302 538681**

## Cancer Information Coming Your Way...

Macmillan Cancer Support will also be providing a mobile Information and Support Service on Wednesday 9th September at the Frenchgate Centre between 10am and 4pm for those who have any questions or concerns about cancer. No appointment is required and all information is free and confidential. You can find out more by calling the Support Line on **0808 808 00 00** or visiting [www.macmillan.org.uk](http://www.macmillan.org.uk).

Social Enterprise, Big Ambitions have relocated to The Jade Centre, Askern Road, Bentley, DN5 0JR.



**BigAmbitions**

They deliver support programmes to help individuals with poor mental health to gain and retain work alongside supporting businesses to adopt healthy workplace practices. To find out more you can call their new number or email [enquiries@bigambitions.org.uk](mailto:enquiries@bigambitions.org.uk)

**New Number**  
**01302 874963**

## New Number for Hearing Rehabilitation Centre

For those of you who have had difficulty getting in contact with the Hearing Rehabilitation Centre on Chequer Road, we have established that the previous number is no longer in use and anyone wishing to get in touch should call their new number on **01302 644950**.

## Wish You Were Here?



We still have selected dates available for our 8 berth caravan at Golden Sands in Mablethorpe. Whether you fancy a weekend break or a full week, take a look at what we have remaining for dates in September and October!

Current availability can be viewed [here](#).

For further details or to make a booking, call our helpline on **01302 327800**. (we accept debit and credit card payments)



**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.



Scope helpline has partnered with Turn2us to launch an online benefits calculator which will allow disabled people and their families access to accurate information and calculations about their entitlements to welfare benefits and other services. The calculator can be accessed [here](#). If the information you need is not to hand, there is an option to save your calculation and come back to it later.

If you need support with using the benefits calculator you can call the free Turn2us helpline on **0808 802 2000**.

DIAL News Issue 14 Summer 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](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

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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Louise Charnock

**email:**

[louise.arnock@dialdoncaster.co.uk](mailto:louise.arnock@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

