



Welcome to our first edition of our e-newsletter for 2016. January has been a really busy month with just over 1,000 separate enquiries to the DIAL helpline of which 700 were welfare benefit related. Our specialist staff and volunteers strive to meet often very tight deadlines for claims and continuously support the most vulnerable, by way of our home visiting service, but alas the ever increasing demand for the service nearly always outstrips supply. In order to clear the back log of appointments we are already dealing with, we are having to try to seek alternative support for some of our clients which in itself is difficult as DIAL offers a very unique and specialist service and this is hard to match. With funding ever more difficult to secure for the valuable work we do and the continuing cuts from local Government having further impact on organisations like DIAL this is a real cause for concern. We all know that cuts may be necessary and we don't seek gratification we just want the funders and the local Government to understand that there is an obvious need for services like DIAL in the community who without the funding cannot survive. We would like to hear your comments and views of which we would gladly pass them on so do get in touch.



Linda Lee **Chief Executive**



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DWP Pilots Video Relay Service for BSL users



Department
for Work &
Pensions

The Department for Work and Pensions (DWP) has introduced a new video relay service (VRS) for British Sign Language users to easily access Government services. The Video Relay Service allows users to make BSL interpreted video calls via their tablet, smartphone, computer or laptop. The interpreter then relays the call in English to a DWP staff member.

VRS is currently being trialled through the call centres for Disability Living Allowance, Attendance Allowance and Access to Work. There is no registration required to access the service and there is no need to schedule an appointment.

Further information about VRS can be viewed [here](#).

Buy this
Advertising Space
for as little as
£80

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

Getting Ready for a Spring Clean?

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 [here](#).



We would like to say a big thank you to the Sainsbury's store on Thorne Road and the Tesco Extra superstore in Balby for donating items to support our Christmas raffle which was organised by staff and volunteers at DIAL's charity shop in Balby. The raffle helped to raise a total of £195 so thank you to everyone involved.

Thank you!



A 10% discount is available on certain bookings
made before the end of April 2016!

(some restrictions apply)

DON'T MISS OUT!

Grab your bucket and spade because we are now taking bookings for our purpose built holiday accommodation at Marton Mere in Blackpool! Located only 3 miles from Blackpool Tower and the Pleasure Beach, Marton Mere is situated on a nature reserve with a stunning mere on the edge of the Haven park.

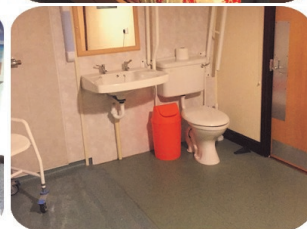
Our three bedroom holiday lodge sleeps up to seven people and includes an open lounge/dining area, fully fitted low-level kitchen, bathroom and an adapted bedroom with ensuite wet floor shower area. Patio doors from the lounge lead to a full length, ramped veranda which gives access to the level parking area at the side of the property.

This home from home accommodation provides everything you need for a comfortable and enjoyable stay including TV, DVD player, washing machine, fridge, microwave, cooker, toaster, iron, ironing board, crockery and kitchen utensils.

★ Meet & Greet Service

★ Towels & bed linen provided

★ Funworks Passes included!



For further details, click [here](#) or contact us on **01302 327800**.

Details of our current prices and availability can also be found at
www.directholidayhomes.co.uk

Focus Day for young people living with a visual impairment

Are you aged 16-30 years of age? Do you have a visual impairment? If so, the Partially Sighted Society would love to hear from you!

They want to find out what sort of support and services you would like to be available to you. If you are interested in putting your ideas and points of view across, in a relaxed and non-formal way and would like to be involved in their Focus Group on Wednesday 2nd March 10.30am to 12.30pm, please call **01302 965195** or email reception@partsight.org.uk

The group will be held at The Partially Sighted Society's fully accessible premises at 1 Bennetthorpe, Doncaster, DN2 6AA.



Transport 4 All - Mystery Shoppers Required

SYCIL's 'Transport 4 All' project aims to support disabled people to get better access to services, and hopefully widen their travel horizons.

As the Transport 4 All project draws to a close, they are planning to undertake a Mystery Shopper/Passenger Exercise in late February.

This exercise will involve disabled people undertaking a number of journeys on a range of transport modes: buses, community transport, accessible and saloon taxis and then reporting back on their experiences, using a questionnaire.

They would like to involve a range of disabled people, including those who travel in their wheelchairs (including powered wheelchairs), mobility impaired people, sensory impaired people and people with learning disabilities.

It is a short term exercise, which may probably only require two or three sessions of involvement, in late February/early March. There is a small budget for volunteer travel expenses to SYCIL and the journey costs, but for bus journeys, they hope an ENCTS Bus Pass would be used.

All participants will be given training and information about what is travel good practice and good customer service at a briefing meeting to be arranged at a mutually agreeable time.

If you are interested in being involved with this, please contact Elspeth Mallowen, Transport 4 All Co-ordinator on **01302 894929** or **07745 560 497**, or email ElspethM@sycil.org.



'One in Six' Project

SYCIL is supporting a new, three year Lottery Funded project 'One in Six'.

One in six people lose their job within one year of becoming disabled. We know that many people who are disabled, or who have a long term health condition, want to retain their employment or find work or volunteering opportunities, but can experience a range of barriers.

This project will work across Doncaster and Rotherham, supporting disabled people and those with long term conditions to increase their confidence and skills, improve their job readiness, and enhance their ability to access and/or retain employment. The team will also work with local employers, enabling them to become better equipped to recruit and retain disabled people, and to demonstrate excellence in recruitment and employment practice.

To achieve this the team will provide one-to-one coaching, peer support and volunteering and work experience opportunities for disabled people and those with long term conditions, and offer training and support to local employers.

Karen Smith, SYCIL Chief Executive said "We are delighted to receive this grant from the Big Lottery Fund for our new project. We know that employment support will be a valuable local resource, and hope to work with a wide range of organisations to create new opportunities for people".

Kim Beresford, Project Manager added "Many disabled people and those with long term conditions want to work or volunteer. The support provided by the project aims to give them the confidence, knowledge and skills to do so".

To find out more about the project, please contact the 'One in Six' project team on **01302 892949**.

DIAL Services Price Increases for 2016

A small increase has been applied to some of the services which DIAL provides, details of which can be found below.

Wheelchair Hire Charges

- £5 per day (24 hours)
- £10 per weekend (Friday 12 noon to Monday 12 noon)
- £20 per week (a 7 day period)
- A £20 refundable deposit is also required (unless paying by card)

Radar Keys

Radar Keys are available to purchase from DIAL at a cost of £3.50. These can be picked up from our main office or any one of our four charity shops (proof of disability is required).

Photography Service

If you are unable to access a conventional photo booth due to a disability, we offer a friendly, accessible service at our office. We can take digital photographs that are suitable for Blue Badge applications, passports, identification badges etc. The cost is £5 for 6 passport sized photographs.



For further details about the services which DIAL can offer, visit our website [here](#) or call us on **01302 327800**.

DIAL
DONCASTER
DISABILITY ADVISORY SERVICE

VOLUNTEER VAN DRIVER WANTED!

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!



Spotlight on...The Doncaster Cancer Survivor Action Group

The Doncaster Cancer Survivor Action Group (DCSAG) was formed in June 2015 to “source and promote facilities to support the wellbeing of all people affected by cancer in the DMBC area and represent their knowledge and views”. The creation of the group came about as a result of work done by the Doncaster Cancer Survivorship Strategic Group. It was felt that an Action Group would best represent the views of those affected by cancer in Doncaster. The Strategic Group had developed what came to be known as the “8 I statements” which reflected the needs of people affected by cancer from diagnosis onwards. Statements such as “When being discharged from hospital as an inpatient, I know how to help myself and who can also help me”. The Strategic Group, funded by Macmillan and DMBC help to support The St John’s Information Centre and Meeting New Horizons; two organisations which help people affected by cancer in many different ways.

So why do we need DCSAG?

Well, as in most large organisations, it is very often difficult to know how to best deliver and/or improve the services they provide. The Strategic Group felt that the best people to provide good feedback to those service providers were those that use the service the most. The challenge was to assimilate the views of people affected by cancer and present it in a coordinated and rational manner including, not only the person with the diagnosis, but their carers, friends and relatives. The feedback obtained from the work that DCSAG does will be fed directly in to the Cancer Board which is managed by the local Clinical Commissioning Group. This board has amongst its members the key decision maker responsible for developing and delivering the service, which cancer patients, their carers, friends and relatives use from diagnosis onwards.

What Next?

DCSAG will set up regular meetings, synchronised with the Cancer Board meetings. Their aim is to create a robust feedback of information for the purpose of making a valuable contribution to the development of cancer services in Doncaster.

The next meeting will be held at the Wheatley Hotel, Thorne Road on **Wednesday 9th March** at 7pm. Anyone wishing to attend will be more than welcome.



If you would like to get involved and support the work of the group, please get in touch with the secretary Richard Rimmington at doncsag@gmail.com

Information Drop In Day at Doncaster Healthwatch

Doncaster Healthwatch are holding an Information Drop In on Tuesday 23rd February, 10.30am to 2.30pm at their office on Duke Street. Here you can enjoy a free hot drink and find out more about their services, healthy eating, stopping smoking and cancer awareness. For further details call 0808 8010391 or visit the website [here](http://www.healthwatch.co.uk).

Web Stats Summary

November 2015 - January 2016

Total Visitors: 7546

Total Page Views: 21607

Total Factsheet Views: 2473

Total Benefit Sheet Views: 1000

Local Contacts Viewed: 4390

National Contacts Viewed: 968

Most Viewed Factsheets:

- Wheelchair & Scooter Hire
- Road Tax Exemption
- Mental Health

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

Most Viewed Benefit Sheets:

- DLA/PIP
- Attendance Allowance
- Carer's 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

Healthy Eating from Around the World

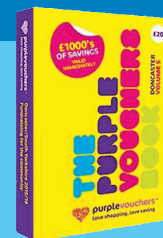
As part of a Big Lottery funded project, DIAL's BME Officer has organised a series of six healthy eating sessions, where participants can learn how to cook delicious dishes from different cultures around the world.

The first session was a South Asian theme where the group cooked and enjoyed a Sri Lankan curry and rice.

The sessions are held every Tuesday, until the 15th March at The Quaker Meeting House, Oxford Place, Balby.

If you are interested in attending the cooking sessions or you would like to know more, please contact Beverly Beier on 01302 327800 or email

beverly.beier@dialdoncaster.co.uk



Remember, you can grab a copy of the latest Purple Voucher Book from DIAL's office or any one of the four charity shops based in Armthorpe, Balby, Intake and Woodlands.

This little book is packed with money-saving vouchers which can be redeemed at retailers, restaurants and leisure facilities throughout Doncaster as well as major tourist attractions such as Alton Towers, Legoland, Madame Tussauds and many more!

The book is only £20 and a percentage of each sale goes directly to supporting our charity and the work we do.

A complete list of the offers available inside can be viewed [here](#).



Edlington Community Organisation (ECO) have set up a weekly drop in Food Share. Free food hampers are available for those facing difficult times and people in crisis. There are no restrictions on who is entitled to a hamper, everyone needs support at some point. In addition, free soup and roll is provided at each drop in.

Where? Yorkshire Main Community Centre, Edlington

When? Every Thursday

Time? 11.00am to 1.00pm (If you cannot make it during this time support will still be available, just call in to the office)

Donations of any food and personal hygiene items are also welcome, which can be dropped off at Yorkshire Main Community Centre.



For more information please contact **01709 252549**.

Do it Online - Carer's Allowance Digital Services

The Carer's Allowance Digital Service is a simpler, clearer and faster way to make a claim or report a change of circumstances.



Department
for Work
& Pensions

How to Access the Service

Visit www.gov.uk/apply-carers-allowance

What happens after the claim is submitted?

An online claim is received in DWP as soon as it is submitted. The Carer's Allowance Unit can start processing the claim and will write to the person being cared for, to let them know a claim by someone caring for them has been made. If you have provided an email address, you will receive a confirmation email.

What help is available?

There are help guides to clarify questions and an option to check eligibility up front so you know if it's right for you. There's a helpline number (0345 608 4321) where a skilled agent will provide additional support to guide you through the claim, if you need it.

Report a Change of Circumstances

You can report a change of circumstances online, for example:

- You start or leave a job
- You stop being a carer
- You take a holiday or go into hospital
- The person you care for goes into hospital or takes a holiday

To report a change visit: www.gov.uk/carers-allowance-report-change



Some benefits of using the digital service to make a claim

- Available 24 hours a day 7 days a week
- Only takes around 20 minutes to complete
- Arrives immediately at the Carer's Unit once submitted
- Can be accessed on a mobile phone or tablet device
- Does not require a signature or a password
- Has mandatory questions to ensure the right information is captured
- Opportunity to check the answers before submitting the claim

New National Living Wage

From April 2016, a new mandatory national living wage will be introduced for workers aged 25 and over. The initial rate will be set at £7.20 per hour.

The national minimum wage rates will still apply to workers aged 24 and under, which are usually updated every October.

For current rates and further information visit www.gov.uk.



Q&A on Carers and the Benefit Cap

In January the Government announced that carers who are in receipt of Carer's Allowance would be exempt from the benefit cap.

Carers UK have produced an informative article which answers some questions in relation to the recent benefit cap changes and how carers will be affected.

The article is available on the Carers UK website [here](http://www.carersuk.org)

Special Times for Special Memories



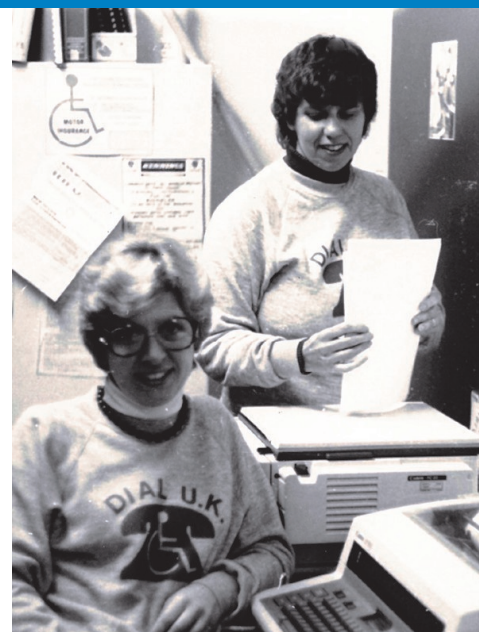
If you are in need of some social interaction with like minded people, some time for yourself or want to support a friend or relative that may be otherwise isolated, Aspiring 2 have organised a number of Vintage Tea Parties throughout Doncaster. Here you can make new friendships, play memory lane bingo and enjoy afternoon tea while sharing memories and creating new ones.

To find out more, you can view the events calendar [here](http://www.aspiring2.co.uk) or you can call 07913314511.

Aspiring 2.....

A Blast from the Past!

It was back in 1983 when DIAL was formed, running its services from Bentley Library with only two paid workers; Marian Astle and Brenda Marshall. Marian left the organisation in the late eighties but Brenda was with DIAL for 23 years, until her retirement in 2006. The photo below shows Brenda, busy in her previous role as Information Manager, taken in 2005.



The Early Years with Marian Astle (left) and Brenda Marshall

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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

Web: 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:

editor:

Louise Charnock

email:

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



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Where Quality Counts

