



Come along to our FREE 'Positive Body & Mind' Coffee Morning which is being held on Wednesday 17th September at DEMRP on Carr House Road. The event will include:

- Indian Head & Arm/Hand Massage sessions
- Papercraft sessions
- Advice & information from Doncaster Culture & Leisure Trust
- Food Health Information
- Free refreshments

To find out more, click [here](#).

now recruiting!

DIAL has various volunteer opportunities available and we are recruiting now! Our latest voluntary positions include:

- Telephone Triage
- Triage Assessor
- Blue Badge Form Filler
- Admin Assistant

Further information on our all of our current volunteer opportunities and job descriptions can be found [here](#) or you can contact us on **01302 327800**.

**Interested?
If so, we'd love to hear
from you!**



Welcome to the Summer Edition of DIAL News!

I would firstly like to extend thanks to all those who have supported this year's fundraising efforts however small. We have been able to enhance our holiday accommodation to a very good standard thanks to the funds raised.

In the last couple of months we have been able to further develop skills for volunteers and are now using digital provision to make our information and advice service much more accessible and efficient. We have commenced an additional outreach resource at Edlington Community Organisation where our advisers are using our mobile devices to take information into the local community (for dates and times of the outreach please contact our helpline for more details). We are currently recruiting new volunteers in a variety of roles, from administration to retail and we can now offer short term work trial placements at our charity shops across the borough. Please contact our helpline if you are interested in giving some of your time to support our charity.

As part of the Innovation Fund we have a new 'Self Help Information Hub' in the form of a touch screen kiosk which will be placed within the Vermuyden Centre Library in September. Users will be able to access information about DIAL services as well as local and national support services at the touch of a button.

DIAL is hosting an information event in October at the Lakeside Community Church (date to be confirmed), to raise awareness of Dementia and



Linda Lee Chief Executive

this issue

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of the support services available in Doncaster for service users, carers and those supporting people living with Dementia. The event will include our AGM. We will be inviting organisations and local groups to have information stands at the event. If you are interested please do contact our helpline, this will be of course on a first come first served basis as space will be limited.

I would like to conclude by inviting anyone who has a story or information they would like to share in our quarterly newsletter to make contact with our Editor, Louise. The newsletter not only provides information about DIAL but is also provides a good link for community news to be conveyed.



HAPPY 9TH BIRTHDAY!

We would like to wish a Happy Birthday to our Woodlands Charity Shop which has been providing invaluable services to the local community for 9 years!

Read More about our charity shops [here](#)

FUNDRAISING UPDATE



Tune in to CSRN

DIAL has been promoting services on Sine FM's 'Care and Support Radio Network' and staff members have made appearances on the show to talk about what services are available and projects the organisation is involved with. You can listen to the latest shows [here](#).



It's been a busy few months for DIAL staff and volunteers who have been on a fundraising mission in a bid to raise funds for much-needed improvements to our holiday accommodation at Blackpool and Mablethorpe. We've hosted a race night, attended local galas, sold purple voucher books, held raffles and tombolas and even made loom bracelets which we were able to sell at various events! We have successfully raised a total of £1851.87, so a massive thank you to those who supported us!

We would like to say a special thank you to all the local businesses for their involvement in our plight, by donating something which we were able to include in our raffles and to all those who sponsored our race night. It was a successful and fun-filled event, raising a total of £706.20 on the night.

The money we have raised has helped us make the improvements needed to the accommodations which includes new carpets, curtains and repairs to the ramped veranda at our Blackpool lodge which is purpose-built for people with disabilities and is fully wheelchair accessible.

DIAL has been fortunate enough to receive additional support to our fundraising cause through the following:

- DIAL were a nominated charity for the ASDA 'Community Life' token drop scheme and received a cheque for £25. Thank you goes to the store's customers who dropped their token into DIAL's box!
- £1000 was donated by The Screwfix Foundation to help with the vital improvements to our Blackpool accommodation.
- Doncaster Ladies Choir held a summer charity concert in aid of DIAL.
- Fellowes of Doncaster donated a cheque for £200.
- Ikea donated crockery items to kit out our dining and kitchen areas.
- DIAL staff will be collecting for the charity at the large Tesco store in Balby on the 10th September.



HAPPY 70TH BIRTHDAY!

We would like to wish a very happy 70th birthday to DIAL volunteer, Peter Cox who recently celebrated this milestone birthday. To mark the occasion, everyone in the office enjoyed a piece of personalised birthday cake and Peter was presented with a bottle of whiskey and a Waterstone's gift card.

From all your friends and colleagues, we hope you had a wonderful day!



*Birthday Boy! - Peter Cox
Volunteer Receptionist*



Web Stats Summary

April-June 2014

www.dialdoncaster.co.uk

Total Visitors: 15,755
Total Page Views: 32,528
Total Factsheet Views: 5449
Total Benefit Sheet Views: 1789
Local Contacts Viewed: 5525
National Contacts Viewed: 2555

Top Three Factsheets:

- Road Tax Exemption
- Mental Health
- NHS Dental Treatment

To view all our factsheets click [here](#)

Top Three Benefit Sheets:

- DLA/Personal Independence Payment
- Carer's Allowance
- Jobseekers Allowance

To view all our benefit sheets click [here](#)

It's a Boy!

Congratulations to Andrea Grady who recently gave birth to a healthy baby boy, Kayden Gerrard, weighing 7lb 1oz. From all your friends and colleagues at DIAL, may your new arrival bring lots of fun and happiness (and not too many sleepless nights!) to you and your family!



Calibre Audio Library - Celebrating 40 Years

Calibre Audio Library has been celebrating its 40th anniversary. The charity has come a long way since the three female founders recorded the first book, Lucy Maud Montgomery's *Anne of Green Gables* (Catalogue No. 1) on the kitchen table. Initially there were 10 books in the library; now members can enjoy a selection of 7,200 digital recordings available on MP3 CD, USB memory sticks or via streaming. New books include: Chimamanda Ngozi Adichie *Americanah* (10078); Ian Rankin *Saints of the Shadow Bible* (9989); Costa Book of the Year 2013 *The Shock of the Fall* (9985) by Nathan Filer; Catherine Aird *Dead Heading* (10052); Sebastian Faulks *Jeeves and the Wedding Bells* (10076) and Fannie Flagg's *The All Girls Filling Station's Reunion* (10059).

You can check out the titles via the free online catalogue and also listen to an audio clip of each book at www.calibre.org.uk. Alternatively, you can order large print category catalogues covering 60 genres ranging from detective and mystery fiction to autobiography and history titles for a small charge.

Many sensory team professionals and members talk about Calibre's helpful Membership Services who go the extra mile to help people with their questions and book requests. Calibre offer a free 12 week trial membership after which you can join the subscription-free service for a one-off payment of £35 (or £20 for under 16s) and receive free books for life. You can borrow up to 3 USB sticks and/or 8 CDs at a time in addition to limitless streaming for your smartphone, tablet or MP3 player. Calibre also offers a one-stop shop membership package which also includes a choice of USB players for under £70.

For more information about Calibre including our individual, group and club memberships, call us on **01296 432 339** or email membershipservices@calibre.org.uk.



 **Calibre audio library**
the freedom to read

Communication Skills Training

Volunteers at DIAL Doncaster have successfully completed a 'Communication Skills' workshop provided by Natalie Collins, DIAL's Training Officer. The objectives of the training included two-way communication, effective listening, summarising and dealing with conflict.

Well done to everyone who attended and received a certificate.

If anyone is interested in our training opportunities, you can contact Natalie Collins on 01302 327800 or email natalie.collins@dialdoncaster.co.uk.



New Young Person's Adviser to support DYPAS

Claire Heard has been recruited by DIAL as a Young Person's Welfare Benefits Adviser to support the Doncaster Young Persons Advice Service (DYPAS) which is a free and independent service, available to 16 to 25 year olds who are facing issues with housing, debt or welfare benefits. The advice and support available is there to help young vulnerable and socially isolated people including those who have increased pressures due to low income, have problems understanding the complex changes to the welfare benefits system or they have housing or debt issues.

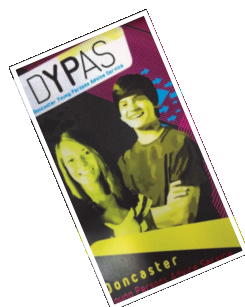
The service is run in partnership with Doncaster Citizen's Advice Bureau, DIAL Doncaster and M25 Housing and Support Group. These organisations share a wealth of experience of advice-giving in the field of debt, welfare benefits and housing to a Specialist Quality Mark standard.

If you would like to access the service you can contact Claire on the details below:

Telephone: 01302 327800

Text: 07855460666

email: claire.heard@dialdoncaster.co.uk



Claire Heard Young Person's Adviser

Listen to Claire's interview on the Care & Support Radio Network show [here](#)

Information in the Community

With support from DMBC's Innovation Fund, DIAL have obtained a new touchscreen information kiosk which will be placed in the Vermuyden Centre Library in Thorne to take information directly into the community. It displays a colourful, easy-to-use interface which links the user directly to information on DIAL's website including factsheets, local and national organisations, benefit sheets, DIAL's services and our quarterly newsletter. There is also a link to DMBC's 'Connect to Support' website which is an online information hub of services and support available in Doncaster. The kiosk also offers a print facility, so information can be taken away and perused at a user's leisure. Users can also make contact with DIAL and provide feedback on their kiosk use experience.



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



Craft Sessions & Health Workshops for BME Community

With the support of Big Lottery Funding, DIAL are providing 6 new and exciting craft workshops, engaging with BME communities in Doncaster. The sessions are being organised by DIAL's BME Worker, Beverly Beier. In addition, regular coffee mornings will take place where speakers will be invited from various local support groups to give informative talks on a wide range of topics and to raise awareness on health related issues. Six health related workshops will be arranged to

compliment the craft sessions. To find out about dates, times and venue, you can contact Beverly on 01302 327800 or email beverly.beier@dialdoncaster.co.uk



*Beverly Beier
BME Worker*



LOTTERY FUNDED

Did you know...

DIAL Doncaster are now on Facebook! Keep up to date with our latest news and events by liking our page [here](#).



You can help drive down the cost of energy by registering for The Big Power Switch [here](#).



As of 8th June, the travel rules for Mobility Travel Pass holders reverted back to the previous travel concessions of free travel at any time on buses, trams and local trains (except on late night train services) throughout South Yorkshire, if you are a Mobility Travel Pass holder. Further information can be found [here](#).



Stop Learning Disability Hate Crime - One Year On

It is one year since the launch of the 24 hour helpline for victims of Learning Disability Hate Crime, and Stop Hate UK is pleased to announce that funding has been extended for their Stop Learning Disability Hate Crime service in England and Wales. They would like to express thanks to the Ministry of Justice for their commitment to this service through their Victim and Witness Fund.

“Since its launch, the helpline has received over 200 calls and supported over 40 people, through a dedicated advocacy service, to ensure that they are receiving the right support and information.

However, it is clear to me through my daily work with victims, people who have contacted our helpline (and a lot of people who haven’t) that there is still a great deal of work to be done, largely in increasing reports of what remains a massively under reported issue. This is something indicated when comparing British Crime Survey findings with statistics of incidents reported, and unequivocally corroborated in my regular talks with people who, whilst they have not reported to police, can recount numerous stories of times they have experienced abuse, bullying and discrimination because they have a learning disability; the name calling in the street, being ostracised at school, the verbal abuse on the bus.

It is a very similar story when speaking to a great number of family carers, support workers and other professionals supporting people with a learning disability, and it never fails to surprise me how many people have become normalised to this kind of abuse, viewing it as part of people’s daily existence - ‘that’s just what happens’ - and not something worthy or necessary to report.

Yet, this is only one of a myriad of reasons why people might not feel comfortable or able to talk about their experiences of Hate Crime or others that they know. Others include police confidence, fear of reprisals, fear of not being believed, and many more. Every person faces their own barriers.” - *Stop Hate UK Advocate*

People across England and Wales who have experienced, witnessed or know someone who is experiencing Learning Disability Hate Crime can contact the Stop Learning Disability Hate Crime helpline on **0808 802 1155** for support and information. The helpline is open 24 hours a day, every day of the year. It is free to call the helpline from landlines and most mobiles, the number won’t show on a phone bill and you will always get through to an operator.

Calls are confidential and callers will be asked whether they need ongoing support. Referrals will be made where consent has been given by the victim. Stop Hate UK will also follow up with callers and offer additional support, referrals or signposting where appropriate. All incidents will be reported to the local police by Stop Hate UK, either with the victim’s details for investigation purposes, if that is what the victim wants, or without the details of the victim for information and monitoring purposes.



0808 802 1155

Stop Learning Disability Hate Crime

www.stophateuk.org
info@stophateuk.org

This article is an extract from a Stop Hate UK Press Release

Through a successful bid to DMBC's Innovation Fund, DIAL now provides a drop in advice and information hub and are developing a team of trained volunteers to deliver relevant advice and information on a face to face basis with the use of a digital tablet facility. As part of an Innovation Fund Information Sharing Event, we created a video to help capture the aims of the project. It was filmed and edited entirely using a digital tablet with the support of our volunteers. The video can be viewed on our Facebook page [here](#).

If you would like more information on this service or are interested in becoming a volunteer on the project, you can contact us on **01302 327800**.

DASP Support

Bev Barton, Trainee Adviser on the DASP Project, will be supporting the DIAL Helpline Service to further develop her knowledge in the field of advice provision.



Bev Barton Trainee Adviser

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.

Survivor Friendly Organisation

DIAL were recently presented with the 'Survivor Friendly' quality assurance certificate and Macmillan resource starter pack. DIAL is now recognised as being an approved organisation that can offer quality assured support services to people affected by cancer, cancer survivors and their carers.



Linda Lee with Alison Kilgour-Miller and Beverly Beier who have participated in the Macmillan Training Programme



RACE NIGHT

Supporting



CLUB 39

College Road, Doncaster
ON

FRIDAY SEPTEMBER 12
7pm

FIRST RACE 7.30pm

£5 including pie and pea supper

10% discount for syndicates (Parties) of 8 or more



YOU CAN
BUY THE HORSES

FOR TICKETS
Telephone 01302 215520
OR
0771 071 1253
OR CONTACT
www.redcross.org.uk/doncraces



Registered Charity No: 220949 South Yorkshire Office 0114 242 7370

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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:

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louise.arnock@dialdoncaster.co.uk

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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.

Where Quality Counts

