



Donation Appeal

DIAL's charity shops rely heavily on stock donations from the local community. If you have any unwanted quality items including furniture, electrical goods, clothing or bric-a-brac, why not donate them to DIAL? Our collection team can pick up the items **free of charge** or you can choose to drop them off at your local shop. You can contact any one of our charity shops on the numbers listed below or visit our website [here](#) to find out more.

If you are a business or organisation and would like us to organise a large scale 'bag pick up', please contact us.

Armthorpe 01302 302500

Balby 01302 853194

Intake 01302 360650

Woodlands 01302 722121

Thank you!



It seems a little late but I would like to wish all of our readers a very Happy New Year and say a warm welcome to our Winter Edition of the DIAL newsletter. Since the launch of our newsletter we are pleased to say that we now have over 350 subscribers and this just keeps growing. If you want to keep up to date with the work we do and about other local support organisations our newsletter is ideal and it's free!

DIAL has been successful with Innovation Funding from DMBC for a new project that will support unpaid carers. As a key provider of information and advice we hope that the project will compliment some of the already excellent services provided for carers in Doncaster. By helping to raise awareness and ensure that carers know their rights, increase the take up of Carers Allowance and other entitlements we hope to guide carers towards practical support, especially if caring ends. In addition we will be offering free wellbeing and training sessions for carers to support them in their caring role. We have successfully recruited a new Carers Advice and Support Worker, Carol Webb, who will take up her new role in March. Carol comes with a wealth of experience and I am sure she will become a valuable member of the DIAL team. If you know of a carer who may benefit from the project do let them know about it. We will also be recruiting volunteers to assist with



Linda Lee **Chief Executive**



this issue

Welcome P.1

Ladies Choir Donation P.2

Transport For All Project P.3

Social Media & Benefits Advice P.4

Ready for a Holiday? P.5

Donation from Doncaster Advocacy P.6

Other News P.7

the project. If you or anyone you know may be interested please do give us a call.

2015 will be the year that we review our Business Plan. We will be acknowledging our achievements as well as looking at ways in which we can develop and enhance the services we provide. If you have any suggestions or ideas about how you would like to see DIAL go forward or have any ideas about new services we could potentially develop please do let us know. We value your input.

I hope that you enjoy this issue of the DIAL newsletter and as always, we would welcome your ideas and suggestions. If you have any ideas for an article or new section please do get in touch. Our contact details can be found at the back of this issue.

DIAL were, once again, selected for the ASDA 'Community Life' token drop scheme and received a cheque for £50. A big thank you goes to the store's customers for their nominations.



Christmas Concert in Aid of DIAL

Once again, Doncaster Ladies Choir have demonstrated their support by holding a Christmas Concert on Friday 5th December in aid of DIAL Doncaster. DIAL's Chief Executive, Linda Lee, attended the event with Paula Barnett which was an enjoyable evening filled with Christmas carols, festive music and seasonal refreshments. The Choir raised £200 which will contribute towards the services we provide.

Thankyou again to all the ladies in the choir for supporting DIAL.

If you are interested in becoming a member of the choir, please contact Christine Reeves on 01302 530174.



Linda Lee giving an overview of DIAL services before the concert.

How Can Your Healthwatch Help You?

Healthwatch was established on 1st April 2013. As an independent consumer champion they will ensure that everyone in Doncaster has the opportunity to have their voice heard, with the objective of making adult's and children's health and social care services better in Doncaster. Healthwatch will:

- Collect YOUR experiences/stories of health and social care services to help improve them and shape future service provision
- Signpost you to the service that is right for you
- Support you in making a complaint about your NHS service experience

Your Healthwatch is active throughout the Borough through Community Hubs that are held regularly. Currently, these are held at Edlington Hilltop Centre, Holmescarr Centre in Rossington and the Moorends Miners Welfare in Moorends. You can keep up to date and find out where your Healthwatch will be next at:

www.healthwatchdoncaster.org.uk/content/events

If you're in the area, come and say hello to your Healthwatch!

Membership of Healthwatch is FREE and open to everyone in the Doncaster Borough. If you would like to become an Ambassador and volunteer your time in a number of roles, speak to the support team through the contact details below.

healthwatch
Doncaster

36 Duke Street
Doncaster
DN1 3EA

Freephone: 0808 8010391 Support Team: 01302 378935

Email: info@healthwatchdoncaster.org.uk

Website: www.healthwatchdoncaster.org.uk

Facebook: www.facebook.com/hwdoncaster

Twitter: [@hwdoncaster](https://twitter.com/hwdoncaster)

Want to do Something Different in 2015?

Do you have time to spare and want something valuable and interesting to do this year? Why not apply to become a member of DIAL's dedicated team of volunteers.

In-house training is offered as part of your induction and volunteering with us will give you the opportunity to develop skills, meet new people and build your confidence.

Current volunteer opportunities include:

- Charity Shop Sales Assistants
- Delivery & Collection Assistants
- Telephone Triage
- Information Assistant
- Blue Badge Form Fillers

For more information click [here](#) or contact our Volunteer Recruitment Team on
01302 327800





Web Stats Summary

October-December 2014

www.dialdoncaster.co.uk

Total Visitors: 16,928
Total Page Views: 37,367
Total Factsheet Views: 6257
Total Benefit Sheet Views: 1295
Local Contacts Viewed: 7614
National Contacts Viewed: 5187

Most Viewed Factsheets:

- Mental Health
- Road Tax Exemption
- Toll Concessions

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

Most Viewed Benefit Sheets:

- Personal Independence Payment/DLA
- Carer's Allowance
- Social Fund

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



Make huge savings this year and support DIAL by purchasing the latest Purple Voucher Book. Books are only £20 each and packed with money-saving vouchers which can be redeemed at many participating outlets including restaurants, leisure facilities and retailers. You can pick up a book at our main office or any of our four charity shops.

Contact us on 01302 327800 or click [here](#) for further details.

Transport For All Project (T4A)

This is a new project, funded by Doncaster MBC's Innovation Fund, which aims to support disabled people to get better access to services, through increasing travel confidence on mainstream public transport, trains and taxis which will hopefully widen their travel horizons.

SYCIL, South Yorkshire Centre For Inclusive Living, will establish an Accessibility Forum which will bring together transport professionals, local authority staff, and disabled people to discuss some of the barriers disabled people face when travelling in the Doncaster area and further afield.

The project will also be able to offer Disability Equality and Safety training to frontline transport staff which may challenge some pre-conceived ideas and myths about disabled people and engender a better understanding of disabled people's needs on journeys. This will include professional etiquette and appropriate language and some safety techniques.

T4A will also be organising some Transport Roadshows where disabled people and transport providers can share their experiences, learn from each other and resolve any outstanding issues. These Roadshows will also be an opportunity to identify unmet transport need and look at innovative solutions.

Transport for All will also recruit a number of Volunteer Accessibility Champions, who will be trained to identify and promote best practice in accessing a range of transport choices (mainstream buses, trains and taxis) so that more people can travel in comfort and safety. They will encourage people who might be reluctant to travel on the local transport network and beyond and help them to identify best routes and timetables as well as help with getting concessionary bus passes, blue badges. They may also be involved in some practical research on the road and rails and help deliver some of the training to frontline transport staff.

The Transport for All Co-ordinator, Elspeth Mallowan, has 25 years experience of working to improve access to services and can also offer advice on issues around concessionary fares, blue badges and disabled passenger rights, wheelchair passenger safety and many other issues.

If you are interested in getting involved in the project as a Volunteer, please do get in touch with Elspeth via email ElspethM@sycil.org at SYCIL (01302 892949) or on her mobile on 07745 560 497.

The recent Appeal Court judgement which overturned an earlier ruling (FirstBus v Pauley) on a wheelchair user's right to travel, has highlighted some of the issues involved in the experience of disabled passengers travelling on a bus, and the bus driver's responsibilities. With the support and inspiration from our Accessibility Champions and the goodwill of the transport operators, travellers across the Doncaster area should have a happier time of travelling.

Advice to Go! - Free Online Benefits Advice for 16-25 Year Olds

If you are aged between 16 and 25 and seeking free benefits advice, you can now chat with Claire Heard, our Young Person's Welfare Benefits Adviser, who is part of the Doncaster Young Person's Advice Service (DYPAS) Project, funded by the Big Lottery, via Facebook Chat or using the Facetime App (for those with an iPhone or iPad). Claire will be available to chat on the following dates and times:

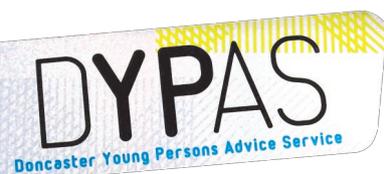
-  **Friday 13th February** - 9am to 3pm
-  **Monday 16th February** - 12.30pm to 4.30pm
-  **Friday 27th February** - 9am to 3pm
-  **Monday 2nd March** - 12.30pm to 4.30pm
-  **Friday 13th March** - 9am to 3pm
-  **Monday 16th March** - 12.30pm to 4.30pm
-  **Friday 27th March** - 9am to 3pm
-  **Monday 30th March** - 12.30pm to 4.30pm



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



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



For further information, contact Claire Heard on 01302 327800 or email: claire.heard@dialdoncaster.co.uk



Living Life Outside the Lines Wellbeing Course

- Helping Carers to maintain their individuality using their own creativity to understand and manage and celebrate their own life.
- A six stage course designed to help carers understand and manage all that life may throw at them both good and bad.
 - This is done through the creation of personal story envelopes taking carers on an evolutionary journey from where they are to where they would like to be.
- **Free** respite is offered to carers so that they can attend the sessions (a 2 hour session once a week over 6 weeks) at The Mac Gallery, Doncaster.

For more information contact Zoe Rodgers on 07540 721757

possibilitieslifecoaching@gmail.com



Ready for a Holiday?

Why not book a stay at our accessible holiday lodge at Marton Mere near Blackpool? The seven berth accommodation has recently undergone improvements including updated decor and new carpets throughout, ready for the start of the 2015 season. We can offer you the following as part of your stay:

 Wheelchair access with full length ramped veranda, low-level kitchen, adapted bedroom with wet floor shower area and more.

 Bed linen is now provided. **NEW!**

 Meet and Greet service. **NEW!**

 Funworks Passes are included

 10% discount available on bookings confirmed before the end of April! (some restrictions apply).

View more pictures and find out more on our website [here](#)



Or why not take a break at our caravan at Golden Sands in Mablethorpe? The caravan sleeps up to eight people.

 Funworks Passes are included

 10% discount available on bookings confirmed before the end of April! (some restrictions apply).

 Families and carers of disabled children (who are registered with Doncaster Children's Disability Team) will pay no more than £270 for certain dates in 2015 (some restrictions apply).



View more pictures and find out more on our website [here](#)



Book Now!

Call us on 01302 327800 or visit www.dialdoncaster.co.uk



Armed Forces Community Drop-in Sessions

Veterans' Champions will hold monthly armed forces community drop-in sessions along with a Royal British Legion Advice and Information Officer. Details of the sessions can be found below.

1st Thursday every month

10am - 12pm

Thorne Library, The Vermuyden Centre, Fieldside, DN8 4BQ

2nd Tuesday every month

10am - 12pm

Rossington Library, Holmescarr Enterprise Centre, Grange Lane, DN11 0LP

3rd Monday every month

10am - 12pm

Civic Office, Waterdale, DN1 3BQ

3rd Thursday every month

Woodlands Library, Windmill Balk Lane, DN6 7SB

For more information about the support available for members of the armed forces community and their families contact:

01302 735600

or visit

www.doncaster.gov.uk/armedforces



Doncaster
Metropolitan Borough Council



A Donation from Doncaster Advocacy

With the unfortunate closure of Doncaster Advocacy at the end of last year, DIAL Doncaster were one of the nominated charities to receive a donation. Former Chief Executive of Doncaster Advocacy, Kim Beresford, presented DIAL with a cheque for £4,000. DIAL are extremely grateful for this donation and the money will be used to support the charity to continue to support disabled people in Doncaster.



Kim Beresford, former Chief Executive of Doncaster Advocacy (centre) presenting Linda Lee & Paula Barnett with the cheque.

Work Experience available at DIAL

Are you looking to gain work experience, develop news skills and build your confidence? As part of the 'Ready 4 Work' Placement Project funded by NLDC, we are offering 4 week 'work ready' volunteer placements at our charity shops. The placements offer valuable experience of working within a retail setting including customer service skills, stock rotation, operating a till and much more.

If you are interested in our placement project, please contact us on 01302 327800 or get in touch with any of our charity shops, details of which can be found [here](#).



Relationship counselling for people living with dementia and their carers



Relate is offering free relationship counselling to help people in Doncaster who are living with dementia, and their loved ones who are caring for them.

Living with dementia can have a real impact on relationships.

Our fully trained counsellors can help you cope with the emotional impacts through couples, family or individual counselling sessions.

How it works

- Access up to 5 private and confidential counselling sessions either face to face, or over the phone

- Call 01302 380280 to speak to a consultant and book an appointment

- Alternatively you can speak to our counsellors online via live chat at www.relate.org.uk/dif



Who we can help

To be eligible for free counselling, there must be one person in the relationship who is:

- living with dementia
- aged over 50
- a Doncaster resident, or is registered with a Doncaster GP.

We accept self-referrals, and referrals from health professionals or partner organisations.

If you would like to find out more, for yourself, or on behalf of someone you care for, please contact us on 01302 380280 or visit www.relate.org.uk/dif



This service has been funded as part of Doncaster Council's Innovation Fund to develop local services and maintain people's independence.

Talk to someone now

01302 380280

www.relate.org.uk/dif

relate
the relationship people

Personal Independence Payment - Roll Out to more Postcodes

For existing DLA claimants, PIP is being introduced in stages, depending on where you live and whether you meet certain conditions known as the 'reassessment criteria'. From 23rd February onwards the reassessment criteria will apply if you have a particular postcode which includes DN (Doncaster) postcodes. The DWP will ask you to claim PIP if you have a fixed-term award of DLA that ends on or after 13th July 2015.

To find out more about PIP, visit www.gov.uk/pip.

To make a claim for PIP, contact the DWP on **0800 917 2222**

For general advice in relation to your claim or the reassessment process, call **0345 850 3322**

If you would like help with your benefits our advisers may be able to assist you. Contact our Helpline on **01302 327800**.



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.

Free Level 2 Maths and English Courses

The Edlington Hilltop Centre is now offering FREE level 2 Maths and English functional skills qualifications, to those who work or volunteer for more than 8 hours each week. There are a mixture of times available for people to study, including evenings for those who have commitments during the day.

They also have another schedule of FREE 2 week BTEC level 2 courses starting soon, which are available to anybody who is 19+, unemployed and looking for work. These courses also include level 2 Maths and English functional skills qualifications with the added ICT module.

They will also guarantee a job interview with local employers to everybody who passes the 2 week BTEC course.

Level 2 functional skills are the equivalent of GCSE's grades A to C.

They are very to ensure that spaces on the both of these courses are accessed by the community before time runs out. Their last 2 cohorts achieved a 100% pass rate, with fantastic feedback about the course delivery, so now is the time to reserve your place.

If you require any further information then please contact the Hilltop Centre on **01709 863268**.



DIAL News Issue 12 Winter 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.



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Where Quality Counts

