

DAG News

**Newsletter of Whitby,
Scarborough & Ryedale
Disability Action Group**

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Ian Peck, DAG Manager

Well the sun has been shining, the summer season is in full swing, Whitby Town has sprung back into life, and we are almost at the point of having Covid 19 restrictions lifted !

Here at DAG, we can tell that people are getting back to a more normal way of life just by the sheer number and variety of phone calls and enquiries we are receiving.

Last week for example, we had **requests for help with Disability Benefits, Blue Badges, a Disabled Person's Bus Pass, mobility scooter and wheelchair hires, transport to a hospital appointment, improving access to a village hall and information on accessible holiday accommodation**, to name but a few. Thankfully, we are back in the office every day now and just about able to cope, although we do have to put the answerphone on at times so that we can have lunch or complete a piece of work without too many interruptions.

If you do ring and the answerphone is on, please remember to leave your name and number and we will get back to you as soon as we possibly can.

What we are realising, is that alongside the “normal” types of enquiry, we are seeing that over the past fifteen months **many people haven’t had the support they would normally have been able to access and many of the calls we take are far more complex** than before the pandemic started. We are therefore doing a lot of “unpicking” before we are fully able to understand how best a person can be supported and by which organisation, or in some cases, organisations. Thankfully, our partners in the Voluntary sector are also almost back to normal too, and we are doing a lot of signposting and referring to other services, where they are better placed to help.

Obviously this is a two way process, and we are also receiving more referrals from other organisations, as we all try our very best to deal with what is, in effect a backlog of clients who have had cancelled appointments, been unable to access hospital appointments, medical and rehabilitation services, and everything being focused on tackling the spread of Covid 19.

Time alone will reveal the full impact the past year has had on people’s physical and mental wellbeing, but I am sure the statutory services and voluntary sector services will be fully stretched for many months to come. In the meantime, DAG will continue to support disabled people in any way we can, so if you do need help, get in touch with the office, and if we can’t help, I’m sure we will know who can.

On a positive note, we have recruited **Asa Jones** for the summer to help out with our Mobility Equipment Hire and although he has only been with us a couple of weeks, **having an extra pair of hands a couple of days a week has already made a big difference.**

If the volume of mobility scooter and wheelchair hires is anything like last summer, Judith, Lynne and myself would not have been able to cope and this would have had a hugely negative impact on other areas of our work - **so welcome aboard Asa!**

Finally, we are planning to go ahead with our **Annual Fundraiser at Dock End in August**, and we have a few other fundraising events in the pipeline.



We will keep you up to date and informed about these on our Facebook page and in our Newsletter, so watch this space!

If you have any ideas about fundraising or would like to do something yourself to raise funds for DAG, please get in touch.



Until the next time

Ian.

Introducing Asa Jones

I'm a student currently on a Creative Writing course at Aberystwyth University in Wales and I've just finished my 2nd year. With the unfortunate situation with the pandemic, studying has changed a lot and I have struggled a bit so I've decided to take the year out to re-assess my situation.



So, I was looking for some work whilst I'm back home. I've previously worked as a waiter at a local restaurant until early summer 2020 but decided to stop as Covid made it less enjoyable than it had otherwise been.

Despite being able to do uni work online, I went back to Aberystwyth in April as a friend of mine was standing in the

Welsh elections and I wanted to support him. Just before I was due to return to Whitby, I was chatting to my mum on the phone and all of a sudden she says "**Ooooo, did I tell you? I've found you a job!**"



I had to pause for a moment and thought "Oh no..." I didn't have a clue what kind of thing she had in mind for me but when she explained that I'd be working for the Disability Action Group doing the mobility hiring I thought that sounded absolutely perfect for me. It's a less intense job than I'm used to and involves far more autonomy and responsibility than I ever had as a waiter.

So it was going to be a challenge, but an exciting one.

Once I got home, I admit I did start to get quite nervous about starting the new role. As I've said, it requires some skills I've not previously had to use and in particular I have a bit of a fear of having to call people over the phone. I find it quite awkward and am always worried about not being able to hear the other person very well.

However, after being at DAG for a few weeks now, I'm already getting more comfortable with it (even when I can't understand what people are saying) and am overall really enjoying the role.

It's going to be interesting to see what happens as things get busier in the summer but at the moment it's going well. It's really nice seeing people being able to enjoy their holiday to the fullest, and am glad I can help make that happen.

As you can see in this picture (right), Asa has got straight down to business helping with the mobility equipment hire service.



This is him on his first day, driving one of our scooters from Church House down to the library garage. We have been assured by him that the scooter wasn't moving when he took this selfie!!

DAG Updates

Friendship Group

Did you know that Whitby DAG has a Friendship Group for our younger members?

The Group was formed during lockdown. The current group members are aged between 20-40 and initially met weekly online for a chat. Now restrictions have eased they are meeting up for a cuppa and a chat on Thursday afternoons, and planning some activities for later in the year. **If you or someone you know would like to join in please get in touch with Lynne for more details.**



Wetwheels Trip

You will be pleased to hear that we have once again booked some trips out on the amazing **Wetwheels accessible Power Boat**. Our first trips are booked for **Thursday 22nd July**.

It doesn't matter if you have never been out to sea or even on a boat before, as the fully qualified Skipper and crew will help you make the most of the experience. Space is limited, so if you would like to join us, perhaps with a friend or family member, or want to know more about it, **please give us a ring on 01947 821001**.

There is a small charge - £5.00 for DAG members, £10.00 for non-members.

Swimming for Wellbeing Sessions

Get your cossies out of the cupboard - Our swimming sessions are starting again at **Whitby Leisure Centre**.

Starting on **Wednesday 7th July 2021** (and continuing through the summer), we will be running weekly sessions, **2-3pm**. We have the sole use of both pools.

Places are strictly limited so **you must book your place, at each session, in advance**.

Anyone turning up at the Leisure Centre without a prior booking will not be allowed in to the session.

Contact **Sally** at the DAG office on **01947 821001** to book a place.



Saturday 28th August 2021 DAG Summer Fundraiser (Dock End—opposite Specsavers)

We are really pleased to be able to have our summer fundraising stall this year at Dock End, **so mark the date in your calendars**.

We would really appreciate your donations of Tombola prizes (for adults and children) , Hand Crafted items, Books, and, would love to hear from all you Bakers and Jam Makers! We will also need help on the day to set up and clear down and to run the stall. Please contact the DAG office.

Thank you in anticipation Lynne

DAG Mobility Equipment Hire



Two DAG Landeez All-terrain/ beach wheelchairs are available to hire **from the Whitby Surf School hut**, at Whitby Foreshore (beside the Cliff Lift entrance - beach side).

The chairs are for use on Whitby beach. There is no need to book, you can just turn up. **The hire charge is £2.00 per hour, payable at the Surf School.**

There is no charge for using the Cliff Lift this year. The signs at both entrances state that the **emergency alarm in the lift is not connected to the Beach Management Centre - the lift is checked by Scarborough Borough Council staff every 30 minutes.**

The DAG Mobility Scooter and Wheelchair Hire Service has re-opened for business to residents and visitors.

Pre booking essential.

Collections and returns at the Whitby Library Garage. Town deliveries available. Out of town deliveries rely on another business, and are subject to availability and an additional charge, based on mileage.

Contact the DAG office to book and for price information.



Access

Whitby DAG's Access Group was set up to help promote better access for disabled people in Whitby. The group is made up of DAG staff and volunteers – we are currently meeting by Zoom and hope to be able to meet up face to face in the near future.

Our Access Group wants to encourage local businesses and attractions to think about ways to improve access to their premises. The Sign & Bell project aims to create a leaflet with tips to prompt these changes. We can then follow this up by providing support and guidance to make bigger long lasting changes.



This is where we need your help - what improvements would you like to see? For example, large print menus, or a doorbell to ring so staff can bring out a portable ramp, or serve you at the door, provision of seating?

The group is also involved with campaigns. We are currently working with our friends at WetWheels Yorkshire to get a Changing Places facility in the centre of Whitby.

If you would like more information, to share your ideas or you are interested in joining our Access Group please contact Lynne

E-mail lynne@whitbydag.org.uk or phone her at the DAG office on 01947 821001 .

In Other Words.....On The Farm by Janet Fife

Cock of the walk: a rooster will tolerate no male rivals in his walk, or chicken run. A proud or domineering man is likened to a strutting cock among his hens.



Clodhopper is rather unkind 1690s slang for ‘a person who works on ploughed land’, a rustic. By the 1830s it was extended to the heavy shoes farm workers wore. Now we use it of any clumsy oaf.

Don’t buy a pig in a poke: this warning against buying something without checking it over dates from the 1500s. Piglets were often sold in a ‘poke’, or sack. Some crooked vendors substituted a cat or a puppy for the more valuable pig. If the buyer checked the contents, he might **let the cat out of the bag** (reveal a secret). Otherwise he might find he’d been **sold a pup**, (got a bad bargain).



Never look a gift horse in the mouth: a horse’s age can be judged by its teeth. An old horse is **long in the tooth**. ‘Don’t look...’ advises us to be grateful for gifts and not worry about the value - and the saying has been in use for 1600 years!

Stumped: when tilling a field, the plough would sometimes be brought up short against a buried tree stump, blocking progress. We still say, ‘I’m stumped’ when we’re baffled.



 citizens
advice

Scarborough & District

**We are working our way back to opening,
but for now you can still get help these ways**



Visit our website:
www.scarcab.org.uk



Chat with an adviser online:
citizensadvice.org.uk/chat



Call us for advice for free on:
0808 278 7889
Mon-Fri 9am to 5pm



By email:
info@scarcab.cabnet.org.uk

 citizens
advice

Scarborough
& District



Call us with Relay UK:
if you can't hear or speak on the phone,
Relay UK lets you phone us and type what
you want to say
18001 0800 144 8884

**DAG can also refer you directly to Scarborough CAB
for your general enquiries and to their money,
welfare benefits and debt advice service.**

Contact the DAG office.



Are you on the Priority Services Register with your energy supplier?

What is it?

The Priority Services Register (PSR) is a free service which gives you extra help and keeps you safe. This could be if there was a power cut or an interruption to your gas supply, or if you need larger print bills, someone to read your meter more often, or specific support when dealing with your energy supplier.

Who is it for?

You are eligible for the Priority Services Register if anyone in your household meets **any** of the following criteria:

- Pensionable age
- Disability or chronic illness
- Dependent on electricity for medical reasons
- Long-term medical condition
- Hearing or visual impairment or additional communication needs
- Is in a vulnerable situation
- Child under 5 years old





How to Sign Up?

Your energy supplier (who sends you your bill), Northern Gas Networks (who look after the gas pipelines) and Northern Powergrid (who look after the electricity networks) all have their own Priority Services Registers.



You can apply by contacting:

1. Northern Gas Networks/Northern Powergrid

Visit: bit.ly/ngnpriorityregister

or

Call **0800 040 7766**, option 3 - please provide the code **006** if asked. If you do not have mains gas your information will just be held by Northern Powergrid.

2. Your Energy Supplier

You need to ring your energy supplier and ask them to put you onto their Priority Services Register. If you have two different suppliers then you will need to call both.

You will be asked a series of questions regarding your circumstances and health conditions so they know how they can best help you.

For further information, or for us to place you on the Priority Services Register, please contact Kate (The Energy Doctor) on **01757 249100 / 07738 818391** / kate@yorkshireenergydoctor.org.uk



WaterSure

The WaterSure scheme is available for certain customers with a water meter. It allows them to have their bills capped.

To qualify for help under the WaterSure scheme, you or someone living with you, needs be entitled to receive one of the following:

Universal Credit; Housing benefit; Income Support; Income-based Jobseeker's Allowance; Working Tax Credit; Child Tax Credit (except families in receipt of the family element only); Pension Credit; Income-related Employment and Support Allowance

In addition, you need to either:

be responsible, and receive child benefit, for three or more children under the age of 19 living in the property,

or

have (or someone living in the property must have) a medical condition which requires significant additional use of water. Examples of medical conditions include weeping skin diseases (such as psoriasis), Crohn's disease or ulcerative colitis.

If you qualify for WaterSure, you will pay no more than the average household bill for your company, even if you use more than the average amount of water. **You will not qualify for WaterSure if you use a garden sprinkler system or have a swimming pool.**

If you think you are eligible for WaterSure, you will need to apply through [your water company](#).

Citizens Online

DO YOU NEED HELP GETTING ONLINE?

📞 CALL OUR FREE DIGITAL SKILLS
HELPLINE

0808 196 5883



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Bogus Police Officer Calls

We're still seeing a number of frauds reported to us where the victim has been contacted by someone claiming to be either from the bank or the police. The fraudster is very effective at making the call look authentic in a number of ways and we've had some examples where they've even asked their 'colleagues' from the police force to get in touch to further convince the victim it is legitimate.

Often the number displayed on the handset will appear to be the bank's phone number, a tactic known as number spoofing. The scammer also appears to know a number of personal details about the victim. All tactics to make their scam as effective as possible in getting your money.

Remember, the police or your bank will never call and tell you to pay or transfer money.

If you receive a call like this hang up immediately. After hanging up, wait for five minutes before calling either the police or our Control Centre. There have been cases of fraudsters keeping the line open after a victim had hung up. Leaving several minutes between calls will ensure that the call has closed.

If you're in any doubt as to the identity of a police officer, please call our Force Control Room on 101.
Read how to verify a police officer on our website:
<https://northyorkshire.police.uk/staying-safe/fraud/how-to-verify-a-police-officer/>



Dalewood Trust supports adults with learning disabilities providing leisure activities, adult education, volunteering and work experience.

They also provide services for the wider community in the Whitby area – **Shopping, Laundry, Meals on Wheels and Afternoon Teas.**

Meals on Wheels: Two course meals - main course and a pudding, delivered on Tuesdays and Fridays between 12noon and 1pm. **The cost is £5 per person.**



Afternoon Teas: Pre order only and cost **£7.50 per Afternoon Tea**



Laundry Scheme: your Laundry is collected and delivered. The cost per load is **£7.00**. Ironing is priced individually.



Shopping Scheme – for older people and those who cannot get out to go to the shops. **£3.00 delivery fee.**

Dalewood staff and volunteers observe current Covid-19 safety requirements.

For more information and to place orders contact
Tel: 01947 600583 Email: info@dalewoodtrust.org
Facebook: <https://www.facebook.com/DalewoodTrust/>

Caring Together Whitby and District

Caring Together
Whitby & District

A local voluntary organisation and registered charity providing practical and emotional help for carers, the people they care for and older people living on their own.



For details please phone **01947 605757**.

COVID-19 Community Response Coast and Vale Community Action (CaVCA) COVID-19 Community Response

The Single Point of Contact for North Yorkshire County Council in Whitby and the surrounding areas, if you have support needs or questions during Covid-19.

If you need help, information or would like to volunteer, please get in touch with CaVCA via:

Telephone: 07375 668996

Email: ccr@cavca.org.uk

Facebook: <https://www.facebook.com/CavcaCCR>



allcare
.co.uk

**UNIT B3, ST. HILDA'S BUSINESS CENTRE,
THE ROPERY, WHITBY, YO22 4ET**

Telephone/Fax: 01947 825555

E-mail: info@allcare.co.uk Website: www.allcare.co.uk

Mobility Scooters and Wheelchair

Sales – Accessories

Make your donations to DAG go further through

- **Gift Aid (if you are a UK Taxpayer)**
- **Give as You Live**
- **Leaving a Financial Gift in your Will**
- **Amazon Smile**
- **LocalGiving**
- **Easy Fundraising**

Contact the DAG office for details.



The Computer Centre
Repairing Whitby's computers for over
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Computers, Laptops, Tablets & Phones

E: sales@apc4me.co.uk W: www.apc4me.co.uk
Visit: Unit G1B St Hilda's Business Centre, The Ropery

T: (01947) 605859

- Have you changed your address?
- Would you like your details to be added to/ removed from our newsletter mailing list?
- Do you have any articles, stories, items wanted/ for sale or information you would like to be included in our newsletter?

Send the details to the DAG office by the 20th of each month.

DON'T FORGET - you can get a PDF version of your newsletter by e-mail. It gets to you more quickly and saves on paper, printing & postage costs for us!



Find us at Church House Centre, Flowergate, WHITBY, YO21 3BA Mon, Tues & Thurs 9am-5pm; Fri 9am-4.30pm

Telephone: 01947 821001 Email: info@whitbydag.org.uk
Website: www.whitbydag.org.uk

Mobility Equipment Hire has re-opened. All enquiries should be via the DAG office.

Reg. Charity No: 1131037
Company Reg: No: 6956837



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