

# THE BULLETIN

Spring Issue  
2004

Community  
Legal Service



## Welcome

Spring is a time for new beginnings and everyone at DIAL would like to welcome you to this, the first of North Worcestershire D.I.A.L's quarterly bulletins. We hope that you are going to find some useful information among its pages.

The aim of this newsletter is to provide information that is practical, useful and helps people to maintain their independence.

The newsletter will be available quarterly from now on. We hope to bring you news on benefits and details of both local and national organisations whose services you can use.

We want The Bulletin to be as informative as possible. On the back of the copy you will find a tear off slip which you can use to let us know if there are any specific topics that you would like us to cover in future issues. We also want to know how useful you find the newsletter.

## Legal Advice a Local Away

The Community Legal Service brings together funders and suppliers of legal information and advice to provide the widest possible access to legal information and advice for the community.

The CLS have recently set up advice lines for people needing advice from lawyers over the phone on a variety of different issues. The calls are all charged at local rates and you can be assured of quality of legal advice.

### Housing Advice Line

Tues & Thursday 10 am - 5 pm  
Friday 10 am - 1 pm & 2 - 4.30  
**0845 120 3711**

### Children's Legal Advice Line

Monday to Friday 10 am - 1 pm  
**0845 120 2966**

### Debt Advice Line

Monday to Friday 8 am - 6 pm  
**0845 120 2951**

### Education Advice Line

Tuesday to Friday 10 am - 1 pm  
**0845 120 2950**

### Employment Legal Advice Line

Monday to Friday 8 am - 6 pm  
**0845 120 2952**

## Special points of interest:

- NAIDEX 2004
- Tourist information a source of useful advice
- Phones and how to get the best possible service
- New Benefit rates
- Useful Contacts

## Keeping in Touch

In this day and age your phone is more than just a means of keeping in touch with family and friends.

The phone is an excellent way to order goods and services and if you spend a lot of time in the house it can be a real lifeline.

It's important that using the phone and dealing with connection and billing are as easy as possible. Many of the telephone companies have set up support services for disabled and older customers to provide specialist information on equipment

(phones and adaptors) and services. This includes bills in alternative formats and alternative ways to connect calls.

BT have a dedicated unit which supports its 150 operators to provide this type of information.

However for the bigger picture on all the information relating to phone usage and accessibility across all the different mobile and landline phone networks you should

contact:- **Ricability** - the independent research charity who produce practical, unbiased guides for older and disabled customers.

Their guide "**Stay in Touch - A guide for telephones and services for Older and Disabled people**" is fantastic. You couldn't get more thorough advice on the issue from any other source.

The booklet is free but you will need to send a 46p stamped addressed envelope to cover postage.

To order your copy call:- **Ricability 020 7427 2460**.

Alternatively you can download the whole guide from their website.

**[www.ricability.org.uk](http://www.ricability.org.uk)**

## Naidex 2004

This year The Naidex Exhibition is taking place from the 11th - 13th May at the NEC Birmingham. This 3 day event is one of the best homecare, disability and rehabilitation exhibitions in the country.

Hundreds of organisations take part, showcasing the latest products and services designed to help individuals achieve independence in their homes and community. It's a great way of finding out about the huge range of aids and equipment that can make everyday tasks more comfortable and which don't have to cost the earth.

I am also reliably informed by members of our team that it's a great day out.

Entrance to the show and taking part in the activities scheduled is totally **FREE**.

To find out more about NAIDEX call free phone **0870 429 4428**

You can also pre-register your ticket via their web site **[www.naidex.co.uk](http://www.naidex.co.uk)**

If transport to the event is a problem, call **TRIPSCOPE on 08457 585641** they will be able to advise on accessible transport and rail links to the NEC.

## Out and About

Tourist Information is available at a regional and local level. Both can provide a variety of helpful information, if you are thinking about a holiday, day trip or just a short visit (shopping trip etc.)

Most Tourist Information Centres will be able to give you advice on:-  
the location of disabled parking spaces, accessible toilets and they will often send out maps and answer questions about access issues for particular buildings and attractions. Tourist information exists at a very local level (Tourist Information Centres) and at regional level. (Tourist Information Boards)

For local information contact :-

<b>Wyre Forest</b> - Bewdley Tourist Information Centre	01299 404740
<b>Redditch</b> Tourist Information Centre	01527 60806
<b>Bromsgrove</b> Tourist Information	01527 831809
<b>Worcester</b> Tourist Information Centre	01905 726311

If you are thinking about making your stay a little longer then you are probably going to find more in-depth information useful, especially about accommodation. There is now a National Accessible Standard for tourist accommodation which sets out three different categories of accessibility.

**Level 1** is suitable for wheelchair users travelling alone.

**Level 2** is suitable for wheelchair users travelling with a capable person.

**Level 3** is suitable for those who can walk a short distance and climb a maximum of 3 steps.

To check the availability of accessible accommodation contact:-

**The Holiday Care Service 0845 1249971**

This charitable organisation is also a great source of advice in terms of issues around holidays for people with a disability both in the UK and Internationally,

The following Tourist Information Boards will give you some information on accommodation in their area and will also be able to give you the contact details for local Tourist Information Centres in their regions.

### **Tourist Board Numbers for :-**

<b>Scotland</b>	0131 3322433	<b>Wales</b>	029 20475226
<b>Cumbria</b>	01539 444444	<b>East of England</b>	01473 822922
<b>Heart of England</b>	01905 763436	<b>London</b>	020 79322020
<b>Northumbria</b>	0191 3753000	<b>North West England</b>	01942 821222
<b>South East England</b>	01892 540766	<b>Southern England</b>	023 80625400
<b>South West</b>	0870 4420830	<b>Yorkshire</b>	01904 707961

A free publication that may also prove useful when deciding on a destination for a holiday is:- "**Accessible Britain**" available from **The English Tourist Council** on **020 8563 3000**

## NORTH WORCESTERSHIRE D.I.A.L.

Registered Charity No. 1053933

Helpline: 0800 970 7202

Office: 01562 60241

Fax: 01562 68248

Email: northworcs.dial@virgin.net

NW DIAL can help with your queries about all manner of issues related to impairment / disability, access, holidays, support organisations both local and national, discrimination, transport etc.

We can also refer you to our benefits service which undertakes benefit health checks, form filling and representation at appeals.

## New Benefit Rates April 2004

### Attendance Allowance

High Rate £58.80

Low Rate £39.35

### Disability Living Allowance

#### Care Component

Highest £58.80

Middle £39.35

Low £15.55

#### Mobility Component

Higher £41.05

Lower £15.55

**Carer's Allowance** £44.35

**All rates are weekly**

## Useful Contacts

### Blue Badge Disabled Parking Team

01527 575855

### National Asthma Helpline

0845 7010203

### Diabetes UK Careline

0845 1202960

### Mencap Learning Disability Helpline

0808 8081111

### Mobility Advice Line

0121 4141415

## Calling all Artists

"Untitled 2004" is the third open exhibition of work by artists with a disability to be held at Kidderminster library. The exhibition will take place between 8th and 28th August 2004. The organisers are now calling for entries, the main exhibition is for 2D Work paintings, drawings and photographs. There is a limited opportunity to exhibit small 3D pieces of work also and the organisers are more than happy to discuss ways to present other art forms (drama, dance, ect).

The deadline for submission of work is the 11th of June 2004. To find out more and get a submission form,

Please contact :-

**Ann Langford on 01905 728665**

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**Name**

**Comments / Request**