

THE BULLETIN



Spring Issue 2007



Well connected: This edition has been produced at the Connect Centre (Wyre Forest), in Blackwell Street which is currently the home of North Worcestershire Dial.

A long planned move to newly refurbished premises in Kidderminster fell through when the closure of the Social Education Centre took place in January and the new unit in Orchard Street was oversubscribed.

The management and staff at Connect, with whom Dial has always worked closely, has since hosted our core services including; administration, the helpline and Information Point.

After initial delays the phone services are now fully operational.

The Bulletin format has been changed on a pilot basis following changes to the postal charging system. Feedback on the format is welcomed.

Form Filling Sessions and Face to Face Advice:

Kidderminster - The base office move coincided with the move of the form filling service to the newly opened Customer Service Centre at Kidderminster Town Hall. Appointments are available on Wednesday and Thursday mornings. Additional appointments are sometimes available at the Connect Centre in Blackwell Street.

Redditch - Appointments are also available in Redditch on a Tuesday afternoon or a Wednesday morning at the Redditch Town Hall. Additionally an information point, without appointment, is being held at the Library on Wednesday mornings.

Bromsgrove - Sessions can be booked at the Dolphin Centre Hub by arrangement.

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Independent advice and form filling appointments can be obtained by calling our free and confidential Helpline: **0800 970 7202** In exceptional circumstances home appointments can be made. All operational services are provided by trained volunteers and are subject to availability.

Developing Services: With financial support from the **Halfords Staff Charity** our website, **www.nwdial.org.uk** has been upgraded with the latest version of **Browsealoud** software which allows the site to “**talk**” to you. Intended to improve access to those with visual impairment, or other barriers to reading, you can download the “**reader**” for **free**, see the site for details. If you have a problem with installation email or phone our administration/IT section for help.

There are also plans being made to develop the helpline service by extending the daily rota and taking calls personally rather than using an answer phone “**out of hours**”. An important additional benefit of this is to open up volunteering opportunities for people who are not able to work from our office to staff the helpline. **If this could be you, please contact us.**

WORCESTER CASH

(COMMUNITY. ADVICE. SUPPORT. HELP)

Charity number: 1091880

Worcester cash is a free, independent and confidential money advice service. They are a local charity set up in 2002 to provide long term support for people in Worcestershire who are in financial difficulties.

Their advisors are trained to nationally recognised standards as set up by the Money Advice Trust.

They offer help with:

Debt and credit difficulties, Tax credit and benefits and Budgeting

You can contact **Worcester CASH** on:

Telephone: 01905 27001

Email: info@worcestecash.org.uk

Website: www.worcestercash.org.uk

Local Disabled Friendly Cinemas

Apollo Cinema

Information / Booking: 0871 220 6000

Kingfisher Shopping Centre, Leisure Level

Kingfisher Square, Redditch B98 4EQ

Website: www.apollocinemas.co.uk/redditch.phtml

The cinema has facilities and full access available for disabled guests in all screens. All screens are fitted with a hearing loop, compatible with most hearing aids. All screens have wheelchair access and wheelchair spaces are situated next to cinema seats so the guest can sit with their friends and families. The Kingfisher's Car Parks **One** and **Four** will remain open to accommodate cinema goers and entrance to those car parks will be **free** after **6pm** including parts of the centre remaining open to allow access from the **Bus** station.

Odeon Worcester

Filmline: 0870 2244 007

Foregate Street, Worcester WR1 1DX

Website: www.odeon.co.uk

The Odeon has screens on several levels and only three of which are situated on the ground floor. Currently a separate entrance exists for wheelchair users; otherwise there are only a few steps at the front of the building. All auditoria and foyer areas have inductive loops, and our main auditoria is equipped for audio-described and captioned performances for the hard of hearing or visually impaired at selected times.

Odeon Dudley

Filmline: 0870 2244 007

The Merry Hill Centre

Brierley Hill, Dudley DY5 1SY

Website: www.odeon.co.uk

The cinema has all facilities & full access available for disabled guests in all screens. All Screens have a infra red System for the hard of hearing. Digital subtitling and audio description available for certain films in screen 9 (please ask at our box office for the headset). It also has ramped access.

All Cinemas on this page accept the CEA Card which entitles the holder to one free ticket for their carer.

Warehouse Cinema**Telephone: 01562 747773**

Green Street, Kidderminster DY10 1JF

Website: www.warehousecinema.com

Situated in the heart of Kidderminster, it has easy access into the building, spaces for wheelchair users are available and a lift is provided to get to other levels of building. It also has easy access to public transport. The Warehouse Cinema is a three screen cinema dedicated to showing the best in current, classic, independent and foreign language releases. Customers will enjoy the relaxed and friendly atmosphere.

Vue Cinema Worcester**Telephone: 08712 240 240**

49-55 Friar Street, Worcester WR1 2NA

Website: www.myvue.com

The Vue Cinema has wheelchair access throughout the cinema and into all auditoriums. Parking at the cinema is at the **NCP Car Park**; it has disabled bays located on the first floor. There is also a Infrared system installed in all auditoriums for people with hearing disabilities.

Please ask at Box Office for assistance and headphones.**All Vue Cinemas accept the CEA Card.****Empire Cinemas Great Park****Telephone: 0871 200 2000**

Rubery (off Bristol Road South)

Birmingham B45 9JL

The cinema has facilities and full access available for disabled guests in all screens. All screens are fitted with a hearing loop, compatible with most hearing aids. All screens have wheelchair access and wheelchair spaces are situated next to cinema seats so the guest can sit with their friends and families.

All Empire Cinemas take the CEA Card.**Subtitled Cinemas - The one Stop shop for Subtitled Cinema****Telephone: 0845 056 9824****Sms: 0793 1341 377**

Subtitled cinema enable people with less than perfect hearing to enjoy films presented in their original and best form – the cinema.

Website: www.yourlocalcinema.com

The Cinema Exhibitors' Association Card (CEA Card)

This is a national card that can be used to verify that the holder is entitled to one free ticket for a person accompanying them to the cinema.

To apply for the card, you will need to meet one or more of the following criteria:

- a) Be in receipt of the Disability Living Allowance (DLA) or Attendance Allowance (AA).
- b) Be a registered blind person.

The card is valid for 3 years from the date of issue. Application forms are available from cinemas across the UK supporting this card. Alternatively, you can download an application form from their website.

A processing fee of **five pounds** is chargeable per card. This is to be sent along with the completed application.

If you have any difficulty, please contact them at the address below:

The Card Network

The Technology Centre
Rossmore Business Park
Ellesmere Port
Cheshire. CH65 3EN

Telephone: 0845 123 1295 (Please select option 2)

Fax: 0845 123 1296

Minicom / Text phone: 0845 123 1297

Website: www.ceacard.co.uk.

Deaf Direct have BSL Interpreter, Drop-in Sessions on the **1st and 3rd Tuesday** of every month, from **2pm to 4pm** at **Connect** (Wyre Forest) 10-12 Blackwell Street, Kidderminster.

They can translate letters, make telephone calls, fill in forms, make appointments and give information in BSL. An interpreter will always be available so please pop in.

No Appointment needed

The Shopmobility Scheme

Shopmobility is a registered charity used by 200,000 disabled people a year. There are over 231 schemes all over the country. Manual or powered wheelchairs and powered scooters are available to assist those with mobility problems to use the shops and facilities.

Most schemes are free of charge or charge a small fee.

Each Shopmobility scheme varies so it is important to contact the centre you wish to visit, prior to using the service. A member of staff or volunteer will give you all the information you need. Many centres prefer you to book in advance. Most ask that you bring identification containing your name and address on your first visit; this is so that they can complete a registration form and keep a record of your details. Many schemes will issue you with a membership card and on your next visit, you can simply show this card.

Once you have registered, a member of staff will talk to you about what sort of vehicle you require and what you will feel comfortable using. They will then give you training in handling the vehicles. When you feel confident, and the staff are happy that you are in control of the vehicle - **off you go!** The whole process takes no longer than 30 minutes maximum and in most cases you will be off in about 15 minutes.

Below are the contact numbers for some of the local schemes. If you want details for schemes in other regions you can contact **The National Federation of Shopmobility UK** on **0845 442446** or visit their website **www.justmobility.co.uk** or you could ring the local tourist information board nearest to the place you want to visit.

Worcester	01905 610523
Bromsgrove	01527 837736
Redditch	01527 69922
Birmingham Snow Hill Railway Station	0121 236 8980
Birmingham Bull Ring	0121 6162942
Merry Hill	01384 487911
Wolverhampton	01902 556021

New Benefit Rates from April 2007

	2006 Rate	2007 Rate
Attendance Allowance (AA)		
High Rate	£62.25	£64.50
Low Rate	£41.65	£43.15
Disability Living Allowance (DLA)		
Care Component (DLA)		
Higher	£62.25	£64.50
Middle	£41.65	£46.15
Lower	£16.50	£17.10
Mobility Component (DLA)		
Higher	£43.45	£45.00
Lower	£16.50	£17.10
Carer's Allowance (CA)	£46.95	£48.65
Incapacity Benefit (IB)		
Long-term IB	£ 78.50	£81.35
Short-term IB <u>under</u> state pension age		
Low Rate	£59.20	£61.35
High Rate	£70.05	£72.55
Short-term IB <u>over</u> state pension age		
Low Rate	£75.35	£78.05
High Rate	£78.50	£81.35
Severe Disablement Allowance		
Basic Rate	£47.45	£49.15

All rates are weekly

News for all Blue Badge Holders

Street parking enforcement officers (police, parking attendants etc.) now have the authority to inspect **Blue Badges**. If any of these officers ask to see your **badge**, you should hand it to them.

Refusal is breaking the law.

Useful Contacts

Disability Living Allowance / Attendance Allowance Helpline:	08457 123456
Benefit Enquiry Line (BEL):	0800 88 22 00
Pension Credit:	0800 99 1234
Social Services:	0845 6072000
Out of hours Emergency Number:	01905 768020
Worcestershire Carer's Unit:	0800 3892896
Worcestershire Association of Carers:	01905 26500
Blue Badge Offices	
Bromsgrove District Customer Service Centre:	01527 881288
Redditch One Stop Shop:	01527 534123
Wyre Forest Customer Service Centre:	01562 732928
Community Legal Service Direct (CLS):	0845 3454345
Citizen's Advice Bureaux's	
Bromsgrove:	01527 831480
Redditch:	0845 415 2221
Wyre Forest:	01562 823953

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

Helpline: 0800 970 7202
Office: 01562 60241
Fax & Minicom : 01562 68248
Email: admin@nwdial.org.uk
Website: www.nwdial.org.uk



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Registered Charity Number: 1053933

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