

9th Edition

August

2013

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The Service Team

The Service Team provide advice and guidance on all disability related queries on:

- Direct Payments
- Benefits
- Welfare Rights
- Equipment and Adaptations
- Leisure, Holidays and employment
- Disability Legislation



Goodbye and Hello We have had a number of staff changes recently.

Beth Dawes is now on maternity leave after giving birth to her little boy Edward Peter. Mother and baby are doing well. Leigh Chaffey is now covering her post. We are saying goodbye to long standing members of the Service Team. Val Tuff and Susan Rand who specialised in benefits are retiring and we wish them all the very best. We welcome Julie Turnbull to the Service Team. Julie is an experienced benefits officer.

Disability North was awarded a grant from the Big Lottery Fund to recruit a new full time Information Officer to provide confidential information, advice and guidance on disability related benefits and independent living. The post will be funded for 3 years. There is a huge demand for this service. This grant will enable us to continue



providing FREE assistance and support to thousands of disabled people and their families in the North East region. We will be welcoming Bijoli Deypurkaystha who will be fulfilling this role from 5th August.

Disability North

The Dene Centre, Castle Farm Road, Newcastle Upon Tyne NE3 1PH

Tel: 0191 2840480 Textphone: 18001 0191 2840480

Email: serviceteam@disabilitynorth.org.uk

Registered Charity No 514733

Dates For Your Diary

Service User Group

11:00am-1:00pm

19/9/13

14/11/13

Using Personal Assistants Workshops

For Parents

10am-2:30pm

16/9/13

For Adults

10am-2:30pm

12/9/13

12/12/13



DNEX 2013 - The Annual Exhibition of Disability North 25th and 26th September

Disability North is holding the North's largest Independent Living Exhibition at Newcastle Racecourse. DNEX is open both days from 10.00am. DNEX is a must attend event and there is something for everyone including digital technology, aids and adaptations for independent living and accessible leisure facilities. This free exhibition provides information, advice and equipment for disabled people, older adults, carers and health / social care professionals on a range of disability related issues.



For further information visit

<http://disabilitynorth.org.uk/dnex.html>

Or email events@disabilitynorth.org.uk

The exhibition is kindly sponsored by Pannone Solicitors

PANNONE

Injury & Negligence Solicitors

Disability North Gala Dinner Sponsored by Irwin Mitchell LLP Wednesday 25th September 2013 7:30pm Newcastle Racecourse.

Enjoy a fabulous evening with a drinks reception, three course meal, raffle and disco. £30 per ticket or £300 per table of 10. All proceeds go to Disability North. Drinks Reception: 7.30pm Dress Code: Smart

To book contact a place at the dinner contact the events team on 0191 2840480 or

email events@disabilitynorth.org.uk

irwinmitchell^{IM}
solicitors

Free Legal Surgeries Disability North & Contact a Family, in conjunction with Irwin Mitchell Solicitors, will be continuing the free legal surgeries to provide advice in relation to disability related queries. They will take place at The Dene Centre and will offer people a 30 minute session to discuss a legal issue with a solicitor to explore options that might be available to them and the next steps that they could take. Dates can be found on the back page.

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The Service Team

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If you require this newsletter in an alternative format please contact

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Do you require airport assistance?



Who is entitled?

When travelling by air, assistance is available if your mobility is limited due to age or disability. There is no requirement to provide proof, and the service should be provided free of charge.

What assistance is available?

All airports will offer accessible facilities including, special assistance teams, special seating areas, help points, and accessible toilets. The passenger is entitled to be met at specific arrival points, and have help at check-in and moving through the airport.

How do I book assistance?

Passengers should notify the airline as soon as possible and the airline will notify the airport 2 days prior to departure. Unfortunately the current pre-notification system is different for every airline, and this can leave the passenger feeling frustrated, confused, and unsure as to whether they will receive the assistance requested. See the explanatory video [able2fly on YouTube](#)

How can I find more information?

The airports own website will have this information, but it can be difficult to find. The following websites have been developed to make the information more accessible

- www.ego.net which details the facilities at each UK airport, and has useful contact numbers
- www.reducedmobility.eu has accessibility reports on airlines and airports
- www.able2fly.com website has contact information for airlines and airports, and has an assistance booking facility.

Upcoming Events

DNEX

25 and 26th
September

Irwin Mitchell Legal surgeries

14 October
2013

6 November
2013

You can follow us on twitter
@Service_Team1

Or visit our Disability North facebook page



The newsletter is kindly sponsored by



Disability North is delighted to unveil their new through floor lift thanks to the efforts of two supportive organisations. The Wessex Lift Company kindly donated the lift and The Independent Living Showroom installed it. As well as providing improved access to our conference room for disabled people the lift also doubles as a demonstration model for service users to come in and try.

Speaking about the installation of the new lift Disability North Manager Dianne Cowen said; "All of us at Disability North would like to express our huge thanks to both organisations for their help and support throughout the process. Wessex Lift Company and the Independent Living Showroom worked together to help us to improve access to our Conference room and also to provide additional assistive equipment for demonstration at Disability North.

The lift is a Wessex Home lift that combines the latest technology and design, making it both easy to use and also extremely reliable.

If you would like to visit Disability North to have a free demonstration and find out more about please contact us on 0191 284 0480 or visit our website at www.disabilitynorth.org.uk



INDEPENDENT LIVING
SHOWROOM



Moorside Allotment Association, Fenham, recently received a grant to convert one of their allotments so it can be used by a disabled person. There are raised beds, a paved area and a very nice potting shed. Help and advice is always available from experienced gardeners. If anyone is interested please contact Tony Whittle, the Lettings Officer, on 0191 2723750 or 07748734792.



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