

Beware of scams and bogus callers

No one likes to feel that they have wasted or, even worse, been conned out of their money. Unfortunately, there are plenty of situations in which you can be acting in good faith and suddenly find you've come off worse from a transaction.

We use the word 'scam' to describe a dishonest or fraudulent scheme designed to cheat someone. It could be anything from buying products or



services, to making investments - scammers use many clever and persuasive tactics to get you to spend your money. Whether the scheme was legal or illegal, it is unlikely you will be able to get your money back. Fortunately, a lot of scams and bad purchases can be avoided - here are a few examples of what to look out for:

• **Bogus callers**

People who call at your home may well be genuine. But it is a good idea to take precautions when answering the door to people you don't know. Bogus callers can use various stories to get into your home so they can steal from you or trick you out of money. They may pose as staff from the Council or a gas, water or electricity company, or even the police. Some may present themselves as an ordinary person in need of help; for example, they could ask to use your phone in an emergency.

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• **Rogue traders**

Doorstep traders are not always genuine or honest salespeople. Rogue traders may try to push you into agreeing to unnecessary home repairs or improvements, often at expensive prices. It can feel impossible to get rid of doorstep traders unless you agree to sign up for whatever they are selling. But it's your doorstep and you are in control. Don't be afraid to say no. Don't agree to anything, sign a contract or pay money until you have talked to someone else, and never let anyone persuade you to go to your bank and withdraw cash for a payment. Above all, don't be afraid to ask a salesperson to leave. If they refuse, call the police.

• **Junk mail**

Junk mail can often be confusing for people, especially if you are unable to judge the products and services being offered. By registering with the Mailing Preference Service (0845 703 4599) you can have your name taken off most direct mailing lists. Once you are registered, reputable marketing companies should

not contact you. Unfortunately, many scammers and criminals also use letters to contact potential victims. Many are based overseas, so they are unregulated and largely beyond the reach of UK authorities. If you receive a direct mail invitation of this kind, ignore it and throw it away. Never reply to these letters or you could end up being bombarded with more scam mail.

• **Identity theft**

You might receive emails or telephone calls claiming to be from your bank or another financial institution, asking you to confirm your account details or other personal information. These are always fake and if you disclose the information it may be used to raid your accounts. Banks and institutions such as the tax authorities will never ask you for your PIN (Personal Identification Number), password or other security information in full. If you are concerned about emails or calls claiming to be from your bank, contact your bank to discuss but make sure you use the contact details you received when you opened your account.

• **Telephone selling**

Be wary of calls from companies that you've had no previous dealings with. Don't be afraid to put the phone down or end the call with a brief 'No, thank you'. The caller will probably expect a high number of calls to end this way. If a caller gives you a number to call back, this still doesn't necessarily mean that the company is genuine. The Telephone Preference Service (0845 070 0707) is a free register that allows you to opt out of receiving unsolicited sales and marketing calls. Registering should greatly reduce them but you may still get some, particularly from overseas companies.

If the worst happens and you are a victim of a scam, or if you want help and advice on how to protect yourself, contact Action Fraud on 0300 123 2040 (national rate) or Consumer Direct on 08454 04 05 06.

For more tips and advice on how to avoid scams, visit www.ageuk.org.uk

Have your say about dementia

A Community Dementia Forum is being launched in Wakefield to:

- bring together people who think dementia is a significant issue for the district
- give those who have an interest in dementia an opportunity to share information
- provide a public voice for people with dementia, to help influence services.

If you would like to be involved please contact Gail Browne on 01924 373264 or email gail.browne@alzheimers.org.uk

Get set for the digital switchover

The digital TV switchover is the process of turning off the UK's analogue TV signal and replacing it with a digital signal.

In Wakefield, we are watching television from the Emley Moor main transmitter. In September 2011, the Emley Moor main transmitter will be switched off and West Yorkshire will be served solely by a digital signal. This will be done in two stages:

- **7 September 2011**

Analogue BBC2 will be switched off and new, higher power BBC channels become available on digital. This means that:

- If you haven't switched, you'll lose BBC2
- If you have Freeview, BT Vision or Top Up TV you'll need to re-tune your equipment.

- **21 September 2011**

All the remaining analogue channels will switch to digital and the remaining digital channels will become available. This means that:

- If you haven't switched to digital, you will lose your TV service
- If you have Freeview, BT Vision or Top Up TV you'll need to re-tune your equipment again.

For further information about the switchover and help with switching:

- Visit the Council's dedicated website at www.wakefield.gov.uk/digitalswitch
- Visit www.digitaluk.co.uk or call the Digital UK contact centre on 0845 6 50 50 50. (Monday - Friday 8am - 7pm, Saturday 9am - 5pm).
- Visit www.helpscheme.co.uk or call 0800 40 85 900 to find out if you could be eligible for support with switching.

TV presenter to speak at Carers Wakefield & District's AGM



BBC Look North presenter Amanda Harper will be the guest speaker at Carers Wakefield & District's Annual General Meeting on Wednesday 19 October 2011.

Amanda became patron of the charity after doing a news story on caring last year, and will be using that footage to explain how a news item moves from an idea to actually appearing on our TV screens.

Speakers from Carelink, the Wakefield & District Housing Community Alarm Service, and Family Services Telecare Support Service will also talk about the variety of modern technology available to help with caring in the home.

The AGM runs from 10.45am - 1pm in the Kingswood Suite, Wakefield Town Hall with lunch provided. Please call Carers Wakefield & District on 01924 305544 to book your place.

Celebration of Age, 19 October 2011



**Wednesday 19 October 2011,
10am - 3pm**

The Salvation Army Hall, Booth Street,
Castleford WF10 1SA

*(directly behind Castleford Bus Station,
just off Welbeck Street)*

AGE Wakefield District
Concern

Hosted by Age Concern Wakefield District, the Celebration of Age will celebrate the work of the organisation and its partners in making a difference to older people's lives in our area.

As well as incorporating their **Annual General Meeting**, the day will provide information on various issues that have an impact on those aged 50 and over. It will involve interactive information stations, healthy eating demonstrations, Silver Surfer computer sessions, Boccia Bowling, Tai Chi, 'Wiggle and Giggle' exercise sessions, and much more - all designed for you to take part in and enjoy!

The day will also mark the official change over of the organisation's name from Age Concern Wakefield District to **Age UK Wakefield District**, reflecting the merger of Age Concern England and Help the Aged which took place earlier this year. The festival will also launch 'Snowbell', a new initiative to support older people in extreme weather conditions, and the Dignity Campaign, aimed at raising awareness and

promoting the need for respect and fairness for all older people.

If you feel that age is something to be celebrated, as we do, then go along and enjoy this fun and informative festival. A light lunch will be provided and refreshments will be available throughout the day.

Age UK Wakefield District will continue to be a local charity for local people. This is aligned in their aims and objectives with their national partner, to serve the needs of all older people. All money raised by the charity is spent on the needs of older people in the district.

For more information contact Jan Hinton, Admin Officer, Age Concern Wakefield District on 01977 552114.

Social Contact Scheme is here to help

The Social Contact Scheme aims to help older people who need emotional or practical support for a short time.

This may include:

1. Support on discharge from hospital or resource centre by:

- either meeting the patient at home or travelling with them
- collecting a first shop
- initial assistance to collect pension
- lighting the fire (on discharge)
- collecting medication from the chemist on return home
- unpacking medication and belongings
- delivering the doctor's letter
- contacting family, friends, neighbours, etc
- ensuring service users are left safe and comfortable.

2. Time limited support to regain confidence and independence by:

- accompanying people to travel on public transport/taxis to appointments, shops, social events etc
- providing information on services and activities (clubs, groups etc) in the local area
- providing emotional support while coming to terms with life changes.

3. Assistance to choose sheltered housing, residential or nursing homes by:

- accompanying service users and/or their family to choose the right place for them
- helping people choose what they will take with them
- helping people to settle in

For more information, contact Carol Eaton, Social Contact Scheme Coordinator, Age Concern Wakefield District on 07867 523357.



Looking After Me: Free carers training course



In conjunction with tutors from the Expert Patients Programme, Carers Wakefield & District is offering a free seven week (2.5 hours per week) training course to help carers take more control of their situations.

The course assists carers in looking after their own health and wellbeing, and developing skills to make a difference in their lives.

Originally a six week course, the programme has been extended by a week so that carers can learn specifically about the local situation and help available in the area.

The sessions take place on Wednesdays, between 26 October - 7 December, 10.30am - 1pm at The Salvation Army, Booth Street, Castleford. There is ample parking close by, and both the bus and railway stations are within a few minutes walk.

Participants are expected to commit to the full seven weeks, but equally it is appreciated that a caring crisis can arise, meaning the odd session is missed. Numbers are limited and priority will be given to carers. However, the course could equally benefit those being cared for, and depending on the response, it may be possible for both parties to come together.

If you feel this might be of interest and want to know more, please contact Carers Wakefield & District on 01924 305544.

Memory Walk, 18 September 2011

The Wakefield & Five Towns Alzheimer's Society is holding their annual Memory Walk on Sunday, 18 September 2011 at Pugneys Country Park, Wakefield.

The fun starts at 2pm, with a giant tombola, balloons and other attractions to raise money and awareness of dementia.

To register for the event, please visit www.memorywalk.org.uk or call 01924 373264.

Donations for the tombola stall are welcome; please call if you have anything you wish to donate.



Home Library Service

If you're unable to use your local library or visit a mobile library, then use the library that comes to your home.

The Home Library Service visits several hundred people in all areas of the district who are unable to get to a branch library or a mobile stop. A member of library staff visits customers in their own homes, bringing a selection of books and talking books to choose from.

Staff members call every four weeks and can visit sheltered housing, flats, bungalows and family homes.

To qualify for the service you must meet the criteria. You may:

- have a disability
- have a long term illness
- be very frail
- be a carer

You do not have to pay for the service, or need a doctor's approval. You can apply yourself, or ask a relative, friend or your social worker to enquire on your behalf.

For more information about receiving the service or becoming a volunteer, please call 01924 302241.

Free sailing day trips on the barge

There are two sailing trips available to groups or individuals free of charge through Age Concern Wakefield District's Project Pugwash. You will spend a whole day on the barge and will get the chance to take part in a special healthy 'cook and eat' session while on board.

Trips leave from Fall Ings, Doncaster Road, Wakefield at 10am on:

- **Friday, 23 September 2011**
- **Friday, 7 October 2011**

The return time is approx 2pm - 3pm, to be decided by the passengers on the day.

To book a place on a trip, contact Lanson Moore, Project Development Worker, Age Concern Wakefield District on 01977 604752

Please note: the maximum persons per trip is 11.



For sale Mobility scooter

Mercury four wheel red mobility scooter with lights, indicators, mirrors, and basket. Speed 4-8 mph. Very good condition. £350.

Contact: **01977 616497**

DIAL Wakefield

A poem by Julie Summerton,
DIAL Appeal Worker

Are you sick or disabled and struggling alone?

Have your benefits stopped, not knowing who to phone?

DIAL is a Disabled Information Advice Line, we care and understand

Put your trust in us and we can work hand in hand.

We will write to your doctor and all involved,

If we think you've a case then we fight to resolve.

We work on a system of no win no fee,

Our opinions are honest, we say what we see.

Give us a call on 01977 723933.

DIAL Wakefield, Highfield House, Love Lane, Castleford is where we will be.

We rent out equipment ramps and wheelchairs,

Or purchase a toilet key to save climbing any stairs.

We pride in being helpful and do our best, leave your problems with us and we'll do the rest.



DIAL

DIAL Wakefield would like to reassure all readers in these uncertain times that we are not closing, contrary to any reports.



**Carers
Ceilidh!**

Put on those dancing shoes!

Carers Wakefield & District are holding a Ceilidh, featuring the Ramshackle Ceilidh Band, on Friday 16 September at Carleton Grange Community Centre, Pontefract.

Open to everyone, the fun begins at 7.30pm. Tickets are just £7.50 and include a pie and peas supper. All proceeds will go to support social activities for carers in the district.

Call 01924 305544
to reserve your tickets.



Carers becomes Charity of the Year for Sainsbury's Local

When supermarket giant Sainsbury's took on board the plight of unpaid family carers in the lead up to Carers Week in June, the Sainsbury's Local store on Dewsbury Road, Wakefield contacted Carers Wakefield & District.

Sainsbury's staff handed out information leaflets during the week and subsequently decided to adopt the organisation as their Charity of the Year. 'Coppers for Carers' collection boxes have been placed at tills in store, every shopper is handed a leaflet about Carers Wakefield & District, and some fund and awareness raising days have been planned for the summer and autumn.

In addition on 22 September, Carers Wakefield & District, the NHS and Sainsbury's will be hosting a 'Getting Ready for Winter' event at Jubilee Hall, Lupset (just down the road from the store).



Charity Auction and Elvis Tribute Night

Age Concern Wakefield District is hosting a Charity Auction and Elvis Tribute Night with Dinner on Saturday, 15 October 2011 from 7pm (dinner 8pm) at The Big Fellas Stadium, Post Office Road, Featherstone to raise funds for the older people of the district.

Tickets are £25 each or £20 if booking a table for 8-10 people. £50 deposit secures a table.

To book your place, contact Mandy Mason on 01977 552114 or Barbara Burnley on 01924 825328.



Walk your way to fitness and friendship

Walking is a great way to get more active, and achieve the recommended physical activity target of 30 minutes at least five days a week. NHS Wakefield District's healthy walks initiative is bringing walkers together to keep fit and develop friendships.

The Glasshoughton Centre's Healthy Walks Group meets every Monday at 10.30am and is led by a trained health walk leader and first aider.

Starting from Glasshoughton Community Centre, the walks usually last for one to two hours, are fairly flat and suitable for most fitness levels. Typically members are aged 40-70 but everyone is welcome, although children must be accompanied by an adult. The walks are free and you don't need any special equipment other than flat comfortable shoes and suitable clothing for the weather!

For more details, call Craig Moss on 01977 511234, or email craig.moss@wdpct.nhs.uk.

Free pensions and benefits checks this September

Are you aged 60 or over and living in the Wakefield district? You may be entitled to extra money each week!

Age Concern Wakefield District is offering free pensions and benefits checks during September. For more information or to book an appointment, please contact their helpdesk on 01977 552476 (9.30am-1pm, Monday - Friday).

On completion of a benefits check, your name will be entered into a free draw, to win one of 25 slow cookers including a recipe booklet!

The draw will take place on 30 September 2011.



Could you be a kite champion on World Mental Health Day?



After the success of bringing people together to mark World Mental Health Day (9 October) with a kite flying extravaganza last year, NHS Wakefield District and partners are looking to make this year's event even bigger and better.

2010's event saw almost 200 people from different cultural backgrounds join in the fun of creating and flying a kite. The kite making workshops and the flight day itself helped raise awareness and understanding of mental health and wellbeing.

If you'd like to help get this year's event off the ground, organisers are looking for people active in the community to become kite champions. You'll be trained in kite building and flying, and provided with all the materials needed so that you, in turn can train members of your local community group.

This year's event will take again take place on 9 October at Pontefract Racecourse.

If you are interested in becoming a kite champion please contact either George Rutten on 01924 315767 or email george.rutten@wdpct.nhs.uk, or Tony Wade on 01924 335985 or email tony@facelessco.com.



Showcase of services in your community supporting social care

Wakefield Council invites you to attend our networking events with voluntary and community sector services, to help you find out what is available in the district.

Please feel free to drop in anytime at either of the following events:

● **Wednesday 14 September, 10am-1pm**
Knottingley Sports Centre, Knottingley

● **Thursday 10 November, 10am-1pm**
St Swithun's Community Centre,
Eastmoor, Wakefield

The events will:

- include a marketplace of stalls from voluntary and community sector service providers that operate within the district
- provide you with a chance to find out about the services available in your community, and how to access them to meet your needs

- give you the opportunity to have your height and weight measured, and receive support and advice from health trainers if required.

No booking required. If you require more information about the events, please contact Hazel Brook, Third Sector Contract Development Officer on 01924 306842 or hbrook@wakefield.gov.uk

Mailing List

For any changes to the mailing list, (names coming off or going on), please contact DIAL at the address below as they are the only organisation that deals with the mailing list.

The views expressed in this newsletter are those of the individual contributors and should not be assumed to represent those of the agencies listed below. The editor is not responsible for claims made in any advertisements printed in this newsletter. All readers are advised to check with the advertisers before replying to them.

DIAL (Disabled Information and Advice Line)

Highfield House Resource Centre, Love Lane,
Castleford WF10 5RT

Email: advice@dialwakefield.co.uk

Tel: **01977 723933**

Minicom: **01977 724081**

Fax: **01977 724081**

Carers Wakefield and District

25 King Street, Wakefield WF1 2SR

Email: info@carerswakefield.org.uk

Website: www.carerswakefield.org.uk

Tel: **01924 305544**

Wakefield Council

Family Services, County Hall, Wakefield WF1 2QL

Email: sc_sspublicinformation@wakefield.gov.uk

Website: www.wakefield.gov.uk

Tel: **01924 305941**

NHS Wakefield District

White Rose House, West Parade, Wakefield WF1 1LT

Email: communications@wdpct.nhs.uk

Tel: **01924 317643**

Age Concern Wakefield District

7 Bank Street, Castleford WF10 1JD

Telephone Main Office: **01977 552114**

Fax: **01977 518549**

Email: admin@acwd.org.uk

Quiz

Win a £10 Boots Voucher

If you would like the chance of winning the above prize, simply complete the answer slip and send it to:

David Lunn, Room 217, County Hall,
Wakefield WF1 2QL.

Closing date is 28 October 2011.

Congratulations to A Thackray of Thorpe Audlin, the winner of the Summer 2011 quiz.

Autumn Quiz questions

1. Where did the kiwi fruit originate?
2. Who or what was 'Flipper'?
3. What sport is Prince Charles famous for playing?
4. What is the only venomous snake native to Britain?
5. Who plays 'Mr Bean' in the comedy series of that name?
6. Florence Nightingale was a nurse during which war?
7. What is the correct name for a young swan?
8. Who received an Oscar for his creation of Wallace and Gromit?
9. Which is the longest bridge in Britain?
10. Isaac Newton discovered what in 1687?

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Name

Address

Tel No.

Please tell us your opinions of Helping Hands. What do you like/dislike? Have you got any suggestions for future editions?

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