

**WESTMINSTER
DIRECTORY OF SERVICES FOR
CHILDREN WITH DISABILITIES**

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DIRECTORY OF SERVICES FOR CHILDREN WITH DISABILITIES

CONTACT A FAMILY

Service Description

Provide a range of services to support families including a freephone helpline and a number of offices, staff and volunteers around the UK. They also provide information to professionals and developmental advice to support groups. Most of the information materials can be found on their website, others will need to be ordered. CAF also work to influence policy and have campaigns that aim to improve the quality of life for families with disabled children. The helpline is free for parents and families and is open Mon-Fri 10 am - 4 pm & Mon 5.30 pm – 7.30 pm.

Address: 209-211 City Road, London EC1V 1JN
Telephone: 0207 608 8700
Helpline: 0808 808 3555 or Text phone 0808 808 3556
E-mail: info@cafamily.org.uk
Website: www.cafamily.org.uk

KEY LOCAL INFORMATION

Please also refer to the UNDER 14'S DIRECTORY for information regarding pre school services including nurseries, parent and toddler groups, playgrounds, under 5 activities, childminders, family centres, and drop-ins and information concerning playschemes.

The under 14's Directory is available from the Children's Information Service (for contact details see page 6).

CHILDREN WITH DISABILITIES TEAM, CITY OF WESTMINSTER

Service Description:

Services for children with disabilities in Westminster are provided by a multi-agency team that give support, advice and information to families, carers and other professionals who are involved in caring for children whose disability has a significant impact on their day-to-day lives.

The team is multi-disciplinary and is made up of social workers, occupational therapists, a welfare benefits worker, a transitions worker, a health development worker and a Connexions worker. We also work in close partnership with the Child Development Service based at Woodfield Road Medical Centre, with the Special Educational Needs team based at Frampton Street and with the Paddington Green CAHMS service. A Social Worker/Behavioural Therapist from this service does outreach work in family homes.

The team provides a range of services including:

- **Family support work** – Assessments completed jointly by health and social services teams and ongoing support provided to families where necessary.
- **Welfare benefits advice** – Information and advice in applying for a range of disability benefits
- **Transition support** – Help for young people with the transition to adulthood.

- **Occupational therapy** – Assessments, aids and equipment to help children live more independently and advice on alterations required in the home.
- **Behavioural support** – Therapeutic support in the home for families experiencing difficulties managing their child's behaviour.
- **Short term breaks** – Care for a disabled child at home or in a different setting to give parents a break.
- **Funded play provision/ activities for children/ young people** – Information and advice to help you access local and specialist play services.
- **Direct Payments** – Money given to parents/ carers or disabled young people aged 16+ to purchase the services they want themselves.

Referral Procedure: Via Duty & Assessment Team, Children and Community Services.

Address: The Medical Centre 7e Woodfield Road, London, W9 3XZ
Telephone: 0207 266 7090/7111/7112/7110
Fax: 0207 289 6276
Minicom: 0207 289 4124
Email: vfreeman@westminster.gov.uk
Wheelchair access: Yes
Opening hours: Mon - Fri: 9am - 5pm

CHILD DEVELOPMENT SERVICE

The Child Development Service is provided by two teams covering the south and north areas of the City of Westminster. The members of the teams include Paediatricians, Psychologists, Speech Therapists, Physiotherapists, Occupational Therapists, and Social Workers. The Services provide an integrated assessment and review process. This enables professionals to work with a child and family to develop a plan of treatment and provide services that are required, the plan is regularly reviewed.

The Child Development Service in the north of the borough is co-located with the Children with Disabilities Social Work Team.

Your child's Health Visitor, GP, Child Health Clinic Doctor, School Doctor, or Nurse, Therapist, Educational Psychologist or Social Worker can refer your child to the appropriate Child Development Service.

North

Address: The Community Child Health and Child Development Service, The Medical Centre, 7e Woodfield Road, W9 3XZ
Telephone: 0207 266 8835

South

Address: Cheyne Child Development Service, Chelsea and Westminster Hospital, 369 Fulham Road, London, SW10 9NH
Telephone: 0208 846 6488
Covers: SW1 SW3 SW7 SW10 W8 W14

HOUSING ASSESSMENT AND ADVICE CENTRE

Service Description:

- Advice on housing problems to private sector and social housing tenants, leaseholder and landlords.
- Assessment of the Council's duty to homeless people.
- Information about finding accommodation.
- Queries answered about housing advice and options.
- Provision of temporary accommodation where a duty is owed.
- Letting of permanent Council Housing Association properties.
- Westminster Council tenants should contact their local estate office about transfers.

Address: 101 Orchardson Street, London, NW8

Telephone: 0207 641 1000

Helpline: 0207 641 1000

Fax: 0207 641 8274

Minicom: 0207 641 3514

Website: www.westminster.gov.uk/housing

Email: hoscustomerservices@cwh.org.uk

Opening hours: Mon-Fri 9am - 4pm (Wed 10am - 4pm; first Wed of month 12.30pm - 4pm)

ONE STOP SERVICES

Service Description:

Westminster City Council One Stop Services allow you to find out about any Council service, to make enquiries and applications, and to pay your bills etc - all under one roof.

All staff are trained to deal with enquiries about Council services, including: Council housing information, Council Tax, Education, Electoral registration, Highways consent, Licensing, Local land charges, Payments to the Council, Planning, ResCard, Residents' parking, Street cleansing enquiries.

All One Stop Services offer a wide range of Council leaflets as well as information leaflets about benefits, community legal services and housing. A photocopying service, and self service kiosks are also on hand. Internal phones are available, which you can use freely to contact any Council department.

The Church Street One Stop offers advice for ethnic minority groups in languages such as Bengali, Hindi, Urdu on Wednesday afternoons.

Telephone: 0207 641 6000 (Council switchboard)

Website: www.westminster.gov.uk/councilgovernmentanddemocracy

Email: onestopenquiries@westminster.gov.uk

ONE STOP – CHURCH STREET

Address: 91 - 93 Church Street, London, NW8 8EV

Fax: 0207 641 5471

Wheelchair Access: Street level access, but no disabled toilets.

Opening hours: Monday, Tuesday, Wednesday, Friday 8.00am - 5.00pm, Thursday 8.00am - 7.00pm, Saturday 9.00am - 1.00pm

ONE STOP SERVICES - CITY HALL

Address: 62 Victoria Street, London, SW1E 6QP

Fax: 0207 641 3121

Minicom: 0207 641 3107

Wheelchair Access: Wheelchair accessible.

Opening hours: Monday - Friday 8.30am-7pm; Saturday 9am-1pm

ONE STOP SERVICES - HARROW ROAD

Address: 317 Harrow Road, London, W9 3RS

Fax: 020 7641 3684

Wheelchair Access: Wheelchair accessible.

Opening hours: Monday - Friday 8.00am - 5.00pm

SPECIAL EDUCATIONAL NEEDS SERVICE, CITY OF WESTMINSTER

Service Description:

The Special Educational Needs Service is responsible for educational provision of children between the ages of 0 and 19 who have special educational needs. It coordinates the statutory assessment process for pupils with special educational needs and makes provision and arrangements as appropriate. It also provides information and advice to schools and parents about special educational needs and related issues.

Address: City of Westminster Council, 2nd Floor, 4 Frampton Street, NW8 8LF

Telephone: 0207 641 5351

Fax: 0207 641 7609

Website: www.westminster.gov.uk/educationandlearning

Email: sen@westminster.gov.uk

Wheelchair Access: Yes

Opening hours: Mon-Fri 9am-5pm

WESTMINSTER CHILDREN'S INFORMATION SERVICE (CIS)

Service Description:

The CIS provides up to date information on childcare and early years education services across the City that are registered by Ofsted. These include day nurseries, out of school childcare facilities, pre-school (sometimes called playgroups) and childminders. We can also advise on services which do not need to be registered such as parent and toddler groups and drop-ins.

The CIS gives general information on tax credits and early education places for three and four year olds. CIS advertise job vacancies for local childcare settings and is the point of contact for people who are considering a career working with children. Information on the following is available:

- Under 14s Directory of services

- Childminders – Up to date vacancy details, including out of school hours care and childcare during unsociable hours where available.
- Day Nurseries, nursery schools and nursery classes -Information on full and part time places at nurseries in Westminster
- Advice of childcare costs – Tax Credits
- Nursery Education places for 3 and 4 year olds
- Pre-schools– listed by postcode area with details of opening hours.
- Out of School Childcare and Play - Details of clubs providing childcare and play activities for 5-12 year olds in your area
- Parent and Toddler Groups – drop ins for parents and carers
- Schools - Lists of primary and secondary schools, information on educating at home and independent schools.
- Leisure - Swimming classes, soft play, dance, music, sport, library story-time, martial arts, tumble-tots etc
- Special Needs - Support groups and services, for children aged up to 16 years
- Support Groups for parents and carers
- Contact details for local support groups such as National Childbirth Trust
- Recruitment Information for people who wish to make childcare their career.
- Details of free Making Choices courses, introductory Childminder Information Sessions and lists of jobs available in local childcare settings.

Address: 13th Floor, City Hall, London, SW1E 6QP
Telephone: 0207 641 7929
Fax: 0207 641 1932
Website: www.westminster.gov.uk/educationandlearning
Email: CIS@westminster.gov.uk
Opening hours: Mon - Fri: 9 - 5pm (voicemail outside these hours)

WESTMINSTER TAXICARD SCHEME

Service Description:

The Taxicard scheme allows residents of Westminster with permanent disabilities, which prevent them from using buses or trains, to travel in black cabs at greatly reduced fares.

The majority of London Borough Councils participate in the Taxicard Scheme, which provides their disabled residents with subsidised journeys in accessible taxis.

Application forms can be obtained from One Stop Services or at any Social and Community Services office. Alternatively, Westminster residents can phone for details using the contact numbers below.

This service is managed by Accord on behalf of Westminster City Council.

Address: Taxicard Scheme, Department of Social and Community Services,
City Hall, 64 Victoria Street, London, SW1E 6QP
Telephone: 0207 641 2266
Fax: 0207 641 1987
Email: ssluys@westminster.gov.uk
Opening/Telephone hours: Mon-Fri 9am-5pm

LOCAL VOLUNTARY ORGANISATIONS

CARERS NETWORK WESTMINSTER

Service Description:

This is an independent voluntary body representing carers and their needs. Carers Support Workers aim to ensure that local carers and the people they care for are accessing all the benefits and services that they are entitled to, as well as providing information or referring carers to where they can best access support.

Address: Office 8, Beethoven Centre, Third Avenue, London, W10 4JL

Telephone: 0208 960 3033

Fax: 0208 962 9461

Email: info@carers-network.co.uk

Opening hours: Monday - Friday 9.00am - 5.00pm

FAMILY SERVICE - THE WESTMINSTER SOCIETY FOR PEOPLE WITH LEARNING DISABILITIES

Service Description:

The family advisory service works in partnership to provide confidential, independent support, advice and information to parents and carers of children with disabilities and adults with disabilities living in Westminster.

Services include:

- Access to a wide range of information and support
- Parents information room with internet access
- Links to other organisations and agencies
- Parent information groups
- Advice around education, benefits, grants, housing, health, mobility, specialists organisations, play schemes, carer holiday grants, respite and home care
- Drop in sessions

The Family Advisory Service can come to you or you can visit them at Rainbow Children's Centre. Parents and carers can either refer themselves or they can be referred by a third party once they have given consent

Address: Rainbow Children's Centre 11 Bravington Road, London, W9 3AB

Telephone: 0208 968 2693/2694

Fax: 0208 962 9851

Email: ssage@wspld.org

Opening/Telephone hours: Mon - Fri 9am - 5.30pm

NEWPIN ST. PAULS

Service Description:

NEWPIN is a unique support network for carers of young children. They welcome all parents who are main carers of a least one child under five. The network provides peer support through a parents support group and there is a drop-in for parents and

Young children, with a play room run by a trained Family Play Facilitator. It also offers a personal development programme

Services:

- A centre that is open Monday - Friday from 9.00am to 5.00pm, run by a trained Co-ordinator
- A living room where tea or coffee is available
- A playroom close by which is run by a trained Family Play Facilitator and accessible to parents and their children at all times
- A NEWPIN Personal development Programme for parents

Address: St. Paul's Centre, Rossmore Road, London, NW1 6NJ

Telephone: 020 7724 6765

Fax: 020 7724 9246

Email: stpaulsnewpin@yahoo.co.uk

Opening hours: Mon-Fri 9am-5pm (with members only 24 hour phone)

RAINBOW CHILDREN'S CENTRE

Service Description:

Based in Bravington Road, the Rainbow Children's Centre is part of the Westminster Children's Centre initiative. The Centre works very closely with all mainstream and specialist services offered to children, young people and their families living in Westminster.

It is part of the Westminster Society for People with Learning Disabilities (affiliated to Mencap). A variety of services and support for children 0-18 years of age and their families are offered.

The Four Key Services are:

- Early years services
- Play and Youth Services
- Family Support Services
- Westminster Sure Start Children's Centre Outreach Team (North Cluster)

Address: 11 Bravington Road, London, W9 3AB

Telephone: 0208 968 2690

Fax: 0208 962 9851

Contact: Mrs Carol Foyle, Head of Children, Youth and Family Services

Email: cfoyle@wspld.org

Wheelchair Access: Yes, all on ground floor level

SPECIAL PEOPLE

Service Description:

Special People was formed in 1998 by a teacher who has a child with special needs, in response to the difficulties she experienced in finding appropriate, high quality childcare.

Special People works exclusively with children and young adults with a wide variety of special needs. We have staff experienced in working with children who have

nursing needs, who present challenging behaviours, who require specific input such as physiotherapy or speech and language therapy or who are merely in need of stimulation.

Special People believes that children and adults with and without disabilities should enjoy an equal place in an inclusive environment. We believe that everyone should be enabled to interact, drawing strength from each others' differences and similarities. We believe that the users of education, social and health services need to be given every opportunity to communicate to ensure their participation in decision-making.

Special People is registered with the Commission for Social Care Inspection.

Address: Scholefield Road Day Centre, Archway, London, N19 3ES
Telephone: 020 7686 0253
Fax: 020 7686 0254
E-mail: info@specialpeople.org.uk

VOLUNTARY ACTION WESTMINSTER (VAW)

Service description:

VAW is Westminster's Council for Voluntary Services and exists to promote, support, develop and improve the effectiveness of the voluntary sector in Westminster. VAW encourages co-operation and joint action between voluntary groups, helping to bring groups together in meetings, forums and networks to discuss and act on topics of mutual interest. VAW also acts as a focus for the dissemination of information to and from the voluntary sector, and works to encourage good communications between the voluntary, statutory and private sectors.

VAW provides a variety of services to new and established groups, including: Funding, especially making applications and fund-raising Management and personnel, including pay scales and job evaluation Recruitment and selection Organisation, including constitutions and committees Finance, basic bookkeeping and financial management.

VAW also produces a newsletter, "Current Issues" ten times a year and is a source of information on Westminster voluntary organisations

Address: 37 Chapel Street, London, NW1 5DP
Telephone: 020 7723 1216
Fax: 020 7723 8929
Contact: Lucy Asquith, Capacity Building Manager
Website: www.vawcvs.org
Email: general@vawcvs.org
Hours: Monday - Friday 9.30am - 5.00pm.
Wheelchair Accessibility: All on one level

WESTMINSTER BEFRIEND A FAMILY

Service Description:

Westminster Befriend A Family offers services for families living in Westminster. It recruits, trains and supports volunteers to befriend individual families and visit them regularly in their homes. Their volunteers can help families where a parent is disabled

or has mental health problems, or a child has special needs. It welcomes referrals from families who could benefit from the service and people who want to volunteer.

For children who have caring responsibilities, befriending by a volunteer can provide regular time (usually visiting once a week) to go out and enjoy a normal fun and learning activity such as playing football in the park, swimming going to a museum or the library, i.e. things that may be difficult for the parent to do with them. The service also incorporates a project called Befriending Partnership which focuses on the needs of families in homeless or temporary accommodation.

Address: 3rd Floor, 34 Buckingham Palace Road, London, SW1W ORE
Telephone: 020 7 828 2765
Fax: 020 7 828 2780
Email: befriendingfamily@hotmail.com
Phone Hours: 24 hours

WESTMINSTER CARERS SERVICE

Service Description:

The service provides a home-based respite care service for carers of older people, sick people and people with disabilities of all ages, including children. It also provides a 'Young Carers' project and palliative care for children and young people under 18 years of age.

Westminster City Council funds this charitable organisation.

Address: 6th Floor, 25-27 Oxford Street W1D 2DW
Telephone: 020 7243 2500
Helpline: 020 7243 2500
Fax: 020 7243 2555
Website: www.westcarers.co.uk
Email: westcarers@westcarers.co.uk
Opening hours: Mon - Fri 9.00am – 5.00pm (answerphone outside hours)
Telephone hours: 24 hour Answering Machine available

WESTMINSTER YOUNG CARERS SERVICE

Service Description:

Westminster Young Carers Service is for young people who:

- Are under 18 years of age
- Look after or help care for a relative

They offer support by:

- Recognising the young person's role as a carer
- Providing information and advice
- Offering a wide range of social and recreational activities/Educational Workshops

- Organise events for young carers to meet others in the same position
- Providing advocacy
- Helping with school work

Address: 6th Floor, 25 – 27 Oxford Street, London, W1D 2DW

Telephone: 0207 243 2500

Fax: 0207 243 2555

Website: www.westcarers.co.uk

Email: john.f.henry_ycp@westcarers.co.uk

Wheelchair Access: Yes

HEALTH LOCAL SERVICES

GUIDE TO NHS HEALTH SERVICES

Westminster Primary Care Trust (PCT) is responsible for all health services in the borough. You can visit their website at the web address below for information about your rights to health services, access to a GP or dentist and all other health services, as well as keeping you up to date about developments in the NHS locally.

You can get a copy of Westminster PCTs 'Your Guide to Local Health Services' from the website. This provides up to date information and contact numbers about your local services, including: where to go for the right treatment, new services available in the borough and a handy telephone numbers list

Website: www.westminster-pct.nhs.uk

CHILD DEVELOPMENT SERVICE

The Child Development Service is provided by two teams covering the south and north areas of the City of Westminster. The members of the team include Paediatricians, Psychologists, Speech Therapists, Physiotherapists, Occupational Therapists, and Social Workers. The Services provide an integrated assessment and review process. This enables professionals to work with a child and family to develop a plan of treatment and provide services that are required, the plan is regularly reviewed.

The Child Development Service in the north of the borough is co-located with the Children and Disabilities Social Work Team.

Your child's Health Visitor, GP, Child Health Clinic Doctor, School Doctor, or Nurse, Therapist, Educational Psychologist or Social Worker can refer your child to the Child Development Service.

North

Address: Community Child Health and Child Development Service, The Medical Centre, 7e Woodfield Road, W9 3XZ

Telephone: 0207 266 8835

South

Address: Cheyne Child Development Service, Chelsea and Westminster Hospital, 369 Fulham Road, London, SW10 9NH

Telephone: 0208 846 6488

Covers: SW1 SW3 SW7 SW10 W8 W14

COMMUNITY CHILDREN'S NURSING TEAM (WESTMINSTER PCT)

Service description:

The Westminster Community Children's Nursing Team consists of specialist community children's trained nurses (CCNs). The team provide high quality nursing care, education, health promotion and support to children and their families in

appropriate community settings including the child's own home, schools, nurseries, and playgroups within the geographical boundaries of Westminster.

The team will see any child with a nursing need aged 0-16 years (up to 18 years if special needs) that requires nursing assessment, management and support in the community.

Children can be referred to the team by:

- all health professionals in the acute and secondary sector
- social services
- therapists
- self-referrals from parents

Address: The Medical Centre, 7e Woodfield Road, London W9 3XZ
Telephone: 0207 266 8840 (24 hour answerphone)
Fax: 0207 266 8830

CHILD & ADOLESCENT MENTAL HEALTH SERVICE @ CHELSEA AND WESTMINSTER

Service Description

The multi-disciplinary Child and Adolescent Mental Health Service offers general assessment, treatment and consultation at the Chelsea and Westminster Hospital. The department also provides an outpatient service for complex cases. The multi-disciplinary team includes Child and Adolescent Psychiatrists, a Family Psychotherapist, Child Psychotherapists, a Social Services representative, and an Art Therapist. Additionally, we provide a rapid assessment service for acute crisis. Referrals are accepted from Child and Adolescent Health professionals, including GPs, paediatricians, social services and education. Emergency referrals are seen on the day of the referral. The age range is 0-18 years.

Address: Chelsea and Westminster Hospital, 369 Fulham Road, SW10 9NH
Telephone: 0208 746 8617
Fax: 0208 746 8870

CHILD AND FAMILY CONSULTATION SERVICE - VIOLET MELCHETT CLINIC

Service Description

This is a multi-disciplinary and multi-agency community team offering both a specialist and a generalist service based in Chelsea. It serves the population of South Kensington and Chelsea and South Westminster.

The areas of specialist intervention are family therapy and family work with parents and children under five years. In addition, the team offers early intervention work in schools, liaison with social services teams, joint work with other professionals, work with Looked After Children, services for refugees, services for children whose carers have mental health problems and children who have suffered from abuse. The age range is 0-18 years. Referrals are accepted from parents and from professionals.

Address: 30 Flood Walk, Chelsea, London SW3 5RR

Telephone: 020 8846 6677

ST MARY'S HOSPITAL CHILD AND ADOLESCENT MENTAL HEALTH SERVICE
Service description:

This outpatient service offers a range of family and psychological therapies and pharmacological treatments to children aged 0-17 years. Emergency referrals can be seen on the day of referral (Monday-Friday). This service covers North Westminster; all of Westminster for neuropsychiatry and learning disability; and a wider catchment area for the paediatric liaison service.

Referrals to this multi-disciplinary team are accepted from Social Workers, GP's and from St Mary's Hospital.

Address: 17 Paddington Green, London, W2 1LQ
Telephone: 0207 723 1081
Fax: 0207 723 1926

MARLBOROUGH FAMILY SERVICE
Service description:

The Marlborough Family Service offers a range of out-patient consultative and treatment services for children, adolescents, adults, couples and families with personal or behavioural problems. This is an 'all age' referral service, which covers mainly North Westminster, but specialist services may go beyond geographical boundaries and this may have funding implications.

Languages currently spoken by staff include: Arabic, Bengali, Cantonese, French, German, Hakka, Hindi, Japanese, Pashtu, Punjabi, Spanish and Urdu. We also work closely with professional confidential interpreting services.

Referrals for the out-patient service are accepted from professionals and Self-referrals are also taken.

Address: 38 Marlborough Place, London, NW8 OPJ
Telephone: 0207 624 8605
Fax: 0207 328 2185

DENTISTS

Service description:

Most children with disabilities will use the same dental services as other children, either their family dentist or a dentist at a child health clinic. Some children may not be able to use the ordinary dental services, but the Community Dental Service can treat these children either at a dental clinic or occasionally at home. Referrals can be made through your GP, Health Visitor or Child Development Service.

PALS (PATIENT ADVICE AND LIASION SERVICE)

Service Description:

PALS will:

- Listen to your concerns, suggestions or questions
- Help sort out problems quickly
- Provide you with information on local NHS Services
- Assist and support you

Although PALS are part of the PCT, they provide an impartial link to your local health service. PALS respect patient's rights to confidentiality at all times.

The Complaints Department is separate from PALS, but information about how to make a formal complaint can be provided.

Telephone: 0800 587 8818

E-mail: pals@westminster-pct.nhs.uk.

NATIONAL ORGANISATIONS

HEALTH SERVICE OMBUDSMAN

Service Description:

The Health Service Ombudsman looks into complaints made by on behalf of people who have suffered as a result of unsatisfactory NHS treatment or service. It is completely independent of the NHS and the government. Their services are free.

Before asking the Ombudsman to look into a complaint, it must first be taken up locally with the organisation concerned. If the way the complaint has been dealt with locally is unsatisfactory, the next step is to write to the Ombudsman giving all the details.

Address: Millbank Tower, Millbank, London, SW1P 4QP

Helpline: 0845 015 4033

Fax: 0207 217 4000

Minicom: 0207 217 4066

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

Opening/Telephone hours: Mon-Fri 9am - 8pm Sat 9am - 1pm

SOCIAL SERVICES

CHILDREN WITH DISABILITIES TEAM, CITY OF WESTMINSTER –

For further information see page 3

CHILDREN AND FAMILIES ASSESSMENT & DUTY TEAM - WESTMINSTER SOCIAL AND COMMUNITY SERVICES

Service Description:

The team work with children age 0 - 18 and arrange services to support and promote the well-being of children in need and their families. The team work with families across the whole of Westminster.

Referrals can be made to this service by all agencies and members of the public by telephone, fax, e-mail or in person. All referrals made to Children's Social Services will initially be dealt with by this team. If ongoing social work support is required then this will be provided by a family support team.

The team protect and promote the welfare of children by:

- Offering information, advice and practical support and counselling to families.
- Providing support for children with disabilities to allow them to lead lives that are as normal as possible.
- Helping unaccompanied young people.
- Helping families seeking asylum.
- Protecting children at risk of abuse or neglect.
- Providing foster care, adoption services and residential accommodation for children who cannot live at home.
- Providing support to young people leaving care to help them live independently in the community.
- Working with young people in trouble with the law.

Address: 4 Frampton Street, London, NW8 8LF

Helpline: 0207 641 7525

Fax: 0207 641 7526

Minicom: 0207 641 8222

Contact: Mr James Thomas, Team Manager

Website: www.westminster.gov.uk

Email: jthomas1@westminster.gov.uk

Opening hours: Monday – Friday 9 a.m. – 5 p.m

EMERGENCY DUTY TEAM, CITY OF WESTMINSTER

Service Description:

The Emergency Duty team provides an out of hours social work service to: Children and families living in Westminster and all children looked after by Westminster Social and Community Services.

Address: Operates city wide

Telephone: 0207 641 6000

Telephone hours: Mon -Fri 5 pm – 9 am, all weekend.

EDUCATION LOCAL SERVICES

COLLEGE PARK SCHOOL

Service Description:

The school provides for the educational needs of young people between the ages of 5 and 16 years who have moderate learning difficulties and additional needs. The class sizes are small, and experienced staff are able to provide intensive support. A social worker from the Children and Disabilities team visits the school regularly.

At 16 years of age, many students go on to further education attending William Morris Academy, City of Westminster College or St. Charles RC College.

Address: Garway Road, London, W2 4PH

Telephone: 020 7641 4460

Fax: 020 7641 5731

Email: head.park.westminster@lgfl.net

Wheelchair Access: No.

Opening hours: 9am-3.15pm (school hours)

Telephone hours: Mon-Fri 8.15-4.30pm

CONNEXIONS

Service description:

The Connexions service in Westminster offers a wide range of advice, information, guidance and support services to all young people aged 13 –19 and up to 25 for those with learning difficulties or disabilities. Connexions Personal Advisers (PAs) work in all Westminster schools, including Academies and Special Schools. PAs are also based in City of Westminster College, Housing Options Service, the Youth Offending Team, the LAC/Leaving Care Teams, Westminster Employment Service and the Children with Disabilities Team. We also have one specialist Team focusing on Teenage Parents and one running the Activity Agreement project, which provides additional support for 16-17 year old young people who have not been in education, employment or training for over 20 weeks.

There are also two One Stop Shops, providing a relaxed and friendly environment, which encourages young people to get the support to allow them to take control of their lives:

Connexions @ STOWE

Address: The Stowe Centre, 258 Harrow Road, W2 5ES

Telephone: 0845 077 0779

Connexions @ STOWE is an exciting, modern One Stop Shop located on the Harrow Road. We operate a daily drop-in service or young people can make an appointment to see a Personal Adviser. A PA can help young people look at a wide range of career options as well as training and college courses. Young people can also find details of new job vacancies here each week. We have free IT facilities which young people can use for job search or to update your CV. Plus young people can access a range of useful software packages to research your next steps. We can also help young people with personal difficulties or issues such as housing, bullying, health or problems at home. Young people can talk to us in one of our confidential one to one rooms. Professionals from other organisations work as part of our team as well and

can offer young people more specialised support and information. They include a young persons drugs project and a sexual health service.

Connexions @ Pimlico

Address: Lillington Gardens Estate, Under Morgan House, Pimlico, SW1V 2LF
Telephone: 0207 641 2069

Connexions @ Pimlico provides a wide range of information on education and training, benefits, accommodation, health matters, employment and job search, volunteering and more. Professionals from other organisations are also available here to offer advice, guidance and support.

Please visit www.centrallondonconnexions.org.uk for all our opening times or call us to make an appointment.

EDUCATIONAL PSYCHOLOGY SERVICE (WESTMINSTER CITY COUNCIL)

Service Description:

Educational Psychology promotes the emotional well-being, achievements, progress and inclusion of children and young people (0-19 years). They provide assessment, consultation, advice and training to early years settings, schools, families and the local authority. The Westminster Team have regular allocated visits to all Westminster schools.

Address: 2nd Floor 4 Frampton Street, London, NW8 8EA
Telephone: 020 7641 7602
Fax: 020 7641 7601
Opening hours: 9am-5pm

KIDS LONDON - CITY OF WESTMINSTER HOME LEARNING (PORTAGE)

Service Description:

KIDS is a national charity which provides local services to children who have special needs and their families. Kids mission is to work in partnership with parents and collaborate with others, to seek to enable children with disabilities throughout England to develop their skills and abilities, and to fulfil their potential.

A Home Learning worker visits the child and parent/carer at home, usually weekly, and works with them to enable the child to learn new skills. Aims for learning experiences are decided jointly and are broken into small achievable steps. Parents are fully involved in every stage in the planning, delivery and reviewing of the service.

Kids Westminster Home Learning has a Contract with the City of Westminster Local Authority. They also work within the 3 Sure Start Children's Centres Cluster areas within Westminster. There is an open referral system.

Address: Portman Early Childhood Centre, 12 - 18 Salisbury Street London, NW8 8DE
Telephone: 020 7641 4151
Website: www.kids-online.org.uk
Email: Ruth.williams@kids.org.uk
Wheelchair access: Yes
Opening hours: 9am - 5pm

PAN – WESTMINSTER (PARENTS ADVICE NETWORK)

Service Description:

PAN Westminster is a service run by parents of children aged 0-19 years who have special educational needs, learning difficulties and disabilities. PAN provide information, support and advice on special education needs, disability, education laws, schools, colleges and any other issues surrounding education.

The client group for PAN are parents who live in Westminster and whose children attend school in Westminster or any other borough or parents who do not live in Westminster but their children attend school in the borough.

Address: C/O VAW 37 Chapel Street, London, NW1 5DP

Telephone: 0207 723 8656

Fax: 0207 723 3741

E Mail: panwestminster@yahoo.co.uk

Wheelchair Access: Yes; Ground Floor ramps

Opening Hours: 9a.m. – 5p.m. (During school terms)

PARENT PARTNERSHIP, SEN AND DISABILITY

Service Description:

Westminster Parent Partnership provides impartial advice for parents and can help them to access independent parent support.

Opportunities for parents to develop their knowledge and skills for supporting the education of their child with SEN through telephone information, private appointments, links with potentially helpful individuals and organisations, workshops and short courses.

Address: 2nd Floor Frampton Street, London, NW8 8EA

Telephone: 0207 641 5355

Email: parentpartnership@westminster.gov.uk

Opening hours: 9am-5pm

QUEEN ELIZABETH II SCHOOL

Service Description:

The school provides for children with severe learning difficulties. Some of the children have profound and multiple learning difficulties and are taught in a special care unit. The current age group is 5 – 19 years. Some children may require residential provision later in their education whilst others may benefit from specialised courses at the City of Westminster College.

The school offer a high level of specialist support. A social worker from the Social Services Children with Disabilities team visits the school regularly and can advise on other services available including respite care.

Address: Kennet Road, London, W9 3LG

Telephone: 020 7641 5825

Fax: 020 7641 5823

Opening/telephone hours: Mon-Fri 9a.m.-4.30pm

SCHOOL ADMISSIONS TEAM, CITY OF WESTMINSTER

Service Description:

The School Admissions Team administers the admissions to reception class of primary schools and for primary to secondary school transfers for the three community secondary schools in Westminster. Applications for school places can now be made on the Westminster Council website. In addition, the School Admissions Team offers advice and assistance to schools, parents and carers about all aspects of school admissions, and issues home to school travel passes to children who are eligible.

Address: 13th Floor Westminster City Hall, 64 Victoria Street, SW1E 6QP

Telephone: 020 7641 1816 / 1817

Fax: 020 7641 2281

Email: schooladmissions@westminster.gov.uk

Website: www.westminster.gov.uk/educationandlearning

Opening/telephone hours: Mon - Fri: 9am - 5pm

SPECIAL EDUCATIONAL NEEDS SERVICE, CITY OF WESTMINSTER

Service Description:

The Special Educational Needs Service is responsible for educational provision of children between the ages of 0 and 19 who have special educational needs. It coordinates the statutory assessment process for pupils with special educational needs and makes provision and arrangements as appropriate. It provides information and advice to schools and parents about special educational needs and related issues.

Address: 2nd Floor, 4 Frampton Street, NW8 8LF

Telephone: 020 7641 5351

Fax: 020 7641 7609

Website: www.westminster.gov.uk/educationandlearning

Email: sen@westminster.gov.uk

Wheelchair Access: Yes

Opening hours: Mon-Fri 9am-5pm

SPECIALIST SEN ADVISORY AND TEACHING TEAM, CITY OF WESTMINSTER

Service Description:

The Westminster Children and Community Services Department employs a number of advisory, specialist, peripatetic teachers to support children with SEN. These teachers visit children with visual and hearing impairment, children with autistic Spectrum Disorders and children with speech and language difficulties in school. In addition, the HI, VI and ASD teachers may also undertake home visits when appropriate.

Address: 2nd Floor, 4 Frampton Street London, NW8 8EA

Telephone: 020 7641 7602

Fax: 020 7641 7613

Email: clewinl@westminster.gov.uk

Wheelchair / Scooter Accessibility: Yes.

Telephone hours: 9-5pm

NATIONAL ORGANISATIONS

ASSOCIATION OF NATIONAL SPECIALIST COLLEGES (NATSPEC)

Service Description:

Colleges who are members of NATSPEC offer a wide choice of innovative, high quality, appropriate education and training for young people and adults with learning difficulties or disabilities.

Publications are available from the address below:

Address: 39 Sanders Rd, Loughborough LE12 8JN

Telephone: 01509 554357

Website: www.natspec.org.uk

Email: kevin.obrien43@ntlworld.com

Wheelchair/Scooter Accessibility: No

CENTRE FOR STUDIES ON INTEGRATION IN EDUCATION (CSIE)

Service Description:

CSIE provides information and advice about the education of children with special educational needs in mainstream school.

Address: New Redland, Frenchay Campus, Coldharbour Lane, BS16 1QU

Telephone: 0117 328 4007

Fax: 0117 328 4007

Email: csie@markvaughn.demon.co.uk

Website: www.csie.org.uk

PARENTS FOR INCLUSION (PI)

Service Description:

Parents for Inclusion (PI) is a growing network of organisations and individuals working together for the real inclusion of all disabled children. It is for parents, people who work with parents of disabled children, teachers, SENCOs, and LA staff. PI provides an inclusion helpline, works closely with disabled adult trainers to provide 'Planning Positive Futures' training for parents, and helps parents set up self-help groups in schools.

Address: Unit 2 70 South Street SW8 1RL

Telephone: 0207 735 7735

Helpline: 0207 582 5008

Fax: 0207 735 3828

Minicom: 0207 582 5333

Website: www.parentsforinclusion.org

NORDOFF ROBBINS MUSIC THERAPY CENTRE

Service Description:

Provide music therapy for children, adolescents and adults with special needs. There is a fee for music therapy sessions.

The Centre also runs a 2 year Master of Music Therapy Degree Course which trains professional musicians to become music therapists, validated by The City University.

Address: 2 Lissenden Gardens, London, NW5 1PP
Telephone: 020 7267 4496
Fax: 020 7267 4369
Contact: Mrs Margaret A. Midson, Centre Administrator
Website: www.nordoff-robbins.org.uk
Email: admin@nordoff-robbins.org.uk
Wheelchair Access: Yes.
Opening hours: Mon-Fri 9am-6pm, Sat 9am-3pm

SPECIALIST EQUIPMENT/ ADAPTATIONS LOCAL SERVICES

CHILDREN WITH DISABILITIES TEAM – PAEDIATRIC OCCUPATIONAL THERAPY SERVICE

Service Description:

Occupational therapists working in the team offer a community based assessment service for aids, adaptations and equipment. They will observe your child doing everyday activities at home, nursery or school and decide with you what equipment will help your child to live as independently.

They will advise the housing department with regard to major adaptations required to your house which can be paid for by the disabled facilities grant. The Occupational Therapists will also write reports to the Housing Department if you need to move because your present accommodation cannot be adapted.

Address: The Medical Centre 7e Woodfield Road, London, W9 3XZ

Telephone: 0207 266 7090/7111/7112/7110

Fax: 0207 289 6276

Minicom: 0207 289 4124

Email: jweldon@westminster.gov.uk

Wheelchair Access: Yes

Opening hours: Mon - Fri: 9am - 5pm

Telephone hours: Mon - Fri: 9am - 5pm except Wednesday: 9.30am - 11.30am

DISABLED LIVING FOUNDATION

Service Description:

The Disabled Living Foundation is a national charity providing information and advice on daily living equipment for people with disabilities. It provides health care professionals and the general public with advice on over 10,000 products that enable people with disabilities to increase their independence in performing the activities of daily living.

Address: 380-384 Harrow Road, London, W9 2HU

Telephone: 0207 289 6111

Helpline: 0845 130 9177

Fax: 0207 266 2922

Minicom: 0870 603 9176

Website: www.dlf.org.uk

Email: dlfinfo@dlf.org.uk

Wheelchair Access: Full disabled access, including disabled parking and adapted bathrooms.

Opening hours: Monday to Friday 10.00am - 5.00pm

NATIONAL ORGANISATIONS

AFASIC

Service Description:

AFASIC is a charity representing children and young adults with communication impairments working for their inclusion in society and supporting their parents and carers. AFASIC provides children, young people, families and professionals with:

- A telephone helpline service
- Training conferences
- Information sheets
- Newsletters
- Publications
- Support through local groups
- Expertise in developing good practice

Address: 2nd Floor 50-52 Great Sutton Street, London, W1M 0JE

Telephone: 0207 490 9410

Helpline: 0845 355 5577

Fax: 0207 251 2834

Website: www.afasic.org.uk

Email: info@afasic.org.uk

Opening hours: Monday - Friday: 9am - 5pm

Telephone hours: Helpline: Mon - Friday 10.30am -2.30pm

AIDING COMMUNICATION IN EDUCATION (ACE)

Service Description:

The ACE Centre in Oxford provides a focus for the use of technology with the communication and educational needs of young people with physical and communication difficulties. It offers a wide variety of services including in-depth individual assessments, information, specialist training for parents and professionals, and produces a range of publications.

Contact: Mrs Caroline Gray, Director

Address: 92 Windmill Road, Headington, OX3 7DR

Telephone: 01865 759 800

Fax: 01865 759 810

Website: www.ace-centre.org.uk

Email: info@ace-centre.org.uk

Wheelchair Access: Fully wheelchair accessible

Opening hours: Mon -Fri 9am - 5pm

CENMAC (CENTRE FOR MICRO-ASSISTED COMMUNICATION)

Service Description:

CENMAC is a team of advisory teachers with backgrounds in special schools and mainstream inclusion. It works in the Greater London area, with children aged 3 to 19 who have a physical disability that prevents them communicating in writing.

CENMAC supports the communication needs of such learners through the loan of appropriate technological aids. Their aim is to help each learner gain full and equal access to the National Curriculum.

Address: Charlton School Charlton Park Road, London, SE7 8JB
Telephone: 020 8854 1019

Fax: 0208 854 1143
Website: www.cenmac.com
Email: mail@cenmac.com

Disabled Access: There is currently no disabled access to the 1st floor.
Opening/telephone hours: Monday - Friday 9am - 5:00pm (term time only)

FOUNDATION FOR ASSISTIVE TECHNOLOGY (FAST)

Service Description:

FAST is a national charity works with users of assistive technology to maximise their independence. FAST brings together people who use assistive technology, researchers, developers, manufacturers and service providers to build effective partnerships. The aim is to ensure that the development of assistive technology is led by the needs and wishes of the users.

Address: 12 City Forum, 250 City Road, London, EC1V 8AF
Telephone: 0207 253 3303
Fax: 0207 253 5990
Website: www.fastuk.org
Email: info@fastuk.org
Opening/Telephone hours: Mon-Fri 8.30am-4.30pm

LIFELINE 4 KIDS (FORMERLY: HANDICAPPED CHILDREN'S AID COMMITTEE)

Service Description:

Lifeline 4 Kids (formerly known as Handicapped Children's Aid Committee) assists children up to 18 years old with disabilities in the UK and overseas by means of equipment and services. Beneficiaries suffering from various diseases and medical conditions will be considered. It also assists organisations concerned with disabled or underprivileged children.

No bequests of money are made. Application forms and guidelines are available from the below address.

Address: 215 West End Lane, London, NW6 1XJ
Telephone: 0207 794 1661
Fax: 0207 794 1161
Website: www.lifeline4kids.org
Email: mail@lifeline4kids.org
Telephone hours: 8.30am-5pm

MOTABILITY

Service Description:

The Motability Scheme is the UK's leading car scheme for disabled people. It provides affordable, convenient, trouble-free motoring to disabled customers and their families. Powered wheelchairs and scooters can also be financed using the Motability Scheme.

The Scheme is available to anyone who is receiving the Higher Rate Motability Component of the Disability Living Allowance, or the War Pensioners' Motability Supplement. Customers can transfer their motability allowance to Motability to lease or purchase a car, powered wheelchair or scooter. Children from three years old and people who don't drive can also apply for cars as passengers, provided they receive the correct allowance.

The Scheme is directed and overseen by Motability, a national charity committed to meeting the motability needs of disabled people. The charity also provides financial assistance to customers, who would otherwise be unable to afford the motability solution they need.

Address: Goodman House, Station Approach, Harlow, CM20 2ET

Helpline: 0845 456 4566

Fax: 01279 632000

Minicom: 01279 632 273

Website: www.motability.co.uk

Opening hours: Mon-Fri 8.45am-5.15 pm

PLAY, YOUTH, SPORT AND LEISURE

Please also refer to the UNDER 14'S DIRECTORY for information regarding pre school services including nurseries, parent and toddler groups, playgrounds, under 5 activities, childminders, family centres, and drop-ins and information concerning playschemes. The under 14's Directory is available from the Children's Information Service (for contact details see page 6).

PLAY - LOCAL SERVICES

LISSON GREEN PLAY PROJECT

Refer to Under 14's Directory. This Play Service is inclusive of disabled children

RAINBOW PLAY SERVICE 5-16 YEARS

Refer to page 9

PIMLICO TOY LIBRARY

Service Description:

Pimlico Toy Library is a Registered Charity in its 21st year of raising funds to work with families in Westminster. The Toy Library offers toys, games and puzzles to play with and borrow in a clean, bright, safe place; Qualified Toy - Librarians can help you and your child to learn and have FUN through PLAY. The library is open to any family with a child/ren aged 0 - 11 years.

The initial joining fee is £10 and subsequent annual membership is £8 a year. The cost of borrowing a toy is 20p for each toy borrowed per week.

Address: 133A Lupus Street, Pimlico London, SW1V 3EN

Telephone: 020 7834 3356

Fax: 020 7834 3356

Email: Maggie@ptlsw1.freemove.co.uk

Wheelchair access: Yes: Ground floor / Toilet

Opening hours: Answer phone on Mondays

YOUTH - LOCAL SERVICES

THE STOWE CENTRE

Service Description:

Rainbow Services at the Stowe for disabled 13-18 year olds

Rainbow provides **youth activities** for young people with disabilities (aged 14 – 18 years) during all holiday periods (bar Christmas) Tuesday to Fridays 10am to 4pm with transport provided if needed. These holiday youth activities make use of the Stowe Centre premises.

In addition, during term time, Rainbow also run a **Saturday Youth Project** for young people with disabilities (aged 13 to 18 years) This runs twice a month 10am to 2pm with transport.

To access these services contact as for Rainbow Children's Centre Play and Youth Service (see page 9).

ALL SOULS YOUTH CLUB

Service Description:

Activities for young people include:

- Monday: Juniors (including young people with a disability)
- Tuesday: Girls Group and Music Room
- Wednesday: Sports

Contact the Youth Club for further information on activities and times.

Address: 141 Cleveland Street, London, W1T 6QC

Telephone: 0207 387 1360

Hours: 5.30pm – 9.30pm

CAXTON YOUTH ORGANISATION

Service Description:

The Caxton Youth Organisation provides informal educational opportunities for disabled young people and their non-disabled friends where relevant, to enable them to acquire new skills and knowledge. In addition, the Caxton Youth Organisation's Narrowboat is utilised to further enhance and develop independent living skills, social and practical health and safety awareness.

Caxton Youth Organisation work to ensure that their members have access to opportunities, freedom and choice equal to their non-disabled peers, and encourage collective initiatives with other community groups, to enrich provision.

Address: Basement Clubrooms, Tintern House, Hugh Street, SW1V 4JF

Telephone: 0207 834 1883

Fax: 0207 834 1883

Email: caxtonyouthorg.btconnect.com

Membership: £1 nightly subs / £5 yearly membership

Wheelchair Access: There is access for people with disabilities, including a toilet.

CROXLEY PROJECT YOUTH SERVICE

Service Description:

An Arts and Education service for young adults (**18 to 25 years**) and adults with learning disabilities.

There are a number of groups and activities (for young people and adults) which include sports, creative arts, social and leisure, self advocacy and gardening. Groups are run throughout the week, including evenings and weekends. Transport is available for those who need it.

The Croxley Project also arranges special events throughout the year, including visits to the theatre, cinema, ballet, art galleries, opera and sporting venues. Anybody who has a learning disability and lives in Westminster is welcome. There are sometimes waiting lists for certain clubs and events. Priority is given to those who live with their families.

Schemes specifically for young adults include: Wednesday afternoon arts group, run with Action Space, Thursday afternoon Social Group. These run during term time only. During the holiday times there are outings for people, usually on a Wednesday, as well as a Summer Holiday Scheme where young adults are offered 2 days a week during August. Referrals are accepted through social services.

Address: 16a Croxley Road, London, W9 3HL

Telephone: 020 8968 2684

Fax: 020 8968 9165

Email: aguillo@wspld.org

Wheelchair Access: Yes - stair lift to use upstairs facilities - sensory rooms

Opening Hours: Monday - Thursday 10am - 10pm; Fridays 9am - 5pm; Saturdays 10am - 4pm Sunday 12 - 6

SPORT - LOCAL SERVICES

JUBILEE SPORTS CENTRE

Service Description:

Indoor sports centre with swimming pool, sports hall (for badminton, basketball, five-a-side football, etc.), squash courts, cardiovascular gym, weights gym, table tennis, sunbeds and a children's indoor play area. Classes are run in aerobics and swimming.

Six week swimming course for adults and children of all abilities are held throughout the year.

Address: Caird Street, London, W10 4RR

Telephone: 0208 960 9629

Fax: 0208 960 9661

Wheelchair Access: Yes. Main entrance access is good. Most activities are held on the ground floor. The fitness gym on the 1st floor can be reached by a lift.

PADDINGTON RECREATION GROUND

Service Description:

Paddington Recreation Ground has a modern, well-equipped gym, wide range of exercise classes plus a variety of other facilities, which ensure there is something for everyone.

Facilities available at Paddington Recreation Ground include:

Tennis - there are 7 open tarmac courts, 2 enclosed tarmac courts and 6 synthetic floodlit courts. Five-a-side football/netball/basketball - 2 tarmac courts Synthetic football/hockey pitch - 2 all weather pitches Athletics Track - all weather six lane track Cricket pitch - Village Green (May – September on a synthetic wicket) Cricket nets - 4 nets, synthetic surfaces Bowling Green - Situated behind the synthetic tennis courts. Bowls provided.

If you have a ResCard or a Concessions Card there are significant entry discounts. The disabled, unemployed or those who are senior citizens can get free access to swimming by Concession card use.

To find out more about specific times and activities please contact leisure centre.

Address: Randolph Avenue, London, W9 1PD
Telephone: 0207 641 3642
Bookings: 020 7641 3642 Gym 020 7641 4819
Fax: 020 7328 7033
Website: www.westminster.gov.uk/leisureandculture/sports

PIMLICO PUFFINS SWIMMING CLUB

Service Description:

The Pimlico Puffins Swimming Club helps people with disabilities to learn to swim, or to improve their swimming.

The club meets at the Queen Mother Sports Centre on Vauxhall Bridge Road near Victoria Station every Monday night at 7.45pm (except Bank Holidays).

Swimming is from 8 to 9pm followed by a drink of Ribena until 9.30pm.

The pool is closed to the public during that time so the club can have exclusive use without being disturbed. This service is free to residents of Westminster and free transportation can also be arranged.

Address: Queen Mother Sports Centre 223 Vauxhall Bridge Road, London, SW1V 1EL
Telephone: 0207 207 1376 or 0207 289 7885
Website: www.pimlicopuffins.org.uk
Email: jonathon@reculer.com
Wheelchair Access: All the facilities are accessible by means of a ramp from the main entrance and then by lift to other levels. There are changing facilities and spacious toilets for people with disabilities for both wet and dry sports and a disabled hoist for the main pool.

QUEEN MOTHER SPORTS CENTRE

Service Description:

Indoor sports centre with:

- 3 swimming pools; swimming squad and diving, water polo, synchronised swimming
- sports hall (plays: Football, Basketball, Volleyball, Badminton)
- 4 squash courts
- a combat room
- 2 aerobics studios with spring floors
- fitness gym (Courtney's)
- cafe/bistro
- solarium
- health spa

Discounts are available for members, ResCard & YouthCard holders.

Address: 233 Vauxhall Bridge Road, London, SW1V 1EL

Telephone: 0207 630 5522
Fax: 0207 630 5533
Website: www.courtneys.co.uk
Email: queenmothersales@courtneys.co.uk

Wheelchair Access: All the facilities are accessible by means of a ramp from the main entrance and then by lift to other levels. There are changing facilities and spacious toilets for people with disabilities for both wet and dry sports and a disabled hoist for the main pool.

Opening/telephone hours: Mon - Fri 6.30am - 10pm Sat & Sun 8am - 8pm

PORCHESTER CENTRE

Service Description:

Indoor sports centre with: 2 swimming pools; water polo club, 2 squash courts, fitness and weights gym, Turkish hot rooms, Russian steam rooms, sunbeds, the Porchester Hall, classes in aerobics and swimming, massage and beauty treatments, sports injury clinic

There are two disabled persons' changing rooms on site with shower, toilet and changing area. One is for swimmers and the other for dry activities.

Address: Queensway, London, W2 5HS
Telephone: 0207 792 2919
Fax: 0207 641 4493
Website: www.courtneys.co.uk

Wheelchair Access: Yes. There is a poolside hoist and a disabled chair lift in the gym.

Opening/telephone hours: Mon - Fri 7am - 10pm Sat & Sun 8am-6pm Bank Holidays 8am-4pm

WESTMINSTER SPORTS CENTRE - MOBERLY SPORTS AND EDUCATION CENTRE

Service Description:

The Westminster Sport Unit is an initiative of the City of Westminster to lead the way in sports development within the community. The Unit promotes, facilitates and conducts numerous sporting programmes within the community.

The Centre positively promotes the interest and needs of people with disabilities, those with special needs, people over 50, and young people (especially girls). Its facilities comprise:

- A large sports hall
- Studio room
- Weights room
- Outdoor artificial pitch and area
- A unique multi-sensory room which has a number of uses for therapy, young children, and special needs groups.

Sports include: archery, athletics, badminton, basketball, boxing/boxercise, dance, Gymnastics, judo, netball, rugby, squash, table tennis, tennis and many more, please contact the number below for further information.

Address: Moberly Sports and Education Centre Kilburn Lane, London, W10 4AH
Telephone: 0207 641 4810
Helpline: 0207 641 4810
Website: www.westminster.gov.uk
Email: sport@westminster.gov.uk
Wheelchair Access: Yes, facilities are all on ground level with a toilet for disabled use.
Opening hours: 9am - 10pm

NATIONAL ORGANISATIONS CEREBRAL PALSY SPORT (CPSPORT)

Service Description:

Cerebral Palsy Sport is a National Disability Sport Organisation for people with cerebral palsy and related disabilities and is a member of the English Federation of Disability Sport. In this role CP Sport provides regional and national competitions in 5 key sports which are: swimming, football, athletics, boccia, bowls and table tennis.

They provide both competitions and the opportunity for coaching athletes through quarterly training weekends. The training weekend offers athletes a chance to develop their talents under the guidance of well qualified coaches and in turn offers a stepping stone for athletes to progress further to even an elite level.

Details of events taking place in London and the South East can be obtained by contacting CP Sport or on 020 8997 3105.

Address: 8 Heathcoat Building, Nottingham, NG7 2QJ
Telephone: 0115 925 7027
Fax: 0115 922 4666
Website: www.cpsport.org
Email: info@cpsport.org

DISABILITY SPORTS EVENT (Formerly British Sport Association for the Disabled)

Services Provided:

The DSE organise and develop programmes of sports events at local, regional and national level. They provide, develop and co-ordinate sports and recreation opportunities for people with disabilities. They also act as an information and advice support service for enquirers concerning all aspects of the provisions of sport and recreation for people with a disability.

Address: Belle Vue Centre Manchester, M12 5GL
Telephone: 0161 953 2499
Fax: 0161 953 2499
Website: www.disabilitysport.org.uk
Email: info@dse.org.uk
Opening hours: Mon - Fri 9am -5pm

RICHARD LANGHORN TRUST

Service Description:

The aim of the Richard Langhorn Trust is to promote and fund sporting opportunities for disabled and underprivileged children in rugby, skiing, basketball and sailing. The preferred method of application is by email. Alternatively you can apply through Harlequins Rugby Football Club.

Address: Harlequins Rugby Football Club, Stoop Memorial Ground, Langhorn Drive, Twickenham, TW2 7SQ
Telephone: 0208 410 6000
Fax: 0208 410 6001
Email: johnd@quins.co.uk
Opening hours: 9am-5.30pm

RIDING FOR THE DISABLED ASSOCIATION

Service Description:

Riding for the Disabled Association aims to provide disabled people with the opportunity to ride and/or to carriage drive to benefit their health and well-being. Phone the number below for details of your nearest group.

Address: Lavinia Norfolk House Avenue "R", Stoneleigh Park, CV8 2LY
Telephone: 0845 658 1082
Fax: 0845 658 1083
Website: www.rda.org.uk
Email: info@rda.org.uk
Opening/telephone hours: Monday - Friday 9am - 5pm

LEISURE – LOCAL SERVICES

ABBEY COMMUNITY ASSOCIATION (THE)

Service Description:

The Abbey Community Association provides services for all Westminster residents. Activities for children and young people include: -

- After school sessions: - Monday - Spanish, - Tuesday - English Key stage 2 - Thursday - Maths Key stage 2
- Arabic School - language classes. Ages 7 to 16. Every Saturday 10am - 1pm
- Abbey Arts sessions - Saturday 1pm - 4.30pm. Ages: 5 -7 / 8 -12 / 13 -24
Dance, Drama, singing, music production.

The Abbey Community Association offers a venue / meeting space for conference & meetings to organisations working with children & young people. It has a fully accessible building.

For further information contact:

Address: 34 Great Smith Street, London, SW1P 3BU
Telephone: 0207 222 0303
Fax: 0207 233 3308

Website: www.abbeycommunity.org
Email: maria.cotrini@abbeycommunity.org
Wheelchair Access: Yes
Opening hours: 9am - 6pm

ARTSLINE - CULTURAL DIVERSITY PROJECT

Service description:

Artsline runs a Cultural Diversity Project which aims to respond to the needs of the culturally diverse communities in London. It also aims to make Artsline's information accessible to disabled people from ethnic minority communities by providing:

- Art classes in various cultures.
- Information on Black and ethnic arts, and Black disability arts organisations. - Disability Equality Training.
- Day trips to arts, entertainment and leisure venues.

For information about Artsline projects and services, contact Maureen Robinson (administrator) - Marketing and PR Officer on the telephone number below.

Address: 54 Chalton Street, London, NW1 1HS
Telephone: 0207 388 2227
Fax: 0207 383 2653
Minicom: 0207 388 2227
Website: www.artsline.org.uk
Email: admin@artsline.org.uk
Wheelchair Access: Full disabled access
Opening/Telephone hours: Mon-Fri 9.30am-5.30pm (answerphone at other times)

CHICKEN SHED THEATRE

Service Description:

This is a Professional Inclusive Drama enterprise which offers drama classes to disabled children and young people and gives them the opportunity to take part in productions.

Address: Chase Side, Southgate, London, N14 4PE
Telephone: 0208 351 6161

PADDINGTON ARTS

Service description:

Paddington Arts is a centre for the performing arts and media for young people aged 6 – 26. Many courses are designed to include disabled children and young adults.

Address: 32 Woodfield Road, London, W9 2BE
Telephone: 0207 286 2722

POLKA THEATRE FOR CHILDREN

Service Description:

Polka Theatre is dedicated exclusively to producing and presenting high quality theatre for young audiences. It caters for the local Wimbledon population and the wider London community. The Polka Theatre performs plays for children of all ages (check the recommended age for a particular event). The Theatre also runs courses, clubs and workshops

Special Needs Workshops: The Theatre has leaders skilled at working with children who have special needs. Workshops can be tailored to support these requirements.

Address: 240 The Broadway, London, SW19 1SB

Telephone: 020 8545 8320

Fax: 020 8545 8365

Website: www.polkatheatre.com

Email: boxoffice@polkatheatre.com

Box Office Tel: 020 8543 4888 (separate from the number above).

Box Office Fax: 020 8545 8366.

Wheelchair Access: Yes, wheelchair access and induction loop system for people with hearing aids.

Opening hours: Mon-Sat 10am-5pm

TRICYCLE THEATRE

Service Description:

A varied programme includes puppet shows, mime, magic, clowns and circus with many visiting companies. Children's theatre shows on Saturdays 11.30am and 2pm with extra shows during school holidays. Family films in the cinema on Saturdays at 1pm. An induction loop is available.

Address: 269 Kilburn High Road, London, NW6 7JR

Telephone: 0207 328 1000

Fax: 0207 328 0795

Minicom: 0207 625 5105

Website: www.tricycle.co.uk

Email: nfo@tricycle.co.uk

Wheelchair Access: Yes.

Office Hours: Mon-Fri 10am-6pm Phone Hours: Mon-Sat 10am-9pm, Sun 2pm-9pm

UNICORN THEATRE FOR CHILDREN

Service Description:

The Unicorn Theatre for Children produces and presents plays throughout the year for 4 - 12 year olds at its brand new theatre.

It is committed to involving deaf children in workshops. Shows and workshops can be made accessible to deaf children with sign language interpreters at specific performances. The theatre performs in a fully accessible venue.

Address: 147 Tooley Street, London, SE1 2HZ

Telephone: 0207 645 0500

Fax: 0207 645 0550

Website: www.unicorntheatre.com
Email: admin@unicorntheatre.com

HOLIDAYS LOCAL SERVICES

CARERS NETWORK (see page.8) administers the Carers Grant Holiday Fund which is available for carers of disabled adults and children resident in Westminster.

NATIONAL ORGANISATIONS

ASTHMA UK - KICK ASTHMA HOLIDAYS

Service Description:

Asthma UK's week-long Kick Asthma adventure holidays are for children and young people with asthma (and other related conditions). The holidays are managed by experts and children are closely supervised by specially trained volunteers and health professionals. Kick Asthma breaks are divided into two age groups: 6-11 and 12-17, and are held at a variety of locations across the UK throughout July and August.

The cost of Kick Asthma breaks is subsidised by Asthma UK and ranges from £20-£350 depending on people's ability to pay.

Address: Sumit House 70 Wilson Street, London, EC2A 2DB
Telephone: 0207 786 4925/24
Helpline: 0845 701 0203
Fax: 0207 256 6075
Website: www.asthma.org.uk
Email: holiday@asthma.org.uk
Opening hours: Monday - Friday: 9am -5pm

BREAK

Service Description:

BREAK is a registered charity that provides help for children, adults and families with special needs - such as challenging behaviour or physical and learning disabilities. The help that BREAK can offer includes respite care, specialist childcare and UK holidays in Norfolk and the West Country.

BREAK also provides a wide range of services - homes for children, family assessments and day care for adults with learning disabilities.

Address: Davison House 1 Montague Road, Sheringham, NR26 8WN
Telephone: 01263 822161
Fax: 01263 822181
Website: www.break-charity.org
Email: office@break-charity.org
Wheelchair Access: Fully accessible centres. Transport: Specially adapted transport available.
Opening/telephone hours: Monday - Friday 9.00am - 5.00pm

MONEY, WELFARE BENEFITS & LEGAL ADVICE LOCAL SERVICES

Refer also to the Children's Information Service booklet "Financial Support for Parents" obtainable through Early Childhood Services on 0207 641 7929 or at www.westminster.gov.uk

WELFARE BENEFITS WORKER – There is a Welfare Benefits Worker employed by the CWD service – for contact details refer to page 3

CHILDREN'S RIGHTS SERVICE

Service Description:

Westminster Children's Rights Service offers advice, support and advocacy to young people who are looked after by Westminster Social Services.

The service offers confidential support on a variety of issues about being in care and individual advocacy to young people who need support to express their views and wishes. Young people can contact the Children's Rights Service using the freephone number to speak to a Children's Rights Officer or make an appointment (it is not a drop-in service).

Address: 54 Blythe Rd, London, W14 OHA
Helpline: freephone 0500 235 844 or 020 7603 2031
Fax: 0207 602 5936
Opening hours: 9am to 5pm, Mon to Fri

DIRECT PAYMENTS

The Children with Disabilities Services can provide funding to young people aged 16 and 17 or to their carers, enabling them to purchase their own services. Support is provided to make sure that anyone employed is a responsible person. Advice is also given on employment regulations such as the how to pay National Insurance. For further details contact the CWD Service on page 3.

PADDINGTON CITIZENS ADVICE BUREAU (CAB)

Service Description:

Open door sessions: Tuesday, Wednesday 10am - 1pm, Thursday 5.30pm - 7.30pm (Full time students and employed people only) Telephone Hours: Monday, Wednesday and Friday: 10am - 4pm.

Free confidential advice on a range of issues including benefits, housing, homelessness, debt, employment rights, immigration and nationality.

Languages spoken include: Bengali, Hindi, French, Portuguese, Somali and Urdu.

Address: 441 Harrow Road, London, W10 4RE
Telephone: 0207 969 4555
Helpline: 0870 126 4040

Fax: 0208 964 0726
Contact: Ms Farzana Sarwar, Manager
Website: www.adviceguide.org.uk
Email: paddington.admin@westminstercab.org
Access: Wheelchair access to main advice area, and disabled toilet in the Bureau.
Opening hours: Mon - Fri: 09.30am - 5pm
Telephone hours: Tues and Thurs 10am-12pm, Mon-Fri 2pm-4pm

PIMLICO CITIZENS ADVICE BUREAU (CAB)

Service Description:

Open Door Service: Monday and Thursday 9.45am - 1.00pm; Tuesday 5.15pm - 7.30pm (Full time students and workers only) Telephone Advice: Monday, Wednesday and Friday 10am - 4pm.

Pimlico CAB operates an appointment system and provides confidential, impartial advice and information on a wide range of issues, including housing, homelessness, benefits, debt, employment rights, immigration and nationality.

Languages spoken include: Arabic, Cantonese, Czech, French, Italian, Mandarin, Slovak, Spanish and Yoruba

Address: 140 Tachbrook Street, London, SW1V 2NE
Telephone: 0207 901 1050
Helpline: 0870 126 4040
Website: www.adviceguide.org.uk
Wheelchair Access: Limited wheelchair access
Telephone hours: Mon/Wed/Fri 10am - 4pm

PADDINGTON LAW CENTRE

Service Description:

The Paddington Law Centre provides free legal advice and casework for people in W2, W9, and W10.

Advice Sessions: All sessions are now by appointment only. Call the above telephone number to make an appointment for the Advice Sessions on Housing Benefit and Social Security. Interpreters can be arranged.

Housing advice by appointment only: Monday mornings 10.30-12.30.

Address: 439 Harrow Road, London, W10 4RE
Telephone: 0208 960 3155
Fax: 0208 968 0417
Email: paddingtonlaw@btconnect.com
Wheelchair Access: Reception/interview rooms on ground floor level. Wheelchair accessible toilet
Opening/telephone hours: Mon-Thurs 10am-1pm, 2-5pm

NATIONAL ORGANISATIONS

BENEFIT ENQUIRY LINE

The Benefit Enquiry Line provides advice and information for disabled people and carers on the range of benefits available. The person taking your call will not have your personal papers but will be able to give you general advice.

Freephone: 0800 882 200

Textphone: 0800 243 355

E-mail: BEL-Customer-Services@dwp.gsi.gov.uk

Website: www.direct.gov.uk/disability-money

Opening hours: Monday to Friday 8.30 am to 6.30 pm, Saturday 9.00 am to 1.00 pm

CENTRAL LONDON LAW CENTRE

Service Description:

The Central London Law Centre gives free legal advice and representation for those persons resident in Greater London where there is no other advice centre available. The Central London Law Centre prioritises clients who fall within its specialist areas such as asylum, discrimination and unfair dismissal. The housing unit advises clients who live in the area but will also take clients in adjoining areas where there are no other advice centres available. These arrangements are also dependent on workload as there are only two caseworkers in each unit.

Languages available: Cantonese, Mandarin, French and Spanish speakers are available.

Address: 19 Whitcomb Street, London, WC2H 7HA

Telephone: 0207 839 2998

Fax: 0207 839 6158

Website: www.londonlawcentre.org.uk

Wheelchair Access: None. As there is no disability access, the Centre will provide home visits or arrange interviews in accessible premises close by, with sufficient notice.

Opening/Telephone hours: Mon - Fri 10am - 5.30pm

DISABILITY ALLIANCE

Service Description:

Disability Alliance is committed to breaking the link between poverty and disability by providing information to disabled people about their entitlements and campaigning for improvements to the social security system and for increases in disability benefits. They provide information on benefits through publications, fact sheets & briefings, their website and the Tribunal Support Unit.

Referral Procedure: Anyone can contact Disability Alliance however they are not an advice service and cannot answer individual benefit enquiries.

Address: Universal House 88-94 Wentworth Street, London, E1 7SA

Telephone: 0207 247 8776

Fax: 0207 247 8765

Website: www.disabilityalliance.org

Email: office.da@dial.pipex.com
Wheelchair Access: Yes
Opening hours: Monday - Friday: 10am - 4pm
Telephone hours: Monday - Friday: 10am - 4pm

DISABILITY LAW SERVICE

Service Description:

The Disability Law Service is made up of solicitors, advisers, and trained volunteers who provide up-to-date, informed legal advice for people with disabilities, their families, enablers and carers. The advice is free and the service offers complete confidentiality.

Advice provided on: benefits, community care, consumer/contract, discrimination, education/children, employment, and other issues relating to disability.

Address: 39-45 Cavell Street, London, E1 2BP
Telephone: 0207 791 9800
Fax: 0207 791 9802
Minicom: 0207 791 9801
Email: advice@dls.org.uk
Wheelchair Access: Yes

FAMILY FUND

Service Description:

The Family Fund champions an inclusive society where families with severely disabled families or seriously ill children have choices and the opportunity to enjoy ordinary life.

The Fund helps families of such children aged 15 and under. Grants are given related to the care of children including holidays, leisure, laundry, equipment, driving lessons, and more. If your family income is £23,000 or less you can apply for support. An application form is available by post or can be downloaded from the website.

Information is available in the following languages, and in large print: Arabic, Bengali, Chinese, Gujarati, Hindi, Punjabi, Spanish, Turkish, Urdu, Vietnamese, and Welsh.

When making contact, please provide the child's name, date of birth, their disability and indicate the help that is needed.

Address: Unit 4, Alpha Court, Monks Cross Drive York, YO32 9WN
Telephone: 0845 130 45 42
Fax: 01904 652625
Minicom: 01904 658085
Website: www.familyfund.org.uk
Email: info@familyfund.org.uk
Wheelchair access: Yes
Opening hours: Mon-Fri 9am-5pm

ROALD DAHL**Service Description:**

The Roald Dahl Foundation makes grants to charities and organisations with exclusively charitable aims for work in the areas of neurology, haematology and literacy. The Foundation also makes small grants to individual children and young adults with a neurological or haematological condition. Potential applicants are strongly advised to read the current guidelines before making an application. Application forms and guidelines are available from the address below or the website.

Address: 81A High Street, Great Missenden, HP16 0AL

Telephone: 01494 890465

Fax: 01494 890459

Website: www.roalddahlfoundation.org

Wheelchair Access: No

Opening/telephone hours: Mon-Fri 9.30am-5.15pm

VISUAL IMPAIRMENT

ACTION FOR BLIND PEOPLE

Service Description:

Action for Blind people supports blind and partially blind people, their friends, family and professionals across the UK. They manage employment development teams, factories, housing services, hotels, leisure opportunities and a national information and support service.

Please contact our organisation for further information.

Referral Procedure: For grant applications, referral is via social worker/rehab officer

Address: 14-16 Verney Road, London, SE16 3DZ

Telephone: 0207 635 4800

Helpline: 0800 915 4666

Fax: 0207 635 4829

Website: www.actionforblindpeople.org.uk

Email: info@actionforblindpeople.org.uk

Wheelchair access: Yes

Opening hours: Mon - Fri: 9am - 5pm

CHATTER-POST WORLD-WIDE

Service Description:

Linking visually impaired young people across the world "Chatter-Post" is an international tape correspondence club for 6-20 year olds. Freepost is provided in the UK with minimal postal charges elsewhere.

The young person makes a self recorded tape of their personal details and sends it to Chatter-Post who carefully consider their application and team them with a similar Chatter-Friend sending out a Starter-Pack including own-label tapes in a logo'd postal wallet, plus the voice and address of a Chatter-Friend. The service is free to all visually impaired young people.

Address: c/o 17 Montana Road, London, SW20 8TW

Telephone: 020 8946 1441

Fax: 020 8946 1441

CLEARVISION PROJECT

Service Description:

A nation-wide postal lending library of over 11,000 children's books in print and Braille; ideal for print and Braille readers to share.

The books are sent direct to your address and there is no postage to pay.

Membership is free to families; organisations such as schools, libraries and visual impairment services pay a heavily subsidised annual fee of £50. Long loan periods enable repeated reading of favourite books.

With over 3,500 titles it is impractical to issue a booklist but if you provide as much information as you can about the child or children who will be using the books (age,

reading age, interests, classroom topics, etc.) the ClearVision Library will send appropriate books from those in stock.

Address: Linden Lodge School 61 Princes Way, London, SW19 6JB
Telephone: 0208 789 9575
Website: www.clearvisionproject.org

DEAFBLIND UK

Services Provided:

Deafblind UK is a national charity which provides a range of support services to deafblind adults and their carers. It also campaigns on behalf of deafblind people.

Deafblind UK offers comprehensive services to deafblind people, their support assistants and other professionals including:

- training in communication and rehabilitation skills
- a free 24 hour helpline
- a regional network of staff and volunteers
- a varied leisure programme
- range of publications in different reading formats

Other services including help in getting benefits, counselling, social activities, touchbase telecommunications equipment, and support for friends and families.

Deafblind UK also contributes to individual community care plans, advises local authorities on planning and provision of services for deafblind people and provides training in deafblind communication and guiding.

Address: National Centre for Deafblindness, Cygnet Road, Petersborough, PE7 8FD
Telephone: 01733 358 100 (voice/text)
Helpline: 0800 132 320
Fax: 01733 358 356
Minicom: Textphone:01733 358 100
Website: www.deafblind.org.uk
Email: info@deafblind.org.uk
Opening/telephone hours: Mon-Thur 9am-5pm, Friday 9am - 4pm; (Helpline) 24 hours

LISTENING BOOKS

Service Description:

Listening Books provides a postal audio book library service to anyone with an illness or disability that makes it impossible or difficult to hold a book, turn pages, or read in the usual way. The service provides audio books for both pleasure and learning.

Membership: £70 per year for individuals. Organisational membership starts at £150 per year.

Address: 12 Lant Street, London, SE1 1QH
Telephone: 0207 407 9417
Fax: 0207 403 1377

Website: www.listening-books.org.uk
Email: info@listening-books.org.uk
Opening/telephone hours: Monday - Friday 9.00am - 5.00pm

LOOK LONDON

Service Description:

Family support, information, and advocacy support for families who have children or young people with visual impairment. Publications are produced.

Address: Kings Avenue School, 127 Park Hill, London, SW4 9PA
Telephone: 0208 678 0555
Fax: 0208 678 0555
Email: looklondon@hotmail.com
Wheelchair Access: Accessible to wheelchair users
Opening/telephone hours: Mon-Fri 9am-5pm

NATIONAL LIBRARY FOR THE BLIND

Service Description:

National Library for the Blind (NLB) provides a wide range of information services for visually impaired people. Services include a Braille and Moon lending library service and electronic library and information services. NLB also works to promote access for visually impaired people to 'mainstream' library and information services. NLB houses Europe's largest collection of tactile books and provide a free postal library service to blind and partially sighted people worldwide. They offer information services through their website which includes access to their catalogue and links to general and specialist information of interest to visually impaired people, their families and anyone with an interest in visual impairment.

Address: Far Cromwell Road, Bedbroy, Stockport SK6 2SG
Telephone: 0161 355 2000
Fax: 0161 355 2098
Minicom: 0161 355 2043
Website: www.nlb-online.org
Email: enquiries@nlbuk.org
Wheelchair Access: Yes
Opening hours: Monday - Friday: 8.30am - 4.30pm

RNIB TALKING BOOKS SERVICE

Service Description:

The RNIB Talking Books Service provides a postal library service for blind and partially sighted people of any age, offering a wide range of professionally recorded books on special easy-to-use playback equipment. The service is available to the whole of the British Isles.

There is an annual membership subscription, often paid by the local authority.

Information on current subscription rates may be obtained from the Customer Services Department at the below address.

Address: RNIB Peterborough, PO Box 173 Peterborough PE2 6WS,
Telephone: 0845 762 6843
Helpline: 0845 766 9999
Fax: 0173 337 5001
Minicom: 0845 758 5691
Website: www.rnib.org.uk
Email: cservices@rnib.org.uk
Opening hours: Mon-Fri 8.45am-6pm; closed 3.30pm - 4.30pm every Thurs for staff training; Sat 9am - 4pm
Telephone hours: Mon-Fri 8am-6pm

ROYAL NATIONAL INSTITUTE OF THE BLIND

Service Description:

The Royal National Institute of the Blind offers information, support and advice to anyone with a sight problem, their families and carers.

They can advise on the following:

- Eye health and making the most of your sight
- Easy to use products and gadgets
- Audio books and magazines
- Education, training and employment
- Leisure opportunities

Address: 105 Judd Street, London, WC1H 9NE
Telephone: 0207 388 1266 (Switchboard)
Helpline: 0845 766 9999
Fax: 0207 388 2034
Website: www.rnib.org.uk
Email: helpline@rnib.org.uk
Wheelchair Access: Yes
Opening hours: Mon - Fri: 9am -5pm

SENSE - NATIONAL DEAFBLIND & RUBELLA ASSOCIATION

Service Description:

Sense provides information and advice on all subjects, including benefits, aids and education, to professionals working with deafblind older people, deafblind children (and their parents) and young adults, including those with additional handicaps. It also counsels and supports people with Usher Syndrome, where deafness from birth is followed by a gradual loss of sight.

Address: 11 - 14 Clifton Terrace, London, N4 3SR
Telephone: 0207 272 7774
Minicom: 0207 272 9648
Fax: 0207 272 6012
Website: www.sense.org.uk
Email: info@sense.org.uk

VISION AID**Service Description:**

Vision Aid provide help, support and advice to visually impaired children and their families throughout the UK. They provide parent support telephone link to allow parents to get advice and practical help quickly. Loan of toys, hi-tech equipment, visual stimulation equipment to registered blind and partially sighted children and students. Contact with other parents. Work with professionals to ensure each child gets best possible help.

Address: Family Support 106 Junction Road, Bolton, BL3 4NE

Telephone: 01204 64265

Fax: 01204 855 937

Website: www.visionaid.org.uk

Email: visionaiduk@aol.com

Opening hours: Mon-Fri 9am-4.30pm

Telephone hours: 24 hour Helpline

HEARING IMPAIRMENT

BRITISH DEAF ASSOCIATION

Service Description:

The British Deaf Association provides information on issues affecting deaf people. The Scotland Branch provided services on youth development including:

- Training, personal advocacy and mentoring for young Deaf people aged 16-24
- Local and residential training courses for Deaf school leavers are provided, with information and guidance on further and higher education, training and employment.

The Social Inclusion Development Officer will have temporary responsibility for supporting the Deaf Youth Forum (DYF), Deaf Youth Workers Forum (DYWF), Youth Exchange and IUK Camp. The BDA also offers information about organisations for deaf and hearing children of deaf parents.

Address: 69 Wilson Street, London, EC2A 2BB

Telephone: 0207 588 3520

Fax: 0207 588 3527

Website: www.signcommunity.org.uk

Email: tonyp@signcommunity.org.uk

DEAFBLIND UK

Services Provided:

Deafblind UK is a national charity which provides a range of support services to deafblind adults and their carers. It also campaigns on behalf of deafblind people. Deafblind UK offers comprehensive services to deafblind people, their support assistants and other professionals including:

- training in communication and rehabilitation skills
- a free 24 hour helpline
- a regional network of staff and volunteers
- a varied leisure programme
- range of publications in different reading formats

Other services including help in getting benefits, counselling, social activities, touchbase telecommunications equipment, and support for friends and families.

Address: National Centre for Deafblindness, Cygnet Road, Petersborough, PE7 8FD

Telephone: 01733 358 100 (voice/text)

Helpline: 0800 132 320

Fax: 01733 358 356

Minicom: Textphone:01733 358 100

Website: www.deafblind.org.uk

Email: info@deafblind.org.uk

Opening/telephone hours: Mon-Thur 9am-5pm, Friday 9am - 4pm; (Helpline) 24 hours

DEAF CHILD AND FAMILY SERVICES - SPRINGFIELD HOSPITAL

Service Description:

The aims of the service are to:

- Promote awareness of deaf mental health issues, particularly in all those who work with deaf people;
- Promote deaf people's awareness of mental health issues;
- Promote the training of both deaf and hearing people in mental health and deafness;
- Promote mental practise appropriate to deaf people's needs;
- Promote the development of the appropriate mental health services for all deaf people.

Address: High Trees, Springfield Hospital, 61 Glenburnie Road, SW17 7DJ

Telephone: 0208 682 6991

Fax: 0208 682 6461

Minicom: 0208 682 6950

Contact: Dr P Hindley, Honorary Secretary

Email: cornerhouse@swlstg-tr.nhs.uk

Wheelchair Access: Yes

Opening hours: Monday - Friday 9.00am - 5.00pm

DEAF EDUCATION THROUGH LISTENING AND TALKING (DELTA)

Service Description:

DELTA is a voluntary association of teachers and parents of deaf children, who give information and advice about the education of deaf or hard of hearing children.

DELTA works to help deaf children listen and talk by:

- Providing information on the Natural Aural approach to the education of deaf children.
- Organising meetings for families across the country who want to help their deaf children listen and talk.
- Running summer schools for the whole family so they can learn the skills and techniques they need.
- Offers training courses on the Natural Aural approach to teachers of the deaf.
- Works with local education authorities who are trying to provide this option.
- Informing doctors, health visitors, audiologists and other professionals who help deaf children about the approach and its achievements.

Address: The Con Powell Centre, 3 Swan Court, Cygnet Park, Peterborough PE7 8FD

Telephone: 0845 108 1437

Fax: 01733 569322

Website: www.deafeducation.org.uk

Email: enquiries@deafeducation.org.uk

Opening hours: Monday - Thursday 9am-3pm

NATIONAL DEAF CHILDREN'S SOCIETY

Service Description:

The National Deaf Children's Society (NDCS) is an organisation of parents, families and carers which exists to support parents in enabling their child to maximise their skills and abilities. Its fundamental role is to advocate for parents and carers as and when appropriate, whilst at all times ensuring the child's welfare is paramount. Self referral is acceptable.

Services Include:

- Advice and information on all aspects of childhood deafness.
- Information about hearing tests and hearing aids.
- Advice on technology and equipment for your child.
- Support with benefit claims and Disability Appeal Tribunals.
- Advice and information on education, including further and higher education.
- A youth service.

Address: 15 Dufferin Street, London, EC1Y 8UR

Telephone: 0207 490 8656 (voice and text)

Helpline: 0808 800 8880 (voice and text)

Fax: 020 7251 5020

Minicom: 0808 800 8880 (voice and text)

Website: www.ndcs.org.uk/

Email: helpline@ndcs.org.uk

Wheelchair Access: Yes.

Opening hours: Mon-Fri 10am-5pm

RNID TYPETALK

Service Description:

RNID Typetalk is a telephone relay service for deaf, hard of hearing, speech impaired and deafblind people. The service is funded by BT and run by the RNID. It is free of charge and enables text phone users to contact a hearing person via the conventional telephone network. (Typetalk users are charged standard BT rates - there are no extra charges for the relay service (calls cost the same as if dialled direct).

Address: John Wood House, Glacier Building, Harrington Road, Brunswick Business Park, Liverpool, L3 4DF

Telephone: 0151 709 9494

Helpline: 0800 7311 888 (Hearing);

Fax: 0151 702 0610

Minicom: 18001 0800 300 888 (Text)

Website: www.typedtalk.org

Email: helplin@rnid-typedtalk.org.uk

SENSE - NATIONAL DEAFBLIND & RUBELLA ASSOCIATION

Service Description:

Sense provides information and advice on all subjects, including benefits, aids and education, to professionals working with deafblind older people, deafblind children (and their parents) and young adults, including those with additional handicaps. It also counsels and supports people with Usher Syndrome, where deafness from birth is followed by a gradual loss of sight.

Address: 11 - 14 Clifton Terrace, London, N4 3SR
Telephone: 0207 272 7774
Minicom: 0207 272 9648
Fax: 0207 272 6012
Website: www.sense.org.uk
Email: info@sense.org.uk

SPEECH LANGUAGE AND HEARING CENTRE

Service Description:

The centre provides for speech delayed or hearing impaired babies and children under 5 years of age. It offers a structured, language-enriched environment for each child in small groups and via one to one therapy. The centre aims to enable children to integrate into mainstream schools.

An open referral system operates. Places are funded by local authorities, through the Christopher Place Child Sponsorship Fund or by self- funding.

Address: 1 - 5 Christopher Place, Chalton Street, London, NW1 1JF
Telephone: 0207 383 3834
Fax: 0207 383 3099
Minicom: 0207 380 0350
Website: www.speech-lang.org.uk
Email: info@speech-lang.org.uk
Wheelchair Access: Yes
Opening hours: Monday – Friday 8.30am-5pm. (Term time)
Telephone hours: Answerphone responded to regularly during holidays.

BLACK AND MINORITY ETHNIC SERVICES

ABUNDANCE ARTS

Service Description:

Abundance Arts provides music, dance and storytelling. Also, visual arts (from Africa and the Caribbean) for children, young people, people with special needs and disabilities. Easily accessible activities are shaped to participants requirements, with therapeutic and culturally diverse benefits.

Address: Canalside House, 383 Ladbroke Grove London, W10 5AA
Telephone: 0207 792 0935 / 07941 625 359
Fax: 0207 792 0935
Website: www.abundancearts.com
Email: arts@abundancearts.com

ALBANIAN YOUTH ACTION

Service Description:

Albanian Youth Action addresses the welfare issues of Albanian speaking people in the UK, with a special focus on the young.

Assistance offered includes:

- Advice registering with Schools, colleges, GPs & dentists
- Advice on the DSS, immigration, housing & Social Services for all ages
- Support for young Albanian-speaking refugees and asylum seekers
- Educational, social and cultural activities

Address: 32-36 Loman Street, London, SE1 OEE
Telephone: 0207 922 7900 or 0845 241 0380
Fax: 0207 922 7706
Website: www.albanianyouthaction.org.uk
Email: info@albanianyouthaction.org.uk
Opening/Telephone hours: 10am - 5pm daily

ARTSLINE - CULTURAL DIVERSITY PROJECT

Please see Leisure, Local Services on page

BAYSWATER FAMILIES CENTRE

Service Description:

The Bayswater Family Centre provides support to homeless and refugee families living in temporary accommodation in the W2 area of London. The Centre operates a drop-in/open door policy.

The Centre offers a daily drop-in supervised play facility and early learning sessions for 3-5 year olds concentrating on basic English. The drop-in staff also provide crèche services for classes throughout the day.

An After School Club is run 3 afternoons a week for vulnerable children attending local schools offering homework support, access to computers, sports, drama groups, arts and crafts activities and trips and other activities during the school holidays. Throughout the year parties and celebrations are held for many religious festivals. There is also a programme of day trips and activities during the summer holidays.

Advice & advocacy and adult learning classes are also provided.

Referral Procedure: Self-referral or through agencies

Address: 14 - 18 Newton Road, London, W2 5LT

Telephone: 0207 221 3290

Fax: 0207 221 8976

Website: www.nch.org.uk/projects

Email: bayswaterfc@nch.org.uk

Wheelchair Access: Yes

Opening hours: 12am-3pm Mon/Tue/Wed/Friday(Advice), and 12.30am-4pm (Drop-in)

CHINESE NATIONAL HEALTHY LIVING CENTRE

Service Description:

The Chinese National Healthy Living Centre offers the following services for the Chinese community:

- Monitors health needs
- Provides health information and some primary health care.
- Provides the Cantonese Healthline (0845 607 6030) and a free medical interpreting and advisory service. Bilingual doctors give advice on health problems and liaise with relevant health professionals
- Runs a carers and disability support scheme for Chinese disabled people and their carers in London

Address: 29-30 Soho Square, London, W1D 3QS

Telephone: 0207 287 0904

Helpline: 0845 601 6030

Fax: 0207 534 6565

Contact: Mr Eddie Chan, Director

Website: www.healthinchinese.com/

Email: general@cnhcl.org.uk

Opening/telephone hours: Mon-Fri 9am-5pm Sunday Surgery 11am-4pm.

DEVELOPMENT ADVISORY SERVICES (DAS)

FORMERLY KNOWN AS THE SOMALI ADVISORY BUREAU

Service Description:

- Party events for children and families
- Cultural Outings
- Supplementary Lessons - Home based lessons - Family mediation
- Assistance with schooling and education
- Weddings

Address: 1 Chippenham Mews, London, W9 2AN
Telephone: 0207 286 9144
Fax: 0207 286 5215
Wheelchair Access: Ground floor
Opening/telephone hours: 10am - 5.30pm

ETHIOPIAN COMMUNITY IN BRITAIN

Service Description:

The Ethiopian Community in Britain provides:

- Information, advice, counselling, advocacy and referral service on immigration and asylum, housing, welfare, education, training and employment.
- ESOL and IT training for young people
- Mother tongue, cultural and music classes for all children and young people
- Interpretation and translation services
- Leaving care support and guidance for young unaccompanied people

Address: 2a Lithos Road, London, NW3 6EF
Telephone: 0207 794 4265
Fax: 0207 794 4116
Website: www.ethiopiancommunity.co.uk
Email: postmaster@ethiopiancommunity.co.uk
Wheelchair Access: Yes
Opening hours: Mon - Fri: 9.30am - 5.30pm

FITZROVIA NEIGHBOURHOOD ASSOCIATION

Service description:

Advice and advocacy services are provided at the Fitzrovia Neighbourhood Centre, on the border of Westminster and Camden (about 40% of users are Westminster residents).

There are specific services for the Bengali community, including advice and counselling. A Bengali Women's Health Group meets on Wednesdays. Health education sessions for Bengali women are provided at the centre. Advice available in Hindi, Urdu, Bengali.

Other groups worked with include older people (the Fitzrovia over-60s Group is based at the centre) and children (they administer the only outdoor play area in the neighbourhood). Publishes the quarterly community paper "Fitzrovia News".

Address: Fitzrovia Neighbourhood Centre 39 Tottenham Street, W1T 4RT
Telephone: 0207 580 4576
Fax: 0207 580 2057
Website: www.fitzrovia.org.uk
Email: fitzroviacentre@yahoo.co.uk
Wheelchair Access: One step up. Toilets down a flight of stairs - no disabled access to toilets.
Opening hours: Monday - Thursday 10.00am - 5.00pm.

IRAQI COMMUNITY ASSOCIATION

Service Description:

- Children and youth services and support
- Advice for special needs groups, guidance on education and employment.
- Welfare and training: - Exclusion - Learning disability
- Celebrations of community events

Address: 241 King Street London, W6 9LP

Telephone: 0208 741 5491

Fax: 0208 748 9010

Contact: Manager

Website: www.iraqicommunity.org

Email: iraqicommunity@btclick.com

Wheelchair access: No

Referral Procedure: Self-referral or through a third party

Opening hours: 10am - 5.30pm: Mon - Friday

MARYLEBONE BANGLADESH SOCIETY (M.B.S)

Service Description:

- Monday - Discussion/debate night. Games and activities. Asian girls night.
- Tuesday - Club session for Bangladeshi males aged 13-19. Hungerford Drugs Project, games and activities.
- Wednesday - Club session for Bangladeshi males aged 13-19. Homework help, games and activities, indoor rowing.
- Friday - Club session for Bangladeshi males aged 13-19. Off-site sports session. Meet at Lisson Grove
- Summer Holiday Projects for young people aged 6 - 19 years
- Other school holiday projects for young people aged 13 - 19 years.
- Please contact Youth Club for up-to-date information on activities and times

Address: M.B.S Youth Project 2 Boscobel Street, London, NW8 8PS

Telephone: 0207 724 7427 / 9746

Fax: 0207 616 9740

Website: www.mbs-uk.org

Email: mbsyouthclub@gmail.com

Wheelchair Access: Yes

Opening/telephone hours: Youth club: 6pm - 8.30pm

NATIONAL VOLUNTARY ORGANISATIONS

Service Description:

The British Institute of Learning Disabilities (BILD), is a not for profit organisation with charitable status, which exists to improve the quality of life of all people with a learning disability. BILD provides information, publications, training and consultancy services for organisations and individuals about all aspects of learning disability. Various catalogues are available.

Address: Champion House, Green Street, Kidderminster, DY10 1JL

Telephone: 01562 723 010

Fax: 01562 723 029

Website: www.bild.org.uk

Email: enquiries@bild.org.uk

Wheelchair Access: Yes

Opening hours: Mon-Fri 9am-5pm

CARA TRUST

Service Description:

CARA is a local volunteer organisation working in West London, and is open to everyone living with or affected by HIV. The organisation seeks to provide a safe space for everyone regardless of age, race, religion, gender, sexuality or HIV-status. To get further information about these services, go to the 'Services' pages on CARA's website. Services can be accessed directly by calling into the Centre, phoning or emailing CARA.

Address: The CARA Trust, The CARA Centre, 95 Sirdar Road, W11 4EQ

Telephone: 0207 745 7257

Fax: 0207 745 7259

Website: www.caralife.com

Email: mail@caralife.com

Wheelchair Access: Yes, stair lift and accessible toilets available.

Opening/telephone hours: Monday - Friday 10am - 5pm

CHILDREN'S SOCIETY – DISABILITY ADVOCACY PROJECT

Service Description:

The Children's Society seeks to ensure that whatever disadvantages a child faces they still have a real chance in life.

The Disability Advocacy Project aims to:

- Ensure that children and young people with disabilities who are 'Looked After' by Local Authorities are listened to
- Highlight any views expressed, either verbally or no-verbally, by young people with disabilities ensuring that what they think about their lives is heard by decision-makers
- To promote the basic human rights, dignity and equality of opportunity for disabled young people in care

Address: Unit 2 51 Derbyshire Street, London, E2 6HQ

Telephone: 0207 613 2886
Fax: 0207 729 8768
Website: www.childrensociety.org.uk

COUNCIL FOR DISABLED CHILDREN

Service Description:

The Council for Disabled Children promotes collaborative work between different organisations providing services and support for children and young people with disabilities and special educational needs, and their parents. They offer a range of services based on the knowledge and expertise of its membership and staff. These include consultancy, training, information, publications and conferences.

Address: 8 Wakley Street, London, EC1V 7QE
Telephone: 0207 843 6334/1900
Fax: 0207 843 6313
Website: www.ncb.org.uk
Email: cdc@ncb.org.uk
Wheelchair Access: Yes

CYSTIC FIBROSIS TRUST

Service Descriptions:

The Trust funds research into understanding, treating and curing Cystic Fibrosis, and aims to ensure that people with Cystic Fibrosis receive the best possible care and support in all aspects of their lives.

The Helpline provides support and information for anyone affected by Cystic Fibrosis. The Cystic Fibrosis Trust produces a range of publications and factsheets, details of which can be found on the website or by telephoning the switchboard.

Address: 11 London Road, Bromley, BR1 1BY
Telephone: 0208 464 7211
Helpline: 0845 859 1000
Fax: 0208 313 0472
Website: www.cftrust.org.uk
Email: Enquiries@cftrust.org.uk
Wheelchair / Scooter Accessibility: Yes.
Opening hours: Mon - Fri 9am - 5pm

DOWNS HEART GROUP

Service Description:

The Downs Heart Group is a UK charity which offers support and information to families who have a member with Down's Syndrome and congenital heart defects. Services offered: support and contact between families; local groups offering hospital visits and family meetings; information and advice about coping with the condition; encouragement of research into heart defects.

Address: P.O. BOX 4260 Dunstable, LU6 2ZT

Telephone: 0845 166 8061 (answerphone available at all times)
Fax: 01525 221553
Website: www.dhg.org.uk
Email: info@dhg.org.uk
Opening hours: Mon-Thurs 9.30am-4.30pm

DOWN'S SYNDROME LONDON

Service Description:

The Down's Syndrome Association aims to help people with Down's syndrome live full and rewarding lives. They provide information and support for people with downs syndrome and their families and information to interested members of the medical profession.

Address: 6 Cranbourne Road, London, N10 2BT
Website: www.downsyndromeok.org.uk/
Email: info@downs-syndrome-london.org.uk

FOUNDATION FOR LEARNING DISABILITIES

MENCAP

Service Description:

Mencap is the leading UK charity working with children and adults with learning disabilities. It campaigns for equal rights by challenging discrimination and disadvantage, raising expectations, and removing barriers to social inclusion. It works closely with local and national government and the media to promote the rights of people with learning disability by:

- Offering information and advice on a range of learning disability issues via the National Learning Disability Helpline and Information Service. The Learning Disability Helpline can give advice on many subjects including: education, housing, money and benefits, support groups, leisure activities, advocacy and self-advocacy.
- Providing support including residential housing, employment via the Pathway Employment Service, leisure via the National Federation of Gateway Clubs, and education at Mencap's three FE colleges.
- Campaigning to bring about positive changes in people's lives.

Address: 4 Swan Courtyard Coventry Road, Birmingham, B26 1BU
Telephone: 0121 707 7877
Helpline: 0808 808 1111
Fax: 0121 707 3019
Minicom: 0808 808 8181
Website: www.mencap.org.uk
Email: info@mencap.org.uk or help@mencap.org.uk
Opening hours: Mon-Fri 9am-5.30pm.
Telephone hours: Helpline: Mon - Fri: 9am - 5pm

HEADWAY - West London

Service description

Headway West London is a support group that meets on the first Wednesday of each month from 7.30 - 9.30pm. Meetings are held in the downstairs boardroom in the elderly patient unit of the Charing Cross Hospital on Fulham Palace Road in Hammersmith.

The support group meetings are attended by both carers and those of all ages with brain injuries. They can provide some assistance with legal matters and benefits queries and initial guidance in dealing with health authorities and G.Ps if needed. All those affected by brain injury are welcome to join us.

Headway West London is one of 6 London based Headway groups. The support group for Headway West London meets on the first Wednesday of each month at 7.30pm. Meetings are held at: Headway West London, Charing Cross Hospital.

Address: Charing Cross Hospital, Fulham Palace Road, London, W6 8RF
Telephone: 0208 846 1834
Contact: Mrs Rickey Godding, Senior Social Worker in Neurosciences
Website: www.headway.org.uk
Email: enquiries@headway.org.uk
Opening hours: Monday - Friday 9.00am - 5.00pm

GRANDMA'S

Service Description:

Grandma's is a Christian charity which aims to provide practical help to children and families affected by HIV/AIDS. Services Include: babysitting, playtime & outings for children, group outings in school holidays, help at hospital appointments and other youth activities.

Address: PO BOX 1392 London, SW6 4EJ
Telephone: 0207 610 3904
Fax: 0207 610 3428
Email: headoffice@grandmas.org.uk
Opening hours: Mon-Fri 9.20-5pm

KIDS LONDON

Service Description:

Kids was established in London in 1979 and covers all London boroughs. We currently support over 2,000 disabled children and their families living in the capital. Parents can self-refer to most of our services and we are always happy to talk to you if you would like to find out more about any of our work.

We also run seven inclusive Adventure Playgrounds across the capital and manage the London SEN Resolution Service.

Address: 49 Mecklenburgh Square, London, WC1N 2NX
Telephone: 0207 520 0405

E-mail: enquiries.london@kids.org.uk

I CAN

Service Description:

I CAN exists to help children with communication difficulties/ disabilities. I CAN provides a combination of specialist therapy and education for children with the most severe and complex disabilities, information for parents and training and advice for teachers and other professionals. They also work to ensure that the needs of these children are taken into account in all children's policy and carry out research to find the best ways to support children.

Address: 4 Dyers Buildings London, EC1N 2QP
Telephone: 0845 225 4071
Fax: 0845 225 4072
Website: www.ican.org.uk or www.talkingpoint.org.uk
Email: ican@ican.org.uk
Opening hours: 9am-5pm

J.A.B.S

Service Description:

JABS neither recommends nor advises against vaccination but aims to promote understanding about immunizations and offers basic support to any parent whose child has a health problem after vaccination.

Membership fees: waged £10.00, unwaged by voluntary contribution.

Address: 1 Gawsorth Road, Warrington, WA3 3RF
Telephone: 01942 713565
Helpline: 0121 722 3004
Fax: 01942 201323
Website: www.jabs.org.uk
Email: jabs@jabs.org.uk
Opening/telephone hours: Monday - Friday 10.00am - 5.00pm

NATIONAL ASSOCIATION OF TOY AND LEISURE LIBRARIES

Service Description:

The association acts as a national body for existing toy and leisure libraries, offering advice and support on the selection of toys and equipment, maintenance and all aspects of running or setting up a toy or leisure library.

It runs courses on setting up toy libraries, learning through play and other related topics. Toy Libraries also offer a befriending service to parents and carers.

It also gives similar information about leisure libraries. These offer leisure facilities and the loan of equipment to adults with a physical or mental disability. They provide them with opportunities to develop practical skills and abilities. Providing information, advice and contact with other services, they can also act merely as a meeting place for friends, parents and carers.

Address: "Play Matters", 68 Churchway, London, NW1 1LT
Telephone: 0207 387 9592
Fax: 0207 383 2714
Website: www.natll.org.uk
Email: admin@natll.ukf.net
Opening hours: Monday - Friday 9am - 5pm
Telephone hours: Monday - Friday 9.30am - 1pm & 2pm - 5pm

ORGANISATION FOR SICKLE CELL ANAEMIA RESEARCH (OSCAR)

Service Description:

OSCAR's activities include festivals, fêtes and other fundraisers where people are informed of the disease.

OSCAR also offers:

- a telephone helpline - with advice, support, information and counseling for affected families,
- information on the condition,
- a network of local support groups,
- family welfare advice on benefit entitlements and appeals,
- advice on special education provision for children and young people with sickle cell disease

OSCAR helps in securing improved employment prospects for affected persons, and in the provision of transitional housing and specialist support for young people with sickle cell disease.

Address: OSCAR Trust, 5 Lauderdale House, London, SW9 6JS
Telephone: 0207 735 4166
Fax: 0207 820 9594
Website: www.oscartrust.cwc.net
Email: oscar@lambeth14.fsnet.co.uk
Opening/telephone hours: Monday - Friday 9am - 5pm

POSITIVE PARENTING AND CHILDREN

Service Description:

Positive Parenting and Children (PPC) provides support to all children, young people and families whose lives are affected by disability, illness and mental health problems. Its current primary aim is to support those affected by HIV. PPC services work by addressing the needs of the family as a whole, including parents needs.

PPC's main services include:

- A home-based family support service that provides stimulation and respite for children and advice, support and respite for parents
- Operational crèches for the users of the support groups run by other organisations
- Group activities for children infected or affected by HIV and AIDS including a monthly Saturday club.

- Therapeutic weekend and holiday respite for children
- Children's peer support and participation
- Parenting support group
- Fathers support worker

Address: Unit 64, Eurolink Business Centre, 49 Effra Road, London, SW2 1BZ
Telephone: 0207 738 7333
Fax: 0207 501 9382
Website: www.ppclondon.org.uk
Email: office@ppclondon.org.uk or elaine@ppclondon.org.uk
Wheelchair Access: Yes

**RADAR – Royal Association for Disability and Rehabilitation
 Service Description:**

Radar is a national pan disability network for organisations of and for disabled people. The Association works to support the disabled lobby and create an environment in which disability organisations can effectively campaign.

Address: 12 City Forum, 250 City Road, London, EC1V 8AF
Telephone: 0207 250 3222 (automated system with options)
Fax: 0207 250 0212
Minicom: 0207 250 4119
Website: www.radar.org.uk
Email: radar@radar.org.uk
Wheelchair Access: Level access at front of building, lifts, wheelchair accessible toilets.
Opening/telephone hours: Mon-Fri 9a.m.-5p.m.

SCOPE

Service Description:

Scope is a disability organisation in England and Wales which focuses on people with cerebral palsy. Scope's aim is that disabled people achieve equality: a society in which they are as valued, and have the same human and civil rights, as everyone else.

The Cerebral Palsy Helpline is open from 9am - 9pm on weekdays and 2pm - 6pm weekends. It offers free information, confidential initial counselling and advice by telephone and there is also online and email support.

Address: P.O. Box 833 Milton Keynes, MK12 5NY
Helpline: 0808 800 3333
Fax: 01908 321047
Website: www.scope.org.uk
Email: cphelpline@scope.org.uk
Telephone hours: Monday - Friday 9am - 9pm, Weekends 2pm - 6pm

SICKLE CELL SOCIETY

Service Description:

Gives help and support to families affected by sickle cell disease and also offers financial support. The Society aims to educate the public and health officials about the problems the disorder can cause. Addresses of local groups can be obtained by contacting the address below. Membership Fees: £25.00 (individual) £40 (families) Free for sufferers

Address: 54 Station Road, London, NW10 4UA
Telephone: 0208 961 7795/4006
Fax: 0208 961 8346
Website: www.sicklecellsociety.org
Email: sicklecellsoc@btinternet.com
Office/Phone Hours: Monday - Friday 9.00am - 5.00pm

STILLBIRTH AND NEONATAL DEATH SOCIETY (SANDS)

Service Description:

SANDS provide support to bereaved parents and families of stillborn babies and those who die shortly after birth.

The key elements of that support are:

- A National Telephone Helpline Service;
- A UK-wide network of local SANDS self-help groups run by and for bereaved parents;
- Information and publications for bereaved parents and healthcare professionals.

Address: 28 Portland Place, London, W1B 1LY
Telephone: 0207 436 7940
Helpline: 0207 436 5881
Fax: 0207 436 3715
Website: www.uk-sands.org
Email: support@uk-sands.org
Opening hours: Mon-Fri 10am-5pm
Telephone hours: Mon-Fri 10am-4pm

TERRENCE HIGGINS TRUST

Service Description:

THT's services include:

- Advice on a range of topics which affect people living with HIV
- Buddying/ mentoring
- Counselling and emotional support
- Complementary therapies
- Information on HIV and related topics
- Support Groups (e.g. for people with HIV, for positive gay men, for African people)
- Training courses for people with HIV

Address: 314-320 Grays Inn Road, London, WC1X 8DP
Telephone: 0207 835 1495
Helpline: 0845 1221 200(Mon - Fri 10am -10pm) W'end:12pm-6pm
Fax: 0207 812 1777
Website: www.tht.org.uk
Email: info.counselling@tht.org.uk
Opening/telephone hours: Mon - Fri 9.30am - 5.30 am