

# **DIAL SOUTH WORCESTERSHIRE**



**CELEBRATING 33 YEARS OF DIAL SOUTH  
WORCESTERSHIRE**

**1987-2020**

Disability Information Advice Line

## **GUIDE TO SERVICES** **in Worcestershire**



**2020/21 Edition**



## INTRODUCTION

This Guide has been produced by **Dial South Worcestershire** (Disability Information and Advice Line).

**www.dialsworcs.org.uk**

**Tel 01905 27790**

**mail@dialsworcs.org.uk**

It is intended to provide disabled people, carers and professionals with information on local and some national advice, support and social organisations.

The costs of producing the Guide have been met by:

- The Roger & Douglas Turner Charitable Trust
- The Worcester City Parish Relief in Need Charity

If further copies of the Guide are needed then they can be downloaded from our website **www.dialsworcs.org.uk**

### **THE WORCESTER CITY PARISH RELIEF IN NEED CHARITY**

**THE OBJECTS OF THE CHARITY IS TO HELP PEOPLE WHO LIVE IN  
WORCESTER AND WHO ARE IN NEED. THE TRUSTEES MAY HELP BY  
MAKING A GRANT OF MONEY OR PROVIDING  
GOODS OR SERVICES WHICH HELP THEM.**

### **THE ADDRESS TO CONTACT THE TRUSTEES IS:**

**Worcester City Parish, St Swithins Institute, The Trinity, Worcester,**

**WR1 2PN**

**or email**

**worcester.cityparish@btconnect.com**

The information in this booklet was correct at the time of publication. **If you notice anything which is now incorrect please to let us know so we can update the version available on the website.**

## **MAIN CONTACT DETAILS FOR INFORMATION ABOUT DISABILITY SERVICES IN WORCESTERSHIRE**

### **DIAL SOUTH WORCESTERSHIRE**

**Tel: 01905 27790**

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

Information, advice and full welfare benefit service for disabled people and carers including casework and appeal representation.

### **WORCESTERSHIRE ADVICE NETWORK**

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

A partnership network of Dial's, CAB's and Age UK's. Website gives information and has a online referral system

### **HEALTH AND SOCIAL CARE**

**[www.worcestershire.gov.uk/advicecarehealthandsupport](http://www.worcestershire.gov.uk/advicecarehealthandsupport)**

Worcestershire County Council site. Provides a wealth of information on adult care services and local advice and support organisations.

### **ADULT SERVICES (Social Services)**

**Tel: 01905 768053**

Social care advice service

**[www.worcestershire.gov.uk/adultsocialcare](http://www.worcestershire.gov.uk/adultsocialcare)**

### **DEAF DIRECT**

**Tel: 01905 746301**

Work with deaf and hard of hearing people. Training, communication advice, information and guidance.

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

### **SIGHT CONCERN**

**Tel: 01905 723245**

Provide information, equipment, training and recreational and social activities for blind and visually impaired people

**[www.sightconcern.co.uk](http://www.sightconcern.co.uk)**

### **WORCESTERSHIRE ASSOCIATION OF CARERS**

**Tel: 03000124272**

Provides information, newsletter, telephone support to carers

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

## CONTENTS

Introduction	2
Main Contact Details – Disability Services	3
Contents	4
South Worcestershire Dial	5
Dial North Worcestershire	6
Worcestershire Advice Network	6
Adult Services	7
Accommodation & Housing	8
Carers	10
Children	13
Children – sport	17
Education	19
Elderly / Older People	21
Employment	23
Equipment	25
Finance / Benefits	27
Getting around / Mobility/ Access	30
Holidays	34
Independence and Health	36
Learning Disabilities	40
Legal Services	42
Leisure Activities	43
Leisure Activities – Sport	45
Mental Health Services	48
Voluntary Organisations	50
Worcestershire Hubs/Customer Service Centres	52
Index	53

## **SOUTH WORCESTERSHIRE DIAL**

Telephone: 01905 27790

Address: 54, Friary Walk, Crowngate Centre,  
Worcester, WR1 3LE

Email: [mail@dialsworcs.org.uk](mailto:mail@dialsworcs.org.uk)

Website: [www.dialsworcs.org.uk](http://www.dialsworcs.org.uk)

Dial South Worcestershire is a free, confidential information and advice service for disabled people and carers. Our aim is to enable people to make informed decisions, improve their lifestyle, remain independent and maximise their income.

### **What we do at Dial South Worcestershire**

We run an information service on general disability issues from aids and equipment to home adaptations and transport. We are however predominantly a welfare benefit service. We offer:

- ◆ Telephone Welfare Benefit Enquiry Line
- ◆ Benefit Form Filling Service for PIP, DLA, AA, ESA etc
- ◆ Full Casework Service
- ◆ Disability Benefit Appeal Casework

### **How do we offer the service:**

We have a fully accessible office in Crowngate, Worcester. We offer our clients free parking. We also run an outreach service where we offer a full welfare benefit form filling service in:

- ◆ Pershore Civic Centre
- ◆ Evesham Jobcentre
- ◆ Malvern HUB (on request)
- ◆ Droitwich HUB (on request)

### **Home visits are offered if needed**

Dial South Worcestershire works to Advice Quality Standards and holds their Quality Mark. We also hold the CredAbility Quality Mark

# WORCESTERSHIRE ADVICE NETWORK

[www.worcestershireadvicenetwork.org.uk](http://www.worcestershireadvicenetwork.org.uk)

The network is a partnership of Worcestershire Citizens Advice, some Age UK's and Dial South Worcestershire and Dial North Worcestershire. The website has information on a wide range of issues, social media discussion forum and a self referral system.

## Dial North Worcestershire

**Tel: 01562 60241**

Information service for disabled people living in North Worcestershire

[www.nwdial.org.uk](http://www.nwdial.org.uk)



# ADULT SOCIAL CARE SERVICES IN WORCESTERSHIRE

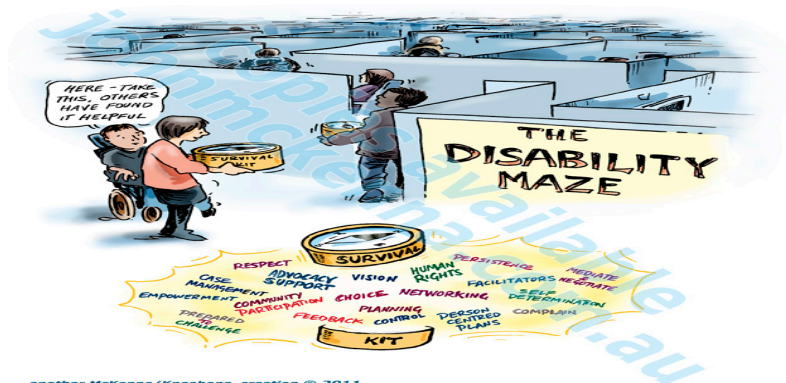
The Adult Services Department provides a general social work service for people with a physical disability or sensory impairment. There are many ways they assist or advise disabled people but this is mostly online.

- Blue Parking Badge
- Care Assessments
- Support at Home
- Equipment to help with disabilities
- Visual Impairment Support
- Hearing Impairment Support
- Community Meals
- Respite Care
- Community Based Activities
- Health and Wellbeing
- Keeping Safe

Some of the above may be subject to financial assessment. If you require further information about their services phone Adult Services on:

01905 768053

[www.worcestershire.gov.uk/advicecarehealthand support](http://www.worcestershire.gov.uk/advicecarehealthand support)



another McKenna/Kneebone creation © 2011

## ACCOMMODATION & HOUSING

For information about specialist housing accommodation in your area please contact the Local Council office.

### **Wyre Forest Community Housing**

**Tel: 08001 695454**

[www.communityhg.com](http://www.communityhg.com)

### **Bromsgrove District Housing Trust**

**Tel: 08000 850160**

[www.bdht.co.uk](http://www.bdht.co.uk)

### **Redditch Borough Council**

**Tel: 01527 64252**

[www.redditch.gov.uk](http://www.redditch.gov.uk)

### **Malvern Hills District Council**

**Tel: 01684 579579**

[www.malvernhillsgov.uk](http://www.malvernhillsgov.uk)

### **Worcester City Council**

**Tel: 01905 722233**

[www.worcester.gov.uk](http://www.worcester.gov.uk)

### **Wychavon District Council**

**Tel: 01386 565000**

[www.wychavon.gov.uk](http://www.wychavon.gov.uk)

### **House Associations**

For further information about Housing Associations in your area please contact your local Council Office

### **Stonham Housing Association**

**Tel: 01527 402834**

212 Mount Pleasant, Redditch B97 4JL

### **Sanctuary Supported Living**

**Tel: 0300 1233247**

[www.sanctuary-supported-living.co.uk](http://www.sanctuary-supported-living.co.uk)

### **Fortis Housing Group**

**Tel: 03301230700**

[www.fortisliving.com](http://www.fortisliving.com)

### **Golden Lane Housing**

**Tel: 03000037007**

Supported living for people with a learning disability

[www.glh.org.uk](http://www.glh.org.uk)

### **Richmond Fellowship**

**Tel: 020 7697 3300**

A charity and housing association. Providing care & rehabilitation to enable people with mental health, learning disabilities, addictions and other problems to live in the community.

[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)



## ACCOMMODATION & HOUSING

### **Worcester CA & WHABAC**

**Tel: 0344 4111303**

(Worcester Housing and Benefits Advice Centre)

The service provides a free information and support on all forms of housing needs. The Hopmarket, The Foregate, Worcester WR1 1DL

[www.cabwhabac.org.uk](http://www.cabwhabac.org.uk)

### **Rethink Mental illness**

**Tel: 03005000927**

Provides a range of accommodation and support to individuals with long term mental illness.

[www.rethink.org](http://www.rethink.org)

### **Shelter**

**Free phone: 0808 8004444**

Confidential housing advice line, open from 8am to Midnight

<http://england.shelter.org.uk>

### **Advance Housing & Support**

**Tel: 03330124307**

Support service for people with learning disabilities or mental health problems (they can have other disabilities)

[www.advance.org](http://www.advance.org)

### **Warmer Worcestershire**

**Tel: 01905 765765**

Advice on insulation including eligibility for free insulation

[www.warmerworcestershire.com](http://www.warmerworcestershire.com)

### **Disabled Facilities Grant**

**Tel 01684 579456**

Care and Repair is a home improvement agency which provides independent advice on help with repairs, modernisation and home adaptations to people who are elderly, have a disability or on a low income. The agency can help in applying for grants where appropriate which may fund all or part of the work.

Contact Worcestershire Care and Repair agency for further information

[www.careandrepairworcestershire.co.uk](http://www.careandrepairworcestershire.co.uk)

### **Minor Works Grant**

**Tel: 01684 579456**

Minor Works Grants are also available. This covers essential repairs, home safety and security, energy efficiency measures. Typical works include rewiring, re-roofing, new doors and windows.

[www.careandrepairworcestershire.co.uk](http://www.careandrepairworcestershire.co.uk)

## CARERS

Information can be obtained from your local Adult Services Department 01905 768053 or your G.P.

### **Carers U.K. Carers line:**

**Tel: 0808 808 7777**

This national organisation is led by carers themselves to raise awareness of the needs of carers among professionals.

[www.carersuk.org](http://www.carersuk.org)

### **Worcestershire Association of Carers**

Helpline

**Tel: 0300 0124272**

Provide various services for carers including information, newsletter, carers emergency card, telephone befriending. Contact for more details.

They run Carers Groups in Bewdley, Bromsgrove, Droitwich, Evesham, Inkberrow, Kidderminster, Malvern, Martley, Pershore, Stourport and Worcester.

[www.carersworcs.org.uk](http://www.carersworcs.org.uk)

### **Worcestershire Young Carers Project**

**Tel: 01905 730780**

This project aims to provide information, support & advice for young carers, as well as practical activities.

[www.yss.org.uk](http://www.yss.org.uk)

### **Redditch Carers Careline**

**Tel: 01527 66177**

Provides carers support groups and activities, sitting service, "life after caring" support and counselling services for carers in Redditch.

[www.carerscareline.co.uk](http://www.carerscareline.co.uk)

### **St Richards Hospice Carers Group**

**Tel: 01905 763963**

Support group for people caring for people with life-limiting illness.

[www.strichards.org.uk](http://www.strichards.org.uk)

## CARERS

### Home care services

A home care assistant may be available to help with everyday personal tasks, contact Adult Services

<b>Crossroads Care</b>	<b>Worcester &amp; Malvern</b>	<b>Tel: 01905 729293</b>
	<b>Evesham &amp; Pershore</b>	<b>Tel: 01386 49926</b>
	<b>North Worcestershire</b>	<b>Tel: 01905 729293</b>

Home care services and respite for carers

[www.homecareworcestershire.org.uk](http://www.homecareworcestershire.org.uk)

### Cool2care:

Cool2care is an information site for carers

[www.cool2care.co.uk](http://www.cool2care.co.uk)

**Worcestershire Stroke Recovery Service** **Tel: 01527903716**

Information, practical advice and emotional support to carers

[www.stroke.org.uk](http://www.stroke.org.uk)

## CARERS/SELF SUPPORT GROUPS

**Worcestershire ME Social Group**

**Tel: 01886 888419**

[www.meassociation.org.uk](http://www.meassociation.org.uk)

**Worcester Long Term Stroke Support Group**

**Tel: 03003300740**

[www.stroke.org.uk/finding-support/worcester-long-term-stroke-support-group](http://www.stroke.org.uk/finding-support/worcester-long-term-stroke-support-group)

**NHS Community Stroke Service**

**South**

**Tel: 01386 502355**

**North**

**Tel: 01527 488188**

[www.hacw.nhs.uk/our-service/community-stroke-services/](http://www.hacw.nhs.uk/our-service/community-stroke-services/)

**Headway Worcester**

**Tel: 01905 729729**

Provide friendship and support to families following a acquired brain injury

[www.headwayworcestershire.org.uk](http://www.headwayworcestershire.org.uk)

**Worcester Breast Cancer Support Group**

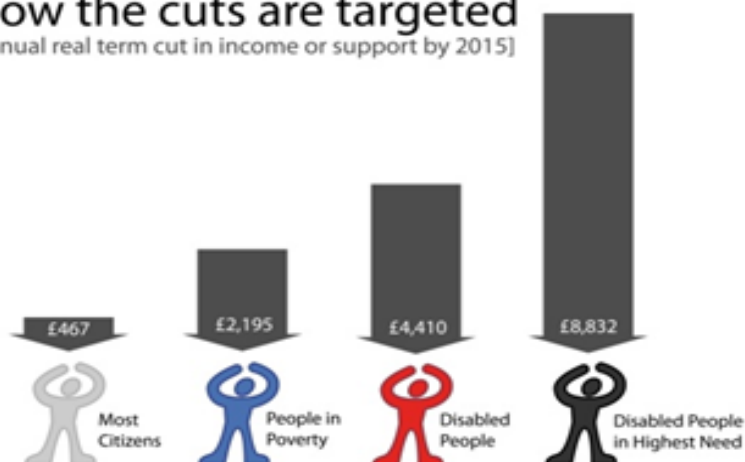
[www.wyche gnome.ltd.uk/breastcare/index.php](http://www.wyche gnome.ltd.uk/breastcare/index.php)

**Worcestershire ME Support Group**

[www.worcsmegroup.weebly.com](http://www.worcsmegroup.weebly.com)

### How the cuts are targeted

[annual real term cut in income or support by 2015]



## CHILDREN

Information about services for children with disabilities can be obtained from the **Children with Disabilities Team** **Tel: 01905 768053**

### **Homestart –**

Support for families under stress with at least one child under the age of 5.

**National Number** **Tel: 01164645490**

Wyre Forest **Tel: 01562 825896**

North-east Worcestershire **Tel: 01527 62819**

Worcester & Wychavon **Tel: 01905 29377**

[www.home-start.org.uk](http://www.home-start.org.uk)

**Family Lives** **Tel: 08088 002222**

National family support charity

[www.familylives.org.uk](http://www.familylives.org.uk)

**Childline (Helpline)** **Tel: 0800 1111**

Helpline for children and young people to the age of 18, in danger, in distress or with any problem whatsoever.

[www.childline.org.uk](http://www.childline.org.uk)

**Hansel & Gretel Child Development Centre** **Tel: 07525668608**

This is a day unit for children with special needs aged between 0 and 5 years. It offers play, learning and assessment for children and support for their families. Wyre Forest area.

[www.hanselgretel.org.uk](http://www.hanselgretel.org.uk)

**Scott Atkinson Child Development Centre** **Tel: 01527 488520**

The service provides multi-agency needs assessment, advice and support to children under 5 and their families. Redditch and Bromsgrove area.

**Child Development Team** **Tel: 01905 768300**

(Worcestershire NHS Trust) Coordinates the range of therapeutic and medical services available to children with special needs.

[www.hacw.nhs.uk](http://www.hacw.nhs.uk)

### **AFASIC Worcestershire**

Support group of local parents of children with speech, language & communication difficulties.

[www.afasic.org.uk](http://www.afasic.org.uk)

## CHILDREN

### **Contact**

**Tel: 0808 808 3555**

This is a group set up for families with children with disabilities. Help families to support one another to share experiences and pool their skills.

[www.contact.org.uk](http://www.contact.org.uk)

### **Malvern Special Families**

**Tel: 01684 892526**

(Incorporating Contact a Family) Family support group for children with disabilities and special needs. Youth club and social evenings and weekend playscheme.

[www.malvernspecialfamilies.org.uk](http://www.malvernspecialfamilies.org.uk)

### **Barnardos Breakaway & Dudley Share Care Project**

**Tel: 01384 458585**

Long term foster care, short break and respite care project for children with Disabilities.

[Www.barnardos.org.uk/breakaway](http://Www.barnardos.org.uk/breakaway)

### **New Hope (Saturdays & school holidays only)**

**Tel: 01905 355295**

Daytime breaks for families with disabilities

[www.newhopeworcester.co.uk](http://www.newhopeworcester.co.uk)

### **Children's Information Service**

Information around child social care

Worcestershire Children's Information Service

[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)

### **Acorns Children Hospice**

**Tel: 01564 825000**

Care for the child with life limiting illness, support for the family in your area.

350 Bath Road, Worcester WR5 3EX

[www.acorns.org.uk](http://www.acorns.org.uk)

**Snoezelen** Multi-sensory leisure/therapy centre for people with special needs of any age. Self referral & booking necessary.

[www.worcestersnoezelen.org.uk](http://www.worcestersnoezelen.org.uk)

**Tel: 01905 748229**

### **Sociables and Crews Hub**

Centre helps children and young people to enjoy life. Play, social and work programmes. Bewdley

[www.facebook.com/sociables-Hub-CREWS](http://www.facebook.com/sociables-Hub-CREWS)

## CHILDREN

### **Fledgling Family Services**

**Tel: 01799541807**

Helps families caring for a disabled child to obtain impartial independent information products which help with a Child's development or help the carer in their caring role.

[www.fledglings.org.uk](http://www.fledglings.org.uk)

### **Autism West Midlands - (family support)**

**Tel: 0121 450 7582**

Autism W.M. is a charitable organisation offering free information, advice and support for children with Autistic Spectrum Disorder and their families. Helpline available Monday to Friday 10am-2pm

[www.autismwestmidlands.org.uk](http://www.autismwestmidlands.org.uk)

### **The Family Fund**

**Tel: 01904 550055**

A government fund run by the Joseph Rowntree Foundation to help families with a child who has a severe disability.

Each families request is looked at individually.

[www.familyfund.org.uk](http://www.familyfund.org.uk)

### **Worcestershire Short Breaks Project**

**Tel: 01299 877920**

Barnardos (in partnership with Worcestershire County Council) This project links families who have children with disabilities (up to the age of 18) to specially approved carers to allow families to take a break from caring for their child with special needs, and to give children the chance to widen their social life.

### **Whizz-Kidz**

**Tel: 020 7233 6600**

provides equipment for disabled children's mobility, trikes, bikes, manual wheelchairs, light weight wheelchairs, that are not available on the NHS.

[www.whizz-kidz.org.uk](http://www.whizz-kidz.org.uk)

### **Kaleidoscope Breakaway, South Worcs**

**Tel: 07792 150682**

Respite for pre-school children with special needs giving families a few hours to spend with other siblings.

[www.kaleidoscope-breakaway.org.uk](http://www.kaleidoscope-breakaway.org.uk)

### **Dyspraxia Foundation**

**Tel: 01462 454 986**

<http://dyspraxiafoundation.org.uk>

## CHILDREN

### **Deaf Direct - (Family Services Department)      Tel: 01905 746301**

Works with deaf and hard of hearing children and their families in the communities of Herefordshire and Worcestershire. Other times by appointment. Some children's activities incur a small charge.

[www.deafdirect.org.uk](http://www.deafdirect.org.uk)

### **Child Brain Injury Trust      Tel: 0303 3032248**

Support/activity group for young people with an acquired brain injury, plus information and support for parents. Acquired brain injury can be as a result of traumatic injury (accident) or illness such as meningitis.

### **Brain & Spine Foundation Helpline      Tel: 08088081000**

[www.brainandspine.org.uk](http://www.brainandspine.org.uk)

### **Association of Wheelchair Children      Tel: 01482 887163**

[www.wheelchairchildren.org.uk](http://www.wheelchairchildren.org.uk)

### **Children's Chronic Arthritis Association      Tel: 01242 511250**

[www.ccaa.org.uk](http://www.ccaa.org.uk)

### **ERIC (Education & Resources for Improving Childhood Continence) Helpline      Tel: 08453 708008**

ERIC is the UK's childhood continence charity. They work to reduce the suffering to children and young people caused by continence issues.

[www.eric.org.uk](http://www.eric.org.uk)

### **Worcestershire Special Educational Needs      Tel: 01905 768153**

Information and support for parents with a focus on children who have educational needs

### **Osborne Court      Tel: 01684 612727**

Children's emergency assessment and support service. Short break (respite) service. Hydrotherapy service.

[www.hacw.nhs.uk](http://www.hacw.nhs.uk)

### **Worcester Deaf Children's Society**

[www.worcdcs.org](http://www.worcdcs.org)

### **Worcestershire Parent and Carers Community**

Charity that supports families who have a disabled child

[www.parentcarers.org.uk](http://www.parentcarers.org.uk)



## CHILDREN - SPORT

### **Bromsgrove Dolphin Centre**

**Tel: 01527 549130**

They have a changing bed and Oxford dipper. Please phone prior to visit.

### **Droitwich Swimming Pool**

**Tel: 01905 771212**

They have changing rooms, showers, and hoist and emergency cords.

### **Evesham Swimming Pool**

**Tel: 01386 444212**

They have changing rooms, showers, hoist, toilet, ramps and a hearing loop. Available anytime.

### **Malvern Special Needs Swimming Club**

**Tel: 01684 893423**

Malvern Splash Saturdays 5.15pm to 6.15pm

### **Redditch, Hewell Road Swimming Pool**

**Tel: 01527 64189**

They have disabled changing room, shower and hoist.

The disabled session is on Thursday at 3pm to 3.30pm

### **Stourport Sports Centre**

**Tel: 01299 822308**

They have ramps, changing rooms, electric doors, hoist and emergency cords. Available anytime.

### **Worcester Citizens Swimming Pool**

**Tel: 01905 421089**

They have level access.

### **Worcester Swimming and Fitness Centre**

**Tel: 01905 20241**

They have disabled changing room, hoist, and ramps, available anytime.

### **Wyre Forest Glades Leisure Centre**

**Tel: 01562 515151**

They have changing rooms, toilet, shower, emergency cords, and wheelchair to side of pool.

Available anytime or during the quiet time, morning till 12.30pm.

### **Inclusive Athletics**

**Tel: 01527 875207**

Club for young people with physical disability, Ryland Centre, Bromsgrove

### **Wheelchair Basketball**

**Tel: 01527 881652**

Ryland Centre, Bromsgrove

### **Wheelchair Basketball**

**Tel: 01905 855509**

University of Worcester

**Tel: 01905 542001**

### **Boccia Vale of Evesham School**

**Tel: 01386 443367**

### **Bromsgrove Junior Boccia**

**Tel: 01527 871511**

### **Wheelchair Dance Group Bromsgrove**

**Tel: 07528 569008**

## CHILDREN - SPORT

**Evesham Sub Aqua**  
or

**Tel: 01386 552346**  
**Tel: 01905 454828**

Water diving for children with a disability Pershore and Worcester

**Brambles Buddies**

**Tel: 01684 833336**

Specialist facility for children, young people and adults with learning and physical disabilities in Malvern. Use animal assisted therapy techniques.

[www.livingfarm.co.uk](http://www.livingfarm.co.uk)

**Evesham Adventure Playground**

**Tel: 01386 442154**

Adventure Playground for children with disabilities

[www.eveshamadventureplayground.btck.co.uk](http://www.eveshamadventureplayground.btck.co.uk)

**Dizz Kidz**

**Tel: 07974 846961**

Multi skills and multi sports club for children with coordination difficulties

Wednesday evenings at University of Worcester Sports Hall

<https://dizzkidz.co.uk>

**Triple A Club**

**Tel: 01527 64676**

Disability Sports Club for children and young people. Saturdays at Kingsley Sports Centre, Redditch

**See Leisure Activities for Riding For Disabled**

**Football Clubs etc**



## EDUCATION

### **Child Law Advice**

Specialist advice on child, family and education law **Tel:03003305485**

[www.childlawadvice.org.uk](http://www.childlawadvice.org.uk)

### **IASS Network**

**Tel: 01905 768153**

Information & support to parents & carers of children and young people with special educational needs.

<https://councilfordisabledchildren.org.uk>

### **Independent Panel for special Education Advice (IPSEA)**

Offering free and independent legally based advice to parents of children with special educational needs in England and Wales

[www.ipsea.org.uk](http://www.ipsea.org.uk)

### **Kidderminster College of Further Education**

Student Support

**Tel: 01562 820811**

[www.kidderminster.ac.uk](http://www.kidderminster.ac.uk)

### **Wild Goose Training**

**Tel: 01905 620840**

Land and animal based training on smallholding

[www.wildgooseruraltraining.org](http://www.wildgooseruraltraining.org)

### **National Star**

**Tel: 01242527631**

Lift training for young people giving them confidence to travel independently to school and college.

[www.nationalstar.org](http://www.nationalstar.org)

## EDUCATION

### **Heart of Worcestershire College**

Worcester Campus

Redditch Campus

[www.howcollege.ac.uk](http://www.howcollege.ac.uk)

**Tel: 08448802500**

**Tel: 01905 725555**

**Tel: 01527 572522**

### **University of Worcester**

**Tel: 01905 855 000**

Information on support available for people with disabilities

[www.worcester.ac.uk](http://www.worcester.ac.uk)

### **Avenbury Care Farm**

**Tel: 07704773974**

Purpose built for people with disabilities. Based at Bishops Frome.

Activities include animal care, gardening, cooking, crafts. Costs.

[www.avenburycarefarm.com](http://www.avenburycarefarm.com)

### **Sight Concern**

**Tel: 01905 723245**

Hold courses on I.T. Cookery and Braille.

[www.sightconcern.co.uk](http://www.sightconcern.co.uk)

### **Nineveh Ridge Care Farm**

**Tel: 01299 832864**

Social enterprise offering work based learning. Costs involved.

[www.ninevehridge.carefarm.org.uk](http://www.ninevehridge.carefarm.org.uk)



## ELDERLY / OLDER PEOPLE

**Worcestershire Adult Services** will provide you with information on services for older people including Home Care and Day Care. For more information contact your local Adult Services Department.

**Tel: 0845 607 2000**

### **Age UK**

**Tel: 0800 6781174**

Offer a range of services for the over 50's and their families.

Helping Hands Team, Handy Person Service, Cleaner Lists, Lunch Clubs, Wellcheck, Footcare, Home from Hospital, Dementia Advice Service, Telephone Befriending, Free Security and Safety Checks, Active Ageing.

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Age UK Hereford and Worcester**

**Tel: 0800 0086077**

[www.achw.org.uk](http://www.achw.org.uk)

### **West Worcester live at home scheme**

**Tel: 01905 420805**

Supports elderly people living in their own homes with social clubs, transport, befriending and escorted shopping.

Methodist Church, Bromyard Road, Worcester, WR2 5DL

[www.mha.org.uk](http://www.mha.org.uk)

### **Royal Voluntary Service**

**Tel: 0845 608 0122**

They believe in making Britain a great place to grow old. Everyday WRVS helps thousands of older people to live the way they want. Visit their website for local groups.

[www.wrvs.org.uk](http://www.wrvs.org.uk)

### **Inter Generations Worcester**

**Tel: 01562 733133**

Homesharing scheme aimed at matching older people living in Worcester with young people looking for a home whilst studying

[www.vestia.org.uk](http://www.vestia.org.uk)

### **Lets Go Digital**

Age UK are running a Computer Cafe at The Hive in Worcester. First Tuesday of the month from 10.00a.m until 12p.m.

[www.digital-champion.co.uk](http://www.digital-champion.co.uk)

### **Cinnamon Trust**

**Tel: 01736757900**

Volunteer support to older people with a pet

[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

## ELDERLY / OLDER PEOPLE

### **S.T.A.R.S. (Social Therapy And Rehabilitation Services)**

Adult Day Care Centre, Worcester. A new and innovative approach to day care. There are charges.

**Tel: 01905 355995**

[www.starsdaycare.co.uk](http://www.starsdaycare.co.uk)

### **Fortis 55+**

**Tel: 03301230700**

Support at Home is delivered by a team of support workers to help older people build their confidence and develop skills that will allow them to live independently in their own home. Wide programme of social activities.

[www.fortisliving.com](http://www.fortisliving.com)

### **Simple Limitless Wellbeing Centre**

**Tel: 01562 251144**

Quality day opportunities for elderly people and people with a disability. There are charges.

[www.simply-limitless.org](http://www.simply-limitless.org)

### **Reconnections**

**Tel: 01905 740954**

Service to reduce loneliness in Worcestershire. Run by Age UK.

[www.reconnectionsservice.org.uk](http://www.reconnectionsservice.org.uk)

### **Care Funding Guidance**

**Tel: 08000556225**

A not-for-profit company giving advice on planning the cost of live-in-care

[www.liveincarehub.co.uk](http://www.liveincarehub.co.uk)



## EMPLOYMENT

For advice about employment, and Access to Work Scheme contact the Disablement Employment Advisor at your local **Job Centre Plus office**.

### **Job Centres Plus**

**Tel: 08001690190**

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### **Shaw Trust**

**Tel: 03003033111**

Shaw Trust is a national charity that provides training and work opportunities for people who are disadvantaged in the workplace due to disability, ill health or other social circumstances.

[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

### **Where Next Association**

**Tel: 01527 69955**

They provide supported employment and training to adults with learning difficulties and other special needs.

<https://where-next-org>

### **Leonard Cheshire Disability (Head Office)**

**Tel: 020 3242 0200**

66 South Lambeth Road, London SW8 1RL

[www.leonardcheshire.org](http://www.leonardcheshire.org)

### **Rainbow Autism**

**Tel: 01684 312760**

Activities and pathways to employment, training and education

[www.autismlinks.co.uk](http://www.autismlinks.co.uk)

## EMPLOYMENT

**Connexions Worcestershire** – Young Peoples skills service

Worcester

**Tel: 01905 738900**

**Mencap Pathway Employment Services**

**Tel: 01733 873712**

A specialist supported employment service for people with a learning disability. Phone for local groups

[www.mencap.org.uk](http://www.mencap.org.uk)

**County Enterprises**

**Tel: 01905 23819**

County Enterprises provides factory based or supported employment and on the job training for disabled people mainly within Worcestershire limits.

**Remploy**

**Tel: 0300 4568110**

At Remploy they focus on ability, not disability. As a specialist employment services group they provide disabled people, people with a health condition and those who face complex barriers to gaining a job with the support they need to find sustainable employment.

[www.remploy.co.uk](http://www.remploy.co.uk)



**"I'm not disabled or differently-abled or specially-abled or exceptionally-abled. I'm an accountant in a wheelchair."**



## EQUIPMENT

### **Walking Aids**

The Physiotherapist will assist and this can be arranged through your G.P. Hire or purchase of some aids (wheelchairs, walking frames) is possible through:-

#### **British Red Cross / Red Cross Society**

**Tel: 01905 450400**

They can loan different types of equipment, walking aids, commodes etc.  
[www.redcross.org.uk](http://www.redcross.org.uk)

#### **Integrated Community Equipment Service, Wychbold**

[www.hacw.nhs.uk](http://www.hacw.nhs.uk)

**Tel: 01527 869104**

The service is based In Droitwich, Worcestershire. All initial request for a wheelchair comes via a health service clinician

### **Aids to daily living**

The Community Occupational Therapist. will make an assessment, after being referred by Social Services or GP.

#### **Regional Disabled Drivers Assessment Centre (Birmingham)**

**Tel: 03003002240**

For assessment of individual needs and advice on car adaptations.  
[www.rdac.co.uk](http://www.rdac.co.uk)

#### **Disabled Living Foundation**

**Helpline: 0300 9990004**

Provide information and advice on all types of aids and equipment  
For free information  
[www.dlf.org.uk](http://www.dlf.org.uk)

#### **Deaf Direct**

**Tel: 01905 746301**

Specialist advice on equipment relating to hearing impairment.  
[www.deafdirect.org.uk](http://www.deafdirect.org.uk)

#### **TFH (Special Needs Toys)**

**Tel: 01299 827820**

Range of equipment and toys for children and young people with a disability. Catalogue available.  
[www.specialneedstoys.com](http://www.specialneedstoys.com)

#### **Age UK Mobility**

**Tel: 08009100240**

Stairlift support and bathing options. Bussiness.  
[www.ageukmobility.co.uk](http://www.ageukmobility.co.uk)

## EQUIPMENT

### **Sight Concern (formerly Worcestershire Association for the Blind)**

**Tel: 01905 723245**

Specialist advice on equipment relating to sight impairment.

[www.sightconcern.co.uk](http://www.sightconcern.co.uk)

### **Disabled Equipment Service**

**Tel: 07845041678**

Disabled exchange and mart-second hand equipment

[www.disabilityequipmentservice.co.uk](http://www.disabilityequipmentservice.co.uk)

### **Rica Tel: 020 7427 2460**

Publishes reports on the most suitable domestic products, practical information needed by disabled and older consumers.

[www.rica.org.uk](http://www.rica.org.uk)

### **Arcos**

**Tel: 01684 576795**

(Association for Rehabilitation of Communication and Oral Skills).

A registered national charity providing expert help for children and adults, their families and those working with them. Training courses also available.

[www.arcos.org.uk](http://www.arcos.org.uk)

### **Remap Tel: 01732 760209**

**Worcestershire 01299 270397**

Remap offers custom made aids for people with disabilities. They operates through a network of 1,500 volunteers. Most are professional engineers, technicians, and craftspeople.

[www.remap.org.uk](http://www.remap.org.uk)

### **Aidis Trust**

**Tel: 0808 8000009**

Charity helping people with disabilities take advantage of computer technology

[www.aidis.org](http://www.aidis.org)

### **Adapt It**

**Tel: 02087360542**

Provide assisted technology and computer aids, consultancy and advice for people with a disability.

[www.adapt-it.co.uk](http://www.adapt-it.co.uk)

### **Abilitynet**

**Tel: 0800 269545**

Free IT support organisation for disabled people

[www.abilitynet.org.uk](http://www.abilitynet.org.uk)

## FINANCE / BENEFITS

For welfare benefit advice, form filling, casework and appeal representation for disabled people and carers contact:

**Dial South Worcestershire Tel: 01905 27790**

[www.dialsworcs.org.uk](http://www.dialsworcs.org.uk)

For benefit advice contact:

**North Worcestershire Dial**

**Tel: 01562 60241**

[www.nwdial.org.uk](http://www.nwdial.org.uk)

**Worcestershire Citizens Advice Line**

**Tel: 0844 4111303**

From Mobile Tel: 0300 3300650

Advice on wide range of issues including welfare benefits

[www.cabwhabac.org.uk](http://www.cabwhabac.org.uk)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

[www.wyreforestcab.org.uk](http://www.wyreforestcab.org.uk)

**National Debt Line**

**Tel: 0808 808 4000**

Help for anyone in debt or concerned they may fall in to debt or you can contact your local CAB

[www.nationaldebtline.org](http://www.nationaldebtline.org)

**Two Pennies Money Advice (Worcester CASH)) Tel: 01905 27001**

Worcester CASH advises people in the Worcestershire area who are having difficulty with money-related matters.

[www.twopennies.org.uk](http://www.twopennies.org.uk)

**Civil Legal Advice (CLA)**

They offers free, confidential and independent legal advice

[www.gov.uk](http://www.gov.uk)

**Department for Works & Pensions (DWP)**

[www.dwp.gov.uk](http://www.dwp.gov.uk)

The main parts of the DWP are:

Jobcentre Plus: Under 65's.

[www.gov.uk](http://www.gov.uk)

**The Pension Service:** Over 65's. Claims number **Tel: 0800 7317898**

[www.gov.uk/contact-pension-service](http://www.gov.uk/contact-pension-service)

**The Disability & Carers Service:** disabled people & carers To find your local DWP office contact your local Job Centre Plus office

## FINANCE / BENEFITS

### **Attendance Allowance (AA)**

**Tel: 0800 7310122**

Tax-free benefit for people aged 65 and over who need help with personal care because of illness or disability. Not dependent on NI contributions.

### **Personal Independence Payment (PIP)** **Tel: 0800 9172222 to claim**

Replacement for Disability Living Allowance for people 16-65

Not dependent on NI contributions.

### **Universal Credit**

**Tel: 0800 3285644**

Payment to help with living costs. Its paid monthly

Replaces: Child Tax Credits, Housing Benefit, Income Support, Income Based Jobseekers Allowance, Income Related ESA and Working Tax Credits.

UC can only be applied for online.

### **Help to Claim:**

Citizens Advice provide a free, confidential service to support people in the early stage of applying for Universal Credit.

### **Employment Support Allowance**

**Tel: 0800 3285644**

Is a benefit for people under state pension age who cannot work because of illness or disability. In most cases now see Universal Credit.

### **Carer's Allowance (CA)**

**Tel: 0345 608 4321**

Taxable benefit for people who are giving regular and substantial care to a severely disabled person who is in receipt of the qualifying benefits. Apply online

### **Pension Credit**

**Tel: 0800 991234**

A means tested benefit for people of pension age.

Tax Credits

### **Worcester Food Bank**

**Tel: 01905 780400**

Helping local people in crisis

Food Banks in Malvern, Evesham, Droitwich and other parts of Worcestershire

<https://worcester.foodbank.org.uk>

## FINANCE / BENEFITS

### **Christmas Bonus**

Tax-free bonus paid to pensioners. Paid automatically

### **Cold Weather Payments**

You may be eligible for a Cold Weather Payment for each week of very cold weather in your area if you get means tested benefits.

Paid automatically.

### **Winter Fuel Payments**

**Tel:0800 7310160**

Paid to a person who has reached pension credit qualifying age

### **Council Tax Benefit**

If you pay a Council Tax contribution, and are on a low income you may be able to claim a rebate. You can get a Council Tax Benefit claim form from your local Council Office.

### **Housing Benefit**

See Universal Credit

### **Help with NHS Costs**

**Tel: 03003301343**

NHS prescriptions, NHS dental treatment, sight tests, vouchers for glasses and contact lenses, NHS wigs and fabric supports are available for people on a low income, Income Support and certain tax credits.

[www.nhs.uk](http://www.nhs.uk)

### **Help with travel costs to hospital**

Means tested benefit for those in receipt of a low income, income Support and certain tax credits.

[www.worcacute.nhs.uk](http://www.worcacute.nhs.uk)

### **Funeral Payment**

**Tel: 0800 7310469**

You may be entitled to funeral payment if you or partner accept responsibility for cost of funeral and you are in receipt of certain qualifying benefits.

[www.gov.uk](http://www.gov.uk)

## GETTING AROUND / MOBILITY/ACCESS

### **Motability**

**Tel: 0300 4564566**

This is a scheme whereby those in receipt of the higher rate of the mobility component of DLA or enhanced mobility component of PIP can use their allowance to get a vehicle or wheelchair, as long as the award is for one year or longer.

[www.motability.co.uk](http://www.motability.co.uk)

### **Exemption from Road Tax**

You are entitled to exemption from road tax if you are in receipt of the enhanced rate of the mobility component of PIP and the high rate mobility component of DLA or War Pensioners Mobility Supplement.

You can get a 50% discount if you are on PIP mobility at the lower rate.

### **British Red Cross / Red Cross Society**

**Tel: 01905 450400**

Can sometimes provide a transport service for a fee.

### **Disabled Motoring UK**

**Tel: 01508 489449**

Disabled Motoring is a charity for disabled drivers, passengers and blue badge holders

[www.disabledmotoring.org](http://www.disabledmotoring.org)

### **Travel by Train (Railcard)**

#### **National Rail Enquiries**

**Tel: 0345 7484950**

#### **Disabled persons Application helpline**

**Tel: 0345 6010132**

British Rail sell a railcard for people with severe and permanent disabilities. They also publish a booklet entitled '**Rail Travel for Disabled Passengers**', which contains useful information about planning your journey plus an application form for a disabled persons railcard.

[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

### **Disabled Persons Transport Advisory Committee (DPTAC).**

The Disabled Persons Transport Advisory Committee's website provides comprehensive information on its role in advising the Government on the transport needs of disabled people.

[www.gov.uk](http://www.gov.uk)

## GETTING AROUND / MOBILITY

### Blue Badge Scheme

Parking concessions for disabled people who are drivers or passengers and for registered blind people. If you think you may be entitled to a badge you should contact one of the following centres where you live.

Worcestershire County Council encourage online applications. Google: Blue Badge, Worcestershire or contact:

Bromsgrove Customer Service Centre	<b>Tel: 01527 881288</b>
Droitwich Community Contact Centre	<b>Tel: 01386 565670</b>
Evesham Community Contact Centre	<b>Tel: 01386 443322</b>
Malvern Hills Customer Service Centre	<b>Tel: 01684 862151</b>
Pershore One Stop Shop	<b>Tel: 01386 565000</b>
Redditch One Stop Shop	<b>Tel: 01527 534123</b>
Worcester Customer Service Centre	<b>Tel: 01905 722233</b>
Wyre Forest Customer Service Centre	<b>Tel: 01562 732928</b>

(Most of the Councils Services are available from the local Hubs listed above.)

### Community Transport Schemes

These are designed for people who cannot use other means of transport for their journeys.

BURT (Bromsgrove Urban & Rural Transport)	<b>Tel: 01527 879290</b>
Community Transport Helpline, Bewdley	<b>Tel: 01299 405820</b>
Droitwich Spa Community Cars	<b>Tel: 01905 779778</b>
Malvern Community Car Scheme	<b>Tel: 01684 892381</b>
Malvern Dial-a-Ride	<b>Tel: 01684 891121</b>
Pershore Community Transport	<b>Tel: 01386 554299</b>
Redditch Community Transport	<b>Tel: 01527 64910</b>
Upton on Severn Community Cars	<b>Tel: 01684 593633</b>
Vale of Evesham Community Cars	<b>Tel: 01386 45035</b>
Worcester Wheels	<b>Tel: 01905 724274</b>
Wyre Forest Dial-a-ride	<b>Tel: 01562 755084</b>

## GETTING AROUND / MOBILITY

### **Driving Mobility**

**Tel: 0800 559 3636**

A network of 17 independent organisations covering England, Scotland, Wales and Northern Ireland, who offer professional, high quality information, advice and assessment to individuals who have a medical condition or are recovering from an accident or injury which may affect their ability to drive, access or egress a motor vehicle.

[www.drivingmobility.org.uk](http://www.drivingmobility.org.uk)

### **Adapted Taxis**

The District Council's Taxi Licensing Authority can give details about "accessible vehicles" in their area.

Contact your local District Council

### **Bus Passes**

You are eligible for free travel on local bus services between 09.30a.m and 23.00 weekdays and all day on weekends & bank holidays.

You can download a copy of the application form from

[www.worcestershire.gov.uk/concessionarytravelpass](http://www.worcestershire.gov.uk/concessionarytravelpass)

Or request an application by ringing

**Tel: 01905 765765**

Contact your local Worcestershire HUB

### **Community Action Malvern & District**

**Tel: 01684 892381**

A local development agency providing resources and information for Voluntary Groups and individuals.

[www.communityaction.org.uk](http://www.communityaction.org.uk)

### **National Key Scheme (NKS) Disabled Toilets**

Provides toilets which are accessible for wheelchair users, many of these are kept locked to stop vandalism and controlled with a key provided.

### **Radar National Key Scheme**

**Tel: 01395 265543**

[www.radarkey.org](http://www.radarkey.org)

### **Disability Rights UK**

**Tel: 0203 6870790**

Radar keys £4.50

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

To obtain a Radar Key contact Radar above

Keys may be available from your local HUB



## GETTING AROUND / MOBILITY / ACCESS

### **National Federation of Shopmobility UK**

**Tel: 01933 229644**

To find out about schemes in other areas of the country

[www.shopmobilityuk.org](http://www.shopmobilityuk.org)

Loan of wheelchairs and scooters for shopping, also Short-term hire available. Please contact the individual schemes to find out about membership.

### **Local Shopmobility**

Worcester

**Tel: 01905 610523**

Bromsgrove

**Tel: 01527 837736**

Evesham

**Tel: 01386 49230**

Redditch

**Tel: 01527 69922**

Merry Hill

**Tel: 01384 267007**

Birmingham Bull Ring

**Tel: 0121 616 2942**

### **Disability Action Redditch**

Disability Action meets at Redditch Town Hall on the second Monday of every month you can attend the meetings to support or raise any issues,

### **Bromsgrove Disabled Access**

**Tel: 0121 445 3542**

[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

### **Worcester Access Group**

**Tel: 01527 861234**

### **Euan's Guide**

Check accessibility and disabled access in your area. Write a review.

[www.euansguide.com](http://www.euansguide.com)

### **Community Transport Connections**

**Tel: 03003239965**

This service provides transport to either Alexandra or Worcestershire Royal Hospital for residents who have no access to any other form of transport. Journeys must be pre-booked.

## HOLIDAYS

### **Liveability**

**Tel: 020 7452 2000**

Offer a variety of Christian led holidays for people with disabilities.

[www.livability.org.uk](http://www.livability.org.uk)

### **Vitalise**

**Tel: 0300 303 0145**

(Previously known as The Winged Fellowship Trust) is a national disability charity providing breaks for disabled adults, children and their carers at five accessible UK Centres in Cornwall, Nottingham, Southport, Essex and Southampton.

[www.vitalise.org.uk](http://www.vitalise.org.uk)

### **Open Britain**

**Tel: 0845 124 9971**

This is a registered charity which provides free information and advice for people with disabilities. One stop shop for accessible tourism.

[www.openbritain.net](http://www.openbritain.net)

### **Family Fund Trust**

**Tel: 01904 550055**

Give grants for holidays for families who are caring for a severely disabled child.

[www.familyfund.org.uk](http://www.familyfund.org.uk)

### **Sky Badger**

**Tel: 0845 6091256**

Information on grants for holidays for children and families

[www.skybadger.co.uk](http://www.skybadger.co.uk)

### **Disability Grants**

Website giving information on grants for holidays

[www.disability-grants.org](http://www.disability-grants.org)

## HOLIDAYS

### **Can Be Done Ltd**

**Tel: 020 8907 2400**

Organiser of holidays leisure events for disabled people.

Nationwide and International.

[www.canbedone.co.uk](http://www.canbedone.co.uk)

### **Calvert Trust**

Exmore

**Tel: 01598 763221**

Kielder

**Tel: 01434 250232**

Lake District

**Tel: 01768 772255**

Provider of activity holidays and courses for people with disabilities.

[www.calvert-trust.org.uk](http://www.calvert-trust.org.uk)

### **Holidays for all**

**Tel: 08451 249971**

Holidays for All offers holiday accommodation throughout the UK and overseas for people with disabilities and sensory impairments, their friends and family.

[www.holidaysforall.org](http://www.holidaysforall.org)

### **RNIB Holiday Service**

**Tel: 0303 1239999**

RNIB Holiday Service provides an information service, which can advise on many different aspects of travel, finding a sighted guide and getting financial assistance for holidays to finding out about specialist hotels

### **Disabled Holidays**

**Tel: 0161 8049898**

Internet based search engine for disabled holidays

[www.disabledholidays.com](http://www.disabledholidays.com)



## INDEPENDENCE AND HEALTH

### **Deaf Direct**

**Tel: 01905 746301**

Work with deaf and hard of hearing people in Worcestershire . They offer a training and communication services, family and volunteer services, information, advice and guidance for the deaf and hard of hearing.

[www.deafdirect.org.uk](http://www.deafdirect.org.uk)

### **Sight Concern**

**Tel: 01905 723245**

Provides information, equipment, training opportunities and a wide range of recreational and social activities.

[www.sightconcern.co.uk](http://www.sightconcern.co.uk)

### **Home Care Services**

**Tel: 01905 768053**

Help can be given with personal care and attention including shopping, budgeting, personal dressing, feeding and toileting. Contact the Access Centre

### **Bathing Service**

Help with bathing can be arranged with a Bath Nurse. Speak to your G.P

### **Day Care Services**

**Tel: 01905 768053**

Worcestershire Adult Services Department provide a variety of Day Care Services for: People with a physical, sensory disability, learning disabilities, mental health problems and Older people

### **Community Meals (meals on wheels)**

Contact Access Centre

**Tel:01905 768053**

[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)

### **Disabled Living Foundation**

**Tel: 0300 9990004**

Helps disabled people find equipment that enable them to live independent lives

[www.dlf.org.uk](http://www.dlf.org.uk)

### **Kemp Hospice**

**Tel: 01562 756000**

### **Primrose Hospice and Cancer Care Centre**

**Tel: 01527 871051**

### **St Richards Hospice**

**Tel: 01905 763963**

### **Macmillan Cancer Support**

**Tel: 0808 808 0000**

## INDEPENDENCE AND HEALTH

### **Radar National Key Scheme**

**Tel: 020 7250 3222**

Keys for use in toilets which are adapted for people with disabilities and fitted with the National Key Scheme Lock.

[www.disabilityrightsuk.org/shop](http://www.disabilityrightsuk.org/shop)

### **Age UK**

#### **Worcestershire Re Enablement Teams**

**Tel: 01905 734559**

Short term rehabilitation “helping people to stay at home”

### **Skin Camouflage Service**

Service which teaches users how to conceal disfigurements

[www.changingfaces.org.uk](http://www.changingfaces.org.uk) online service only

### **NHS Complaints Advocacy**

**Tel: 0300 3305454**

Free independent service that can help you make a complaint about a NHS service

[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

### **Expert Patient Programmes**

**Tel: 01905 760000**

Training courses run by NHS for people with long-term and chronic health problems. Free of charge courses running near you.

[www.hacw.nhs.uk/our-services/patient-self-management](http://www.hacw.nhs.uk/our-services/patient-self-management)

### **Moodmasters**

**Tel: 01905 766124**

Programme to help people with low level mental health issues

[www.hacw.nhs.uk/our-services/moodmaster](http://www.hacw.nhs.uk/our-services/moodmaster)

### **Worcestershire ME Social Group**

**Tel: 01886 888419**

Social group. Lunches and afternoon cafe meetings

<http://worcsmegroup.weebly.com>

### **Worcester Long Term Stroke Support Group**

**Tel: 03003300740**

[www.stroke.org.uk](http://www.stroke.org.uk)

### **Medication Withdrawal**

Free support group for people who want to come off antidepressants and sedatives. Meet every two weeks in Worcester.

Email: [stuartbryan@btinternet.com](mailto:stuartbryan@btinternet.com)

## INDEPENDENCE AND HEALTH

### **Advocacy**

Advocacy provide independent support and advice. For further details or to make a referral. please contact.

#### **Ourway Advocacy**

**Tel: 01562 820262**

[www.ourway.org.uk](http://www.ourway.org.uk)

#### **Onside Independent Advocacy**

**Tel: 01905 27525**

Offers practical and proactive support to ensure disadvantaged people in Worcestershire are treated fairly and have equal rights

[www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

### **Direct Payments**

Payments of cash made by local authorities to disabled people, carers, parents of disabled children to buy their own community care services. The cash can be used to employ your own personal assistant. You must be eligible for community care. Contact your local Adult Services Office, Worcestershire Carers Unit (in regards to carers) or the Penderels Trust.

#### **Penderels Trust**

**Tel: 02476511611**

#### **Worcester**

**Tel: 01299 253225**

Provides practical assistant and support for people who wish to recruit their own support workers.

[www.penderelstrust.org.uk](http://www.penderelstrust.org.uk)

#### **Telecare in Worcestershire**

**Tel: 0345 1301469**

To support independent living and promote safety and security through the provision of an emergency alarm system which is accessible to all venerable people who need it.

[www.worcstelecare.org](http://www.worcstelecare.org)

#### **Lifeline**

**Tel: 01527 534060**

Community alarm service for vulnerable people living in Bromsgrove and Redditch. [www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

#### **Health Watch Worcestershire**

**Tel: 01386 550264**

HealthWatch is a national programme supported by the Department of Health. Its an independent consumer champion for the local public.

[www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)

## INDEPENDENCE AND HEALTH

### **Community Occupational Therapy Service** **Tel: 01905 760000**

The Community Occupational Therapy Service offers an assessment and advice service to the disabled person living at home on matters relating to practical difficulties in daily living. [www.hacw.nhs.uk](http://www.hacw.nhs.uk)

### **Adult Community Physiotherapy** **Tel: 01905 681660**

Physiotherapist provides a programme of exercise and movement to enable people to improve and maintain their mobility at home. Referral is either from G.P. or consultant.

### **Arcos** **Tel: 01684 576795**

(Association for Rehabilitation of Communication and Oral Skills)

A registered national charity providing help for children and adults, their families and those working with them. Training courses also available.

[www.arcos.org.uk](http://www.arcos.org.uk)

### **The Care Quality Commission** **Tel: 03000 616161**

The CQC are the independent regulator of all health and social care services in England. Their job is to make sure that care provided meets government standards of quality and safety.

[www.cqc.org.uk](http://www.cqc.org.uk)

### **NHS Choices – A healthcare website**

[www.nhs.uk](http://www.nhs.uk)

### **Worcestershire Health & Care NHS Trust** **Tel: 01905 760000**

[www.hacw.nhs.uk](http://www.hacw.nhs.uk)

Responsible for:

- Community Care
- Children, Young People & Families
- Specialist Primary Care
- Adult Mental Health Services
- Learning Disability Services

### **NHS South Worcestershire Clinical Commissioning Group**

[www.southworcccg.nhs.uk](http://www.southworcccg.nhs.uk)

**Tel: 01905 681999**

### **NHS Redditch & Bromsgrove Clinical Commissioning Group**

[www.redditchandbromsgroveccg.nhs.uk](http://www.redditchandbromsgroveccg.nhs.uk)

**Tel: 01527 482900**

### **NHS Wyre Forest Clinical Commissioning Group**

[www.wyreforestccg.nhs.uk](http://www.wyreforestccg.nhs.uk)

**Tel: 01527 482900**

## LEARNING DISABILITIES

For information about Social Services for people with learning disabilities, including day care.

Contact Worcestershire Social Services

### **Mencap**

**Tel: 0808 808 1111**

Mencap run a learning disabilities helpline which gives information and advice to peoples with learning disabilities, parents, carers and social care professionals.

[www.mencap.org.uk](http://www.mencap.org.uk)

### **The British Institute of Learning Disabilities (BILD)**

**Tel: 0121 4156960**

BILD is the British Institute of Learning Disabilities. They help the development of organizations who provide services.

[www.bild.org.uk](http://www.bild.org.uk)

### **Gateway Leisure Clubs Contact Mencap**

**Tel: 0808 8081111**

For people with learning disabilities living in the Worcestershire area. Clubs in Droitwich Evesham and Droitwich,

### **The Monday Night Club**

Social club for people with a learning disability. Weekly disco in Bottles, 22 New Street, Worcester, WR1 2DP.

Disco, skittles, karaoke, talent show etc\_plus football team

<https://mondaynightclub.wordpress.com>

### **Myriad**

**Tel: 01905 729190**

Support and activity service for people with profound learning difficulties and their families.

[www.myriadcentre.co.uk](http://www.myriadcentre.co.uk)

### **Stars in the Sky**

**Tel: 01562 820262**

Friendship/dating project for people with a learning disability

[www.ourway.org.uk](http://www.ourway.org.uk)

### **Amber Support**

**Tel: 01527 873426**

Support packages for adults with a learning and physical disability, challenging behaviour or autism.

[www.ambersupportservices.co.uk](http://www.ambersupportservices.co.uk)



## LEARNING DISABILITIES

### **The Foundation for People with Learning Disabilities**

For Advice call Mencap Helpline on

**Tel:020 78031100**

They work with people and their families to ensure they can use effective services, play a fuller part in communities and enjoy equal rights.

[www.learningdisabilities.org.uk](http://www.learningdisabilities.org.uk)

### **Osborne Court**

**Tel: 01684 612722**

Short break (respite) care for adults with learning disabilities. Accessed by Resource Panel of Learning Disability Integrated Service.

Osborne Court, Osborne Road, Malvern WR14 1JE

### **Family Fund Trust**

**Tel: 01904 550055**

Give grants for holidays for families who are caring for a severely disabled child.

[www.familyfund.org.uk](http://www.familyfund.org.uk)

### **Worcester Snoezelen**

**Tel: 01905 748229**

Worcester Snoezelen is a multi-sensory leisure therapy centre for people with special needs of any age. The centre also offers mobile workshops and Saturday clubs for young people. Booking essential.

[www.worcestersnoezelen.org.uk](http://www.worcestersnoezelen.org.uk)

### **Where Next Association**

**Tel: 01527 69955**

Where Next provides supported employment, work experience and training to people with learning disabilities and other special needs.

[www.where-next.org](http://www.where-next.org)

### **SpeakEasy NOW**

**Tel: 01905 774247**

Support service for people with learning disabilities in Worcestershire.

Monthly meetings, newsletter and training

[www.speakeasynow.org.uk](http://www.speakeasynow.org.uk)

### **Reconnections**

**Tel: 01905 27525**

Community peer network run by Onside Advocacy

**Aspergers Social Networking** also run by Onside

[www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

### **Next Steps in Worcester**

**Tel:07860198224**

Day activity classes for adults [www.nextstepsgroup.co.uk](http://www.nextstepsgroup.co.uk)

## LEGAL SERVICES

### **Civil Legal Advice (CLA)**

**Tel: 0345 3454345**

Community Legal Advice (CLA) is a FREE government-funded confidential advice service. The service is for family, debt, benefits, housing, education or employment problems. Only available if eligible for legal aid.

[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

### **Disability Law Service (DLS)**

**Tel: 020 7791 9800**

The Disability Law Service is a national registered charity that provides confidential and free legal advice for disabled adults, their families and carers. The DLS also provides disabled people with a casework service. Their mission is to challenge the inequality and poverty of disabled people by securing for them free and equal access to their legal rights and entitlements.

They specialise and only give advice in the following areas of law:

- ☐ Goods and Services                      Welfare Benefits
- ☐ Community Care                        Employment
- ☐ Disability Discrimination

[www.dls.org.uk](http://www.dls.org.uk)

### **Equality Advisory Support Service**

**Tel: 0808 8000082**

Provides advice and guidance on rights, responsibilities and good practice based on equality law and human rights.

New service aimed at individuals who need expert advice and support on discrimination.

[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

### **Disability Rights UK**

**Tel: 0808 8000082**

Produce high quality information, products and services developed by and for disabled people. Personal Budget Helpline

**Tel: 033099950404**

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

### **Liberty**

**Tel: 020 74033888**

Advice service to assist professionals and members of the public understand Human Rights Act.

[www.liberty-human-rights.org.uk](http://www.liberty-human-rights.org.uk)

## LEISURE ACTIVITIES/SUPPORT

### **Adult Services Day Centres**

**Tel: 01905 765765**

Worcestershire Adult Services Department provide information on Day Care facilities for: Older people, people with a physical/sensory disability, mental health problems and learning disabilities.

[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)

### **Riding for the Disabled Association**

**Tel: 01926492915**

Visit website for local riding schools

[www.rda.org.uk](http://www.rda.org.uk)

### **Gateway Leisure Clubs**

For people with learning disabilities living in the Droitwich & Evesham area, contact your Mencap office. Challenger Club **Tel: 01905 776586**

### **Phab England**

**Tel: 020 86679443**

Leisure clubs run for disabled and non-disabled participants

Wyre Forest

**Tel: 01299 266832**

Midlands Co-ordinator:

**Tel: 0121 2490537**

[www.phab.org.uk](http://www.phab.org.uk)

### **Connect Worcester**

**Tel: 01905 21210**

Weekly drop in club for disabled people and carers

### **HFT Worcestershire**

**Tel: 01179061700**

Person-centred support service for people with a learning disability.

[www.hft.org.uk](http://www.hft.org.uk)

### **Conquest Art**

**Tel: 02030442731**

Art group for people with disabilities and long term health issues. Meet Tuesdays in Worcester.

[www.conquestart.org](http://www.conquestart.org)

### **Motor Neurone Group**

**Tel: 08088026262**

Worcestershire support group for people affected by MNG and carers

[www.mndassociation.org](http://www.mndassociation.org)

## LEISURE ACTIVITIES

### **Library Service in Worcestershire**

[www.worcestershire.gov.uk/cms/library-services.aspx](http://www.worcestershire.gov.uk/cms/library-services.aspx)

#### **Library Service at Home**

**Tel: 01386 554559**

Library service for housebound people covering all of Worcestershire

#### **R.N.I.B. Talking book & DAISY service**

**Tel: 0303 123 9999**

Listening Books

**Tel: 020 7407 9417**

[www.listening-books.org.uk](http://www.listening-books.org.uk)

#### **Calibre**

**Tel: 01296 432339**

Audio books for people who cannot read

[www.calibre.org.uk](http://www.calibre.org.uk)

#### **National Talking Newspapers**

**Tel: 0303 1239999**

[www.tnauk.org.uk](http://www.tnauk.org.uk)

#### **Local Talking Newspaper**

**Tel: 0871 226 550**

#### **Rainbow Autism**

**Tel: 01684 312760**

Weekly social activities

[www.rainbowautism.org](http://www.rainbowautism.org)

#### **DY10 Night Club**

**Tel: 01562 820262**

Run by Our Way Self Advocacy. Nightclub for people over 18 with a disability.

#### **Stars Social Club**

**Tel: 01905 355995**

New club for people with learning difficulties 10-2 Tue and Fridays

[www.starssocialclub.co.uk](http://www.starssocialclub.co.uk)

#### **Onside Advocacy**

**Tel: 01905 27525**

Various project tackling community wellbeing and tackling loneliness.

[www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

#### **Monday Night Club**

Social Club for young people with a learning disability

Weekly disco in Bottles, 22 New Street, Worcester, WR1 2DP

<https://mondaynightclub.wordpress.com>

## LEISURE ACTIVITIES - SPORT

### **Bromsgrove Dolphin Centre**

**Tel: 01527 549130**

They have a changing bed and a Oxford dipper. Please phone prior to visit.

### **Droitwich Swimming Pool**

**Tel: 01905 771212**

They have changing rooms, showers, and hoist and emergency cords.

### **Evesham Swimming Pool**

**Tel: 01386 444212**

They have changing rooms, showers, hoist, toilet, ramps and a hearing loop. Available anytime.

### **Malvern Special Needs Swimming Club**

**Tel: 01684 893423**

Malvern Splash Saturdays 5.15pm to 6.15pm

### **Stourport Sports Centre**

**Tel: 01299 822308**

They have ramps, changing rooms, electric doors, hoist and emergency cords. Available anytime.

### **Worcester Citizens Swimming Pool**

**Tel: 01905 421089**

They have level access.

### **Worcester swimming and fitness centre**

**Tel: 01905 20241**

They have disabled changing room, hoist, and ramps, available anytime.

### **Wyre Forest Glades Leisure Centre**

**Tel: 01562 515151**

They have changing rooms, toilet, shower, emergency cords, and wheelchair to side of pool. Available anytime or during the quiet time, morning till 12.30pm.

### **HydroActive**

**Tel: 07919 275008**

HydroActive enables individuals with complex neurological physical disabilities to access physiotherapy-led hydrotherapy exercise sessions. Medical referrals and self-referrals.

Worcester Royal Hospital on Thursdays. Sessions must be pre-booked.

### **Cob House Angling**

**Tel: 01886 88517**

Open facility for anglers of all abilities. Fully accessible centre with cafe.

[www.cobhousefisheries.co.uk](http://www.cobhousefisheries.co.uk)

## LEISURE ACTIVITIES -SPORT

**English Federation of Disability Sport**

**Tel: 01509 227750**

[www.efds.co.uk](http://www.efds.co.uk)

**Sport England**

**Tel: 03458 508508**

[www.sportengland.org/our-work/disability](http://www.sportengland.org/our-work/disability)

**Sports Partnership Herefordshire & Worcestershire**

**Tel: 01905 855498**

The partnership is your one-stop-shop for information re: local sports clubs

[www.morethansport.com](http://www.morethansport.com)

**Disability Sport Worcester**

**Tel: 07796990945**

Community Services, Orchard House, Farrier Street, Worcester WR1 3BB

DSW works with partners in order to support them in creating high quality accessible sports and recreation.

[www.disabilitysportworcester.org.uk](http://www.disabilitysportworcester.org.uk)

**British Wheelchair Sports Foundation**

[www.wheelpower.org.uk](http://www.wheelpower.org.uk)

**Tel: 01296 395995**

**Special Olympics Worcestershire**

**Tel: 0121 6806102**

[www.specialolympicsworcestershire.co.uk](http://www.specialolympicsworcestershire.co.uk)

**Get Kids Going**

**Tel: 020 7481 8110**

[www.getkidsgoing.com](http://www.getkidsgoing.com)

**CP Sport England & Wales**

**Tel: 0115 925 7027**

[www.cpsport.org](http://www.cpsport.org)

**Worcester Allstars Football Club**

**Tel: 01684 569281**

**The Disability Football Directory**

**Tel: 01423 867748**

[www.disabilityfootball.co.uk](http://www.disabilityfootball.co.uk)

Opportunities for everyone in Worcestershire with special needs to play competitive football. Juniors and seniors.

**Perdiswell Youth Inclusion Project**

**Tel: 01905 451372**

For young people with special needs aged 11-19.

Perdiswell Young People's Club, Droitwich Road, Worcester

[www.pyplc.co.uk](http://www.pyplc.co.uk)

**Boccia**

**Tel: 01386 443367**

Vale of Evesham School

## LEISURE ACTIVITIES -SPORT

### **Fusion**

**Tel: 01562 752711**

Sport and recreational activities

### **Evesham Adventure Playground**

**Tel: 01386 442154**

Disability youth club – Tuesdays 6.30-8.30

[www.eveshamadventureplayground.btck.co.uk](http://www.eveshamadventureplayground.btck.co.uk)

### **Sportability Disabled Clay Pigeon Shooting**

Warwickshire

[www.riversideshooting.co.uk](http://www.riversideshooting.co.uk)

### **Woodland View Fisheries**

**Tel: 01905 620872**

Droitwich

[www.woodlandviewfisheries.co.uk](http://www.woodlandviewfisheries.co.uk)

### **Stroke Association Swimming**

**Tel: 07392 080003**

Swimming sessions at Perdiswell Leisure Centre, Tenbury and Malvern Splash

[www.stroke.org.uk/finding-support/peer-support/stroke-clubs-and-groups](http://www.stroke.org.uk/finding-support/peer-support/stroke-clubs-and-groups)

### **Worcester Rugby Club**

Mixed ability team. Aimed at getting adults with disabilities into rugby.

Training Tuesdays and Thursdays 6-7pm

<https://www.facebook.com/WorcsMixedAbilityRegby/>



## MENTAL HEALTH SERVICES

Worcestershire Social Services Department and the Worcestershire Mental Health Partnership NHS Trust provide a range of services and support for people who have mental health needs and their carers.

Worcestershire Health and Care NHS Care Trust

**Adult community Mental Health Service** **Tel: 01905 760000**

[www.hacw.nhs.uk/adult-mental-health-and-learning-disabilities](http://www.hacw.nhs.uk/adult-mental-health-and-learning-disabilities)

**Redditch Mental Health Support Group**

Provides friendly support group for people with mental illness issues

[www.rmh.btck.co.uk](http://www.rmh.btck.co.uk)

**Shaw Trust**

**Tel: 01225 716300**

Local office: Worcester

**Tel: 08009179071**

Shaw Trust in partnership with Worcester Community & Mental Health NHS Trust offers support/training opportunities to find routes to skills

[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

**Mind *info* Line**

**Tel: 020 85192122**

To empower people through social, educational and therapeutic activities.

[www.mind.org.uk](http://www.mind.org.uk)

**Saneline**

**Tel: 03003047000**

SANeline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems.

[www.sane.org.uk](http://www.sane.org.uk)

**Worcestershire Mental Health Relatives & Carers Group(JIGSAW)**

Provide information, advice and support

**Tel:0750 3601737**

[www.worcestermhs.org.uk](http://www.worcestermhs.org.uk)

**Worcester Bipolar Disorder self-help Group**

**Tel: 03333233880**

Support group – monthly meetings at Horizon Community Centre in Worcester.

[www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

**Evesham & District Mental Health Service**

**Tel: 01386 429454**

An charity providing support for people with mental health issues

Drop in centre, music & art groups

[www.edmhss.org](http://www.edmhss.org)



## MENTAL HEALTH SERVICES

### **Mental Health Foundation**

The Mental Health Foundation exists to help people survive, recover from and prevent mental health problems. They do not operate a helpline

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

**Rethink (National Schizophrenia Fellowship)** **Tel: 0300 5000927**

Provides a range of accommodation and support to individuals with long term mental illness.

[www.rethink.org](http://www.rethink.org)

### **Change Grow Live**

Free confidential advice and information for people facing addiction, homelessness and abuse.

[www.changegrowlive.org](http://www.changegrowlive.org)

### **Turning Point Drug Link**

**Tel: 02074817600**

Free, confidential service for drug users and their families and a progress to work project.

[www.turning-point.co.uk](http://www.turning-point.co.uk)

### **Young Minds**

Parents Helpline:

**Tel: 0808 8025544**

Young people from Worcestershire offering training and consultancy.

[www.youngminds.org.uk](http://www.youngminds.org.uk)

### **Survivors Club**

**Tel: 07749817873**

Friendly, independent, self-referral drop in club for people with mental health problems.

Tue 11.00-3.30, Wed 1.00-4.00, Sat 10.00-3.30

St Swithens Institute, The Trinity, Worcester

[www.survivorsworcester.org](http://www.survivorsworcester.org)

### **Positive Thoughts**

**Tel: 01684 439533 or 01684 569386**

Mental health support group in Malvern

[www.positivethoughts.org.uk](http://www.positivethoughts.org.uk)

### **Onside Advocacy**

**Tel: 01905 27525**

Mentoring service for people with mental health issues and mental health Advocacy service

[www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

## VOLUNTARY ORGANISATIONS

Ability Net	0800 269545
Action on Hearing Loss (RNIB)	0808 808 0123
Alcohol Advisory (Drinkline)	0300 1231110
Alzheimer's Helpline	300 222 1122
Alzheimer's Society (Malvern)	01684 891455
Alzheimer's Society (Worcester)	01905740950
Armchair Worcester (free household items)	01905 456080
Arthritic Action	020 37817120
Arthritis Care Helpline	0808 8004050 Asthma
Helpline	02920444155
Autism Helpline	01775821213
Beat (beating eating disorders Helpline)	0808 8010677
Youthline	0808 8010711
Cruse (Bereavement Advice)	01905 22223
Deaf Blind UK Advice line	0800132320
Diabetes UK - Careline	0345 123 2399
Disability Solutions West Midlands	01782 638300
Disabled Parents Network	email only
www.disabledparent.org.uk	
Disability Resource Centre Birmingham	0303 0402040
Dogs for Good	01295 252600
Ethnic Access Link Scheme	01905 25121
Frank National Drug Helpline	0300 1236600
Go Kids Go	01482 887163
Guide Dogs for the Blind Worcester	0345 1430229
Hereford & Worcester Dyslexia Association	07768895269
Leukaemia Care	01905 755977
M.E. Association Information Line	0844 5765326
M.E. Social Group (Worcestershire)	<a href="http://www.worcsmegroup.weebly.com">www.worcsmegroup.weebly.com</a>

## VOLUNTARY ORGANISATIONS

Multiple Sclerosis Society (MS) Helpline	<b>0808 8008000</b>
Muscular Dystrophy Campaign	<b>0800 6526352</b>
National Kidney Helpline	<b>08001690936</b>
National Osteoporosis Society (NOS) Helpline	<b>0808 8000035</b>
Outsiders (sexual & personal relationship help for disabled people)	
Sex and Disability Helpline	<b>07770884985</b>
Parkinson's Disease Society	<b>0808 8000303</b>
Worcestershire	<b>0344 225 3646</b>
Radar (now part of Disability Rights)	<b>03309950400</b>
Radar keys	<b>01395265543</b>
Relate (Worcestershire)	<b>01905 28051</b>
RNID (Action on hearing loss)	<b>08088080123</b>
Royal National Institute for the Blind	<b>0303 123 9999</b>
Samaritans Helpline	<b>116123</b>
Sight Concern Worcestershire	<b>01905 723245</b>
Scope England & Wales Helpline	<b>0808 8003333</b>
Sexual Health Information Line	<b>0300 1237123</b>
Shine Spina Bifida & Hydrocephalus	<b>01733 555988</b>
Stroke Association Advice Line	<b>03003300740</b>
Support Dogs	<b>0114 2617800</b>
Victim Support Schemes	<b>01905 726896</b>
Hereford & Worcestershire	
Women's Aid	<b>0808 2000 247</b>
Worcestershire Rape & Sexual Abuse Support Centre	<b>01905 724514</b>

## WORCESTERSHIRE HUBS

The Worcestershire Hub is a partnership between the six district councils and the County Council to improve access to council services for the people of Worcestershire

Bewdley	<b>Tel 01562 732928</b>
Bromsgrove	<b>Tel: 01527 881288</b>
Droitwich	<b>Tel: 01386 565000</b>
Evesham	<b>Tel: 01386 565000</b>
Malvern Hills	<b>Tel: 01684 862151</b>
Pershore	<b>Tel: 01386 565000</b>
Redditch	<b>Tel: 01527 534123</b>
Stourport	<b>Tel: 01562 732928</b>
Tenbury Wells	<b>Tel: 01684 862151</b>
Upton upon Severn	<b>Tel: 01684 862151</b>
Worcester	<b>Tel: 01905 722233</b>
Wyre Forest	<b>Tel: 01562 732928</b>

<http://hub.whub.org.uk>

All the Customer Service Centres give information on:

- ☐ Council Tax Payments
- ☐ Housing Benefits
- ☐ Planning Information
- ☐ Blue Badge Applications
- ☐ Highways Services
- ☐ Environmental Health enquiries
- ☐ Business Rates
- ☐ Benefit Enquiries
- ☐ Cash payments
- ☐ Bus Passes
- ☐ Car Park Permits
- ☐ Refuse Collection
- ☐ Trading Standards
- ☐ Environmental Health
- ☐ Disabled Toilet Keys

## INDEX

### A

Abilitynet .....	26
Accessible Travel and Leisure .....	34
Acorns Children Hospice .....	14
Adapt It .....	26
Adapted Taxis .....	32
Adult community Mental Health Service .....	48
Adult Community Physiotherapy.....	39
Adult Services Department .....	7, 10, 21, 36, 43
Advance .....	9
AFASIC Worcestershire.....	13
Age UK .....	21, 37
Age UK Mobility.....	25
Aidis Trust.....	26
Aids to daily living.....	25
Al's Way project .....	12
Al's Cafe.....	11
Alzheimers Advice Sessions .....	11
Alzheimers Cafe.....	11
Alzheimers Carers Group.....	11
Amber Support.....	40
Arcos .....	26, 39
Aspergers Social Networking .....	41
Assist Birmingham.....	25
Association of Wheelchair Children .....	16
Attendance Allowance .....	28
Autism West Midlands.....	15
Avenbury Care Farm.....	20

### B

Barnardos Breakaway .....	14
Bathing Service .....	36
Blue Badge Scheme .....	31
Boccia.....	17, 46

Brain & Spine Foundation .....	16
Brambles Buddies.....	18
British Red Cross .....	25, 30
British Wheelchair Sports Foundation .....	46
Bromsgrove Carers .....	11
Bromsgrove Disabled Access .....	33
Bromsgrove District Housing Trust.....	8
Bromsgrove Dolphin Centre .....	17, 45
Bus Passes .....	32, 52

## C

Calibre .....	44
Calvert Trust .....	35
Can Be Done Ltd.....	35
Carer's Allowance.....	28
Carers U.K. ....	10
Cares Action.....	10
Carewise.....	43
Carr-Gomm Housing.....	8
Chalfont Line Escorted Holidays .....	34
Change Grow Live.....	49
Child Brain Injury Trust.....	16
Child Development Team .....	13
Child Law Centre.....	19
Child Tax Credit.....	28
Childline.....	13
Children with Disabilities Team .....	13
Children's Chronic Arthritis Association .....	16
Children's Information Service.....	14
Christmas Bonus .....	29
Cinnamon Trust.....	21
Civil Legal Advice .....	27, 42
Cob House Angling.....	45
Cold Weather Payments.....	29
Community Action Malvern & District .....	32
Community Meals.....	7, 36
Community Occupational Therapy Service .....	39

Community Transport Schemes.....	31
Connect Worcester.....	43
Connexions Worcestershire .....	2
Contact A Family .....	14
Cool2care .....	11
Council Tax Benefit .....	29
County Enterprises.....	2
Crossroads Care .....	11

## D

Day Care Services.....	36
Deaf Direct.....	16, 25, 36
Department for Works & Pensions .....	27
Dial South Worcestershire .....	2, 5, 27
Direct Payments .....	38
Disability Action Redditch.....	33
Disability Action Wyre Forest .....	33
Disability Law Service.....	42
Disability Rights UK.....	42
Disability Sport Worcester.....	46
Disabled Equipment Service .....	26
Disabled Facilities Grant.....	9
Disabled Living Foundation.....	25, 36
Disabled Motoring UK.....	30
Disabled persons Application helpline .....	30
Disabled Persons Transport Advisory Committee.....	30
Dizz Kidz.....	18
Driving Mobility.....	32
Droitwich Swimming Pool.....	17, 45
DY10 Night Club .....	44
Dysphasia .....	11
Dyspraxia Foundation .....	15

## E

Ed's Cafe .....	11
Educational Services for Children .....	16
Employment and Support Allowance .....	28

English Federation of Disability Sport.....	46
Equality Advisory Support Service.....	42
ERIC.....	16
Euan's Guide .....	33
Evesham Adventure Playground.....	18, 47
Evesham Sub Aqua.....	18
Evesham Swimming Pool .....	17, 45
Exemption from Road Tax.....	30
Expert Patient Programmes.....	37

## F

Family Fund Trust.....	34, 41
Family Lives .....	13
Fortis Housing Group.....	8, 22
Fledgling Family Services .....	15
Forum for Mobility Centres .....	32
Funeral Payment .....	29
Fusion.....	47

## G

Gateway Leisure Clubs .....	40, 43
Get Kids Going .....	46

## H

Hansel & Gretel Child Development Centre .....	13
Headway Worcester .....	12
Health Watch Worcestershire .....	38
Heart of Worc College.....	20
Help with NHS Costs.....	29
Help with travel costs to hospital.....	29
Holidays for all.....	35
Home care services .....	11
Home Care Services.....	36
Homestart .....	13
House Associations .....	8
Housing Benefit .....	29
HydroActive.....	45



## I

Inclusive Athletics .....	17
Income Support .....	28, 29
Integrated Community Equipment Loan Service.....	25
Inter-generations Worcester.....	21
IPSEA.....	19

## J

Job Centres Plus .....	23
------------------------	----

## K

Kaleidoscope Breakaway .....	15
Kemp Hospice .....	36
Kidderminster College .....	19

## L

Leonard Cheshire .....	23
Liberty .....	42
Library Service at Home .....	44
Library Service in Worcestershire .....	44
Life skills programme .....	19
Lifeline .....	38
Lifelinks .....	41, 44
Livability .....	34
Local Shopmobility .....	33
Local Talking Newspaper .....	44

## M

Macmillan Cancer Support .....	36
Malvern Hills District Council.....	8
Malvern Special Families.....	14
Malvern Special Needs Swimming.....	17, 45
ME and carers .....	12
Medication Withdrawal.....	37
Mencap.....	8, 24, 40, 41, 43
Mencap Accommodation & Housing .....	8, 40
Mencap Pathway .....	24

Mental Health Foundation .....	49
Mind <i>info</i> Line .....	48
Monday Night Club .....	44
Moodmasters.....	37
Motability .....	30
Myriad .....	40

## N

National Debt Line.....	27
National Federation of Shopmobility.....	33
National Key Scheme (NKS) Disabled Toilets.....	32
National Rail Enquiries .....	30
National Star.....	19
National Talking Newspapers .....	44
New Hope .....	14
Next Steps.....	41
NHS Choices.....	39
NHS Complaints Advocacy .....	37
NHS Redditch & Bromsgrove Clinical Commissioning Group .....	39
NHS South Worcestershire Clinical Commissioning Group .....	39
NHS Wyre Forest Clinical Commissioning Group.....	39
Nineveh Care Farm.....	20
North Worcestershire Dial .....	27

## O

Onside Advocacy .....	41, 44, 49
Onside Independent Advocacy .....	38
Onside Lifelinks .....	21
Open Britain.....	34
Open University .....	20
Osborne Court .....	16, 41
Ourway Advocacy.....	38

## P

Penderels Trust.....	38
Pension Credit .....	28
Perdiswell Youth Inclusion Project.....	46

Personal Independence Payment.....	28
Phab England .....	43
Positive Thoughts.....	49
Primrose Hospice .....	36

## R

R.N.I.B. Talking book & DAISY service .....	44
Radar National Key Scheme .....	32, 37
Rainbow Autism .....	23, 44
Red Cross Pendent Alarm Service .....	37
Redditch & Bromsgrove Rethink.....	11
Redditch Borough Council.....	8
Redditch Carers.....	10, 11
Redditch Carers Careline .....	10
Redditch, Hewell Road Swimming Pool .....	17
Regional Disabled Drivers Assessment Centre .....	25
Remap .....	26
Remploy .....	24
Rethink.....	9, 48, 49
Rethink Mental illness .....	9
Rica .....	26
Richmond Fellowship .....	8
Riding for the Disabled Association .....	43
RNIB Holiday Service .....	35
Royal Voluntary Service.....	21

## S

S.T.A.R.S.....	22
Saneline .....	48
Scott Atkinson Child Development Centre.....	13
Shaw Trust .....	23
Shelter .....	9
Sight Concern.....	20, 26, 36, 51
Simple Wellbeing Centre.....	22
Skin Camouflage Service.....	37
Sky Badger.....	34
Snoezelen .....	14, 41

Sociables & Crew.....	14
SpeakEasy NOW.....	41
Special Olympics Worcestershire .....	46
Sport England.....	46
Sportability Clay Pigeon.....	47
Sports Partnership Herefordshire & Worcestershire.....	46
St Richards Carers Group .....	12
St Richards Hospice .....	36
Stars in the Sky.....	40
Stonham Housing Association .....	8
Stourport Sports Centre.....	17, 45
Stroke Recovery Service.....	11
Support at Home .....	22
Survivors Club .....	49

## T

Telecare in Worcestershire.....	38
Tenbury & District Carers Support Group.....	11
TFH (Special Needs Toys .....	25
The British Institute of Learning Disabilities .....	40
The Care Quality Commission.....	39
The Disability & Carers Service .....	27
The Disability Football Directory .....	46
The Disabled Holiday Directory .....	35
The Family Fund.....	15
The Foundation for People with Learning Disabilities .....	41
The Monday Night Club .....	40
The National Parent Partnership Network .....	19
The North Star Foundation .....	10
The Pension Service.....	27
Travel by Train (Railcard.....	30
Triple A Club .....	18
Turning Point Worcester Drug Link .....	49
Two Pennies Money Advice .....	27

## U

University of Worcester .....	17, 20
-------------------------------	--------

## V

Vitalise .....	34
Volunteer Bureau .....	37

## W

Walking Aids .....	25
Warmer Worcestershire .....	9
West Worcester live at home scheme .....	21
Wheelchair Basketball .....	17
Wheelchair Dance Group .....	17
Where Next Association .....	23, 41
Whizz-Kidz .....	15
Wild Goose Training.....	19
Winter Fuel Payments .....	29
Woodland Fisheries.....	47
Worcester & District M.S. Support Group .....	11
Worcester Access Group.....	33
Worcester Allstars Football Club.....	46
Worcester Bipolar Disorder self-help Group .....	48
Worcester CAB & WHABAC .....	9
Worcester Carers .....	11
Worcester Citizens Swimming Pool .....	17, 45
Worcester City Council.....	8
Worcester Food Bank.....	28
Worcester Swimming and Fitness Centre .....	17, 45
Worcester Volunteer Centre.....	37
Worcestershire Adult Services.....	36, 43
Worcestershire Association of Carers .....	10
Worcestershire Carer's Unit.....	10
Worcestershire Citizens Advice.....	27
Worcestershire Health & Care NHS Trust.....	39
Worcestershire Lifelinks .....	38
Worcestershire Lifestyles.....	19, 23, 36, 43
Worcestershire Mental Health Relatives & Carers Group.....	48
Worcestershire Special Educational Needs .....	16
Worcestershire Re Enablement Teams .....	37
Worcestershire Short Breaks Project .....	15

Worcestershire Young Carers Project.....	10
Working Tax Credit .....	28
Wychavon District Council.....	8
Wyre Forest Community Housing .....	8
Wyre Forest Glades Leisure Centre .....	17, 45

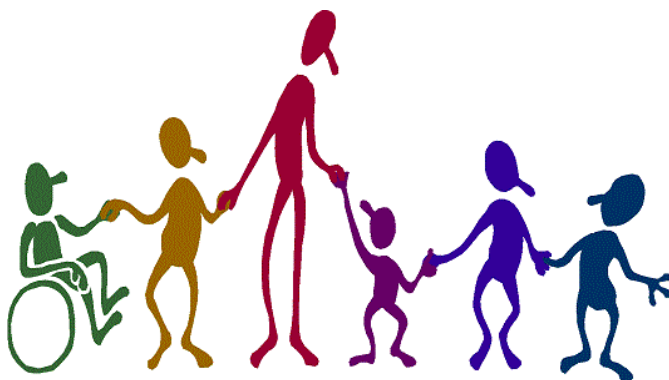
Y

Young Minds.....	49
Your Life/Your Choice.....	3,43



## **DIAL SOUTH WORCESTERSHIRE PROVIDES A FREE, CONFIDENTIAL INFORMATION, ADVICE AND WELFARE BENEFIT SERVICE TO:**

- **People with a Disability**
- **Carers and Family Members**
- **Professionals**



## **THIS GUIDE HAS BEEN PRODUCED WITH THE KIND AND GENEROUS FINANCIAL SUPPORT FROM:**

- **The Roger & Douglas Turner Charitable Trust**
- **Worcester City Parish Relief in Need Charity**

**Dial South Worcestershire 54, Friary Walk,  
Crowngate Centre, Worcester, WR1 3LE**

**W**