

DIAL SOUTH WORCESTERSHIRE



Disability Information Advice Line

GUIDE TO SERVICES



2015 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 Co-operative Society Community Fund
- ◆ The Rowland Trust
- ◆ The R D Turner Charitable Trust

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



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

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

WORCESTERSHIRE ADVICE NETWORK

www.advicenetworkworcestersire.org.uk

A partnership network of Dial's and Citizens Advice Bureau's. Website gives information and has a online referral system

CAREWISE

www.whub.org.uk/carewise

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

ADULT SERVICES (Social Services)

Tel: 0845 607 2000

Social care advice service

www.worcestershire.gov.uk/cms/social-care-and-health

WORCESTERSHIRE CARERS UNIT

Tel: 0800389 2896

www.worcestershire.gov.uk

Information on numerous carers and support groups within Worcestershire

DEAF DIRECT

Tel: 01905 723245

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

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

DIAL North Worcestershire

Tel: 0845 2001072

www.nwdial.org.uk

Information and form filling service for disabled people and carers

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SOUTH WORCESTERSHIRE DIAL

Telephone: 01905 27790

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

Email: mail@dialsworcs.org.uk

Website: 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
- ◆ Representation at Disability Benefit Appeal Tribunals

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 HUB
- ◆ Malvern HUB
- ◆ Droitwich HUB

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

DIAL NORTH WORCESTERSHIRE

Telephone: 0845 2001072

Office Line: 01562 60241

Address: Green Street Depot,
Green Street,
Kidderminster, DY10 1HA

Email: info@nwdial.org.uk
www.nwdial.org.uk

Dial North Worcestershire is a free, confidential information and form filling service for disabled people and carers in North Worcestershire

Appointments made in:

- ◆ Kidderminster
- ◆ Redditch on request
- ◆ Bromsgrove on request.

WORCESTERSHIRE ADVICE NETWORK

www.advicenetworkworcestershire.org.uk

The network is a partnership of Citizens Advice Bureaus and Dials within Worcestershire. The website has information on a wide range of issues, social media discussion forum and a self referral system.



ADULT SOCIAL CARE SERVICES IN WORCESTERSHIRE

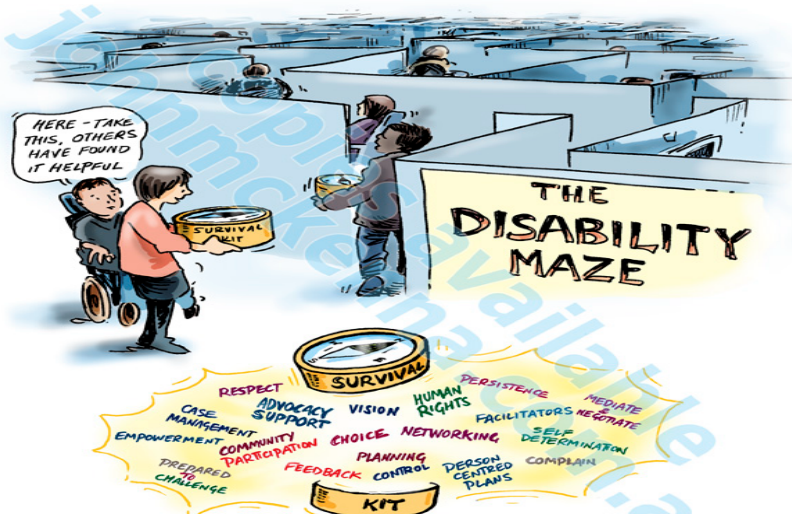
The Adult Services Department provides a general social work service for people with a physical disability or sensory impairment. There are many ways they assist disabled people.

- Blue Parking Badge
- Care Assessments
- Fair Access to Care
- Equipment to help with disabilities
- Visual Impairment Support
- Hearing Impairment Support
- Community Meals
- Respite Care
- Community Based Activities

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

0845 607 2000

www.worcestershire.gov.uk/cms/social-care-and-health



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.communityyhg.com

Bromsgrove District Housing Trust

Tel: 08000 850160

www.bdht.co.uk

Redditch Borough Council

Tel: 01527 64252

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

Malvern Hills District Council

Tel: 01684 862151

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

Worcester City Council

Tel: 01905 722233

www.worcester.gov.uk

Wychavon District Council

Tel: 01386 565000

<http://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

Carr-Gomm Housing

Tel: 0300 6663030

www.carrgomm.org.uk

Festival Housing Group

Malvern

Tel: 01684 579579

Droitwich

Tel: 01905 823100

www.festivalhousing.org

Mencap Accommodation & Housing

Tel: 0808 8081111

Housing and supported service for people with a learning disability.

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

ACCOMMODATION & HOUSING

Worcester CAB & WHABAC

Tel: 0844 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

Rethink Mental illness

Tel: 03005000927

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

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 Ltd.

Tel: 01993 772885

Services: No crisis but planned referral and allocation Information: People with learning disabilities or mental health problems (they can have other disabilities)

www.advancehousing.org.uk

Warmer Worcestershire

Tel: 08009882881

Advice on insulation including eligibility for free insulation

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 on eligibility and guide lines.

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

CARERS

Information can be obtained from your local Adult Services Department 0845 607 2000 and your G.P.

Worcestershire Carer's Unit

Tel: 0800 389 2896

Provides information, advice, support and Adult Services carers assessments.

Information on numerous carers groups within Worcestershire

www.worcestershire.gov.uk

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

Worcestershire Association of Carers

Tel: 01905 751340

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

Worcestershire Young Carers Project

Tel: 01299 252320

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

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

The North Star Foundation

Tel: 01905 772233

North Star Foundation supports people with learning disabilities and mental health issues in Worcestershire.

www.nsf.uk.com

Cares Action Worcestershire

Tel: 0300 0124272

Provides support and advice to carers

www.carersworcs.org.uk

CARERS

Home care services

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

Crossroads Care	Worcester & Malvern	Tel: 01905 729293
	Evesham & Pershore	Tel: 01386 49926
	North Worcestershire	Tel: 01562 510488

Home care services and respite for carers

www.homecareworcestershire.org.uk

Cool2care: **Tel 0845 1235484**

Cool2care is an innovative social enterprise set up to place skilled carers or buddies with disabled children.

www.cool2care.co.uk

Alzheimers Cafe, Evesham	Tel: 01905 22195
Al's Cafe, Perdiswell	Tel: 01684 612763
Alzheimers Carers Group, Bromsgrove	Tel: 01905 22195
Alzheimers Carers Group, Wyre Forest	Tel: 01562 823800
Alzheimers Advice Sessions Malvern	Tel: 01684 891455
Alzheimers Advice Sessions Tenbury	Tel: 01905 823800
Tenbury & District Carers Support Group	Tel: 01584 810643
Ed's Cafe, Burcott	Tel: 01527 488694
Redditch Carers Support	Tel: 01527 488694
Worcester Carers Support	Tel: 01905 761200

For information on Support and Carers Groups for Mental Health, Learning Disabilities, Parkinsons, and MS contact Worcestershire Carers Unit –
Tel 0800 389 2896

www.worcestershire.gov.uk/carers

Redditch & Bromsgrove Rethink Carers Support	Tel: 01214 45 1929
Bromsgrove Carers Group	Tel: 01527 66177
Worcester & District M.S. Support Group	Tel: 01905 827066
Kidderminster Dysphasia Support Group Stroke Assoc	Tel: 01562 827511
Parents & Carers of children with disabilities	Tel: 01527 592108
Redditch carers support group	Tel: 01527 488754
Stourport carers group	Tel: 01905 751340

CARERS

Al's Way project

Tel: 01905 730970

St Richards Carers Group

Tel: 01905 763963

For information on groups for people with ME and carers

Tel: 01905 455187

Groups in Bromsgrove, Droitwich, Kidderminster, Malvern, Pershore, and Worcester

For information on Support Groups for people who have had a stroke and carers contact:

Bromsgrove & Redditch

Tel: 01527 488133

Worcester

Tel: 01885 482485

Wyre Forrest

Tel: 01562 827511

Headway Worcester

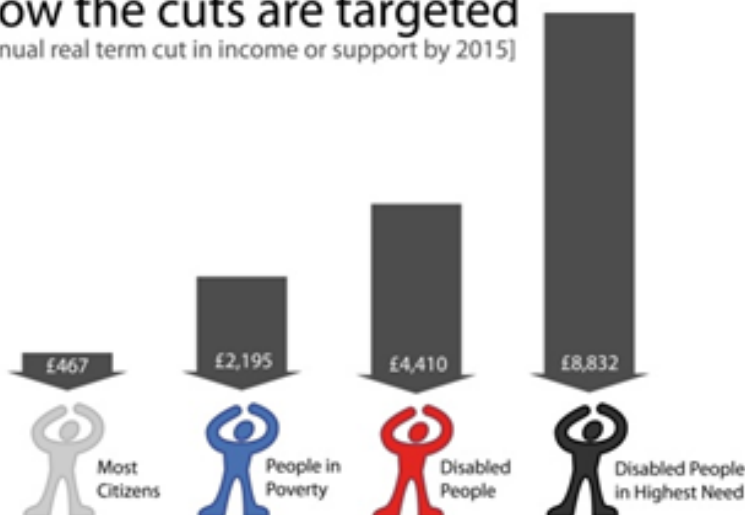
Tel: 01905 729729

Provide friendship and support to families following a acquired brain injury

www.headwayworcestertrust.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: 0845 607 2000**

Homestart – the nature of Homestart is due to change from 2014

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

National Number **Tel: 08000 686368**

Wyre Forest **Tel: 01562 825896**

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

Worcester & Wychavon **Tel: 01905 29377**

Malvern Hills **Tel: 01684 893125**

www.home-start.org.uk

Family Lives **Tel: 08088 002222**

National family support charity

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

Hansel & Gretel Child Development Centre **Tel: 01562 68295**

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.

Scott Atkinson Child Development Centre **Tel: 01527 484000**

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 681860**

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

www.hacw.nhs.uk

AFASIC Worcestershire **Tel: 01562 700580**

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

CHILDREN

Contact A Family

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.cafamily.org.uk

West Midlands Contact A Family

Tel: 0121 415 4624

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.

Malvern Hills Primary School, Bluebell Close, Malvern WR14 3SW

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.

New Hope (Saturdays & school holidays only)

Tel: 01905 355295

Daytime breaks for families with disabilities

www.newhopeworcester.co.uk

Children's Information Service

Tel: 0800 2346346

Information around child care

Worcestershire Children's Information Service

Tel: 01905 822666

www.worcestershire.gov.uk

Acorns Children Hospice

Tel: 01905 767676

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

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

Tel: 01905 748229

www.worcestersnoezelen.org.uk

CHILDREN

Fledgling Family Services

Tel: 0845 458 1124

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.

<http://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

The Family Fund

Tel: 01904 621115

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.

Contact: The Family Fund, Unit 4, Alpha Court, Monks Cross Drive Huntingdon, York YO32 9WN.

www.familyfund.org.uk

Worcestershire Short Breaks Project

Tel: 01905 778275

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

Kaleidoscope Breakaway, South Worcs

Tel: 01684 565204

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

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

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: 02077 935900**

www.brainandspine.org.uk

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

www.wheelchairchildren.org.uk

Children's Chronic Arthritis Association **Tel: 01905 745595**

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

Educational Services for Children with Special Needs

Information about this service including the statutory assessment process.
Worcestershire Education Services

Parent Partnership Service **Tel: 01905 610858**

www.ppsworcs.co.uk

Worcestershire Parent Partnership Service **Tel: 01905 727940**

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

CHILDREN - 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

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

or

Tel: 01905 542001

University of Worcester

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

Evesham Adventure Playground

Tel: 01386 442154

Adventure Playground for children with disabilities

www.eveshamadventureplayground.btck.co.uk

Dizz Kidz

Tel: 07974 846961

Multi skills and multi sports club for children with coordination difficulties

Thursday evenings at University of Worcester Sports Hall

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

Skill (Young Peoples website & helpline)

Information Line

Tel: 0800 3285050

Provides information and advice for students

www.skill.org.uk

The National Parent Partnership Network

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

Tel: 0207 843 6058

www.parentpartnership.org.uk

Worcestershire PPS

Tel: 01905 610858

www.ppsworcs.co.uk

Independent Panel for special Education Advice (IPSEA)

Tel: 0800 018 4016

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

www.ipsea.org.uk

Worcestershire Lifestyles

Tel: 01905 756067

The Gatehouse, Berkeley's Court, The Foregate, Worcester

Worcestershire Lifestyles runs a number of educational opportunities for people with disabilities. Lifestyles' Learn for Life Courses provides people with the opportunity to develop skills in a supported environment.

www.worcestershire-lifestyles.org.uk

Full time Life skills programme for people with learning disabilities (Worcester College of Technology)

Tel: 01905 743456

Lifeskills is a programme of study and training for students with learning difficulties . Develop your personal, social and educational wellbeing.

Admissions Officer, Worcester College of Technology,

Deansway, Worcester WR1 2JF

www.wortech.ac.uk/course/3211/life-skills-programme

Kidderminster College of Further Education

Student Support

Tel: 01562 512000

www.kidderminster.ac.uk

EDUCATION

North East Worcestershire College (NEW College)

Bromsgrove Campus

Tel: 01527 570020

Redditch Campus

Tel: 01527 572523

www.ne-worcs.ac.uk

University of Worcester

Tel: 01905 855 000

Information on support available for people with disabilities

Wheelchair access and Dyslexia Service

University of Worcester, Henwick Grove, Worcester WR2 6AJ

www.worcester.ac.uk

Open University

Tel: 01908 274066

The Open University, Walton Hall, Milton Keynes MK7 6AA

Open University in the West Midlands Tel: 0121 426 1661

www.open.ac.uk

Worcester Volunteer Centre

Tel: 01905 24741

Worcester Community Education Forum, working to provide training opportunities in communities.

33 The Tything, Worcester, WR1 1JL

www.worcestervolunteercentre.org.uk

Sight Concern

Tel: 01905 723245

Hold courses on I.T. Cookery and Braille.



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

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

Age UK Hereford and Worcester

Tel: 0800 0086077

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.

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

Onside Lifelinks

Tel: 01905 27525

For people over 65. Help to access new services and make new friends. Worcestershire

www.onside-advocacy.org.uk

Helping Hand

Tel: 01905 24741

For a small fee volunteers will help with everyday tasks such as shopping, gardening or dog walking in Worcester

Run by Worcester Volunteer Bureau

www.worcestervolunteercentre.org.uk

ELDERLY / OLDER PEOPLE

Lifestyle Matters

Lifestyle Matters aims to support individuals to look at ways of rediscovering independence, gaining confidence and skills.

12 to 14 group sessions.

Tel: 01527 869148

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

Support at Home

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.

Run by Festival Housing

Tel:01684 579627

www.festivalhousing.org.uk

Simple Limitless Wellbeing Centre

Tel:01562 251144

Quality day opportunities for elderly people and people with a disability

www.simply-limitless.org



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: 0800 055 6688

www.gov.uk

Shaw Trust

Tel: 01225 716300

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.

Work Choice Programme Tel: 0300 7900531 (Worcester)

www.shaw-trust.org.uk

Worcestershire Lifestyles

Tel: 01905 756067

Lifestyles offers a voluntary opportunities scheme for disabled people who wish to gain voluntary experience in computing or furniture renovation.

Where Next Association

Tel: 01527 69955

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

www.wherenextassociation.co.uk

Leonard Cheshire Disability (Head Office)

Tel: 020 3242 0200

66 South Lambeth Road, London SW8 1RL

www.leonardcheshire.org

Tripod

Tel: 01527 488706

Rainbow Autism

Tel: 01684 312760

Activities and pathways to employment, training and education

www.rainbowautism.org

Beacon Employment

Tel: 01562 749930

Beacon is a charity, helping people from the age of 19 and over, with learning and other disabilities, and people with other barriers towards employment with training and support. Beacon operates across Herefordshire, Worcestershire and the Black Country.

www.beaconemployment.org

EMPLOYMENT

ConnexionsDirect

Tel: 0808 0013219

Connexions Worcestershire – Young Peoples skills service

Redditch

Tel: 01527 66525

Bromsgrove

Tel: 01527 882960

Worcester

Tel: 01905 738900

Kidderminster

Tel: 01562 820110

Mencap Pathway Employment Services

Tel: 01905 753980

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

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: 0845 1552700

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



"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.

Integrated Community Equipment Loan Service, Wychbold

Tel: 01527 869112

The service is based In Droitwich, Worcestershire. All initial request for a wheelchair comes via a health service clinician, a doctor, district nurse, physiotherapist, occupational therapist etc. Who

complete a wheelchair referral form and send it directly to them

Download equipment catalogue - www.worcestershire.gov.uk

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: 0845 337 1540

For assessment of individual needs and advice on car adaptations.

www.rdac.co.uk

Assist Birmingham Centre

Tel: 0121 464 4942

St Marks Street, Springhill, Birmingham B1 2HU

Disabled Living Foundation

Helpline: 0300 9990004

Provide information and advice on all types of aids and equipment

For free information

www.dlf.org.uk

Deaf Direct

Tel: 01905 746301

Specialist advice on equipment relating to hearing impairment.

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

EQUIPMENT

Sight Concern (formerly Worcestershire Association for the Blind)

Tel: 01905 723245

Specialist advice on equipment relating to sight impairment.

www.sightconcern.co.uk

Disabled Equipment Register

Tel: 01454 318818

Disabled exchange and mart-second hand equipment

www.blueyonder.co.uk

Rica Tel: 020 7427 2460

30 Angel Gate, City Road, London EC1V 2PT

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

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

Remap Tel: 0845 1300 456

Worcestershire 01299 270397

Remap offers custom made aids for people with disabilities. They operates through a network of 1,500 volunteers. The professional engineers, technicians, and craftspeople - along with medical and paramedical staff from community services and hospitals .

Aidis Trust

Tel: 0808 8000009

Charity helping people with disabilities take advantage of computer technology

www.aidis.org

Adapt It

Tel: 0844 414 1325

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

www.adapt-it.co.uk

Abilitynet

Tel: 0800 269545

Free IT support organisation for disabled people

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

For benefit form filling contact:

North Worcestershire Dial

Tel: 0845 2001072

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

www.whchavoncab.org.uk

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

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

Civil Legal Advice (CLA)

Tel: 0845 345 4345

They offers free, confidential and independent legal advice for residents of England and Wales

www.gov.uk

Department for Works & Pensions (DWP)

www.dwp.gov.uk

The main parts of the DWP are:

Jobcentre Plus: Under 65's

Tel: 0800 055 6688

www.jobcentreplus.gov.uk

The Pension Service: Over 65's

Tel: 0845 6060265

www.direct.gov.uk

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: 0345 6056055

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

Helpline: 0345 8503322

Replacement for Disability Living Allowance for people 16-65

Not dependent on NI contributions.

Employment and Support Allowance (ESA)

Tel: 0800 055 6688

ESA is a benefit for people under state pension age who cannot work because of illness or disability.

Income Support

Tel: 0800 055 6688

Means tested benefit for people aged 16 or over who have an income below a certain level and who are not working 16 hours or more a week.

Carer's Allowance (CA)

Tel: 0845 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.

Pension Credit

Tel: 0800 991234

A means tested benefit for people of pension age.

Tax Credits

Child Tax Credit

Tel: 0345 3003900

For people responsible for children (under 19 if in full time non-advanced education). Can be paid in or out of work.

Income based (no capital limit).

Working Tax Credit

Tel: 0845 300 3900

Is for those in low paid work whether or not they are responsible for children

FINANCE / BENEFITS

Christmas Bonus

Tax-free bonus paid to pensioners

Cold Weather Payments

Tel: 0845 915 1515

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.

Winter Fuel Payments

Tel: 0845 915 515

Paid to a person who has reached pension credit qualifying age

Crisis loans

Tel: 0800 0288822

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

Housing benefit may be paid by local councils to people who need help to pay their rent because of low income or state benefit.

Contact your local Council Office.

Help with NHS Costs

Tel: 0845 850 1166

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.

Help with travel costs to hospital

Tel: 0845 610 1112

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

Funeral Payment

Tel: 0345 6060256

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.

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

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.

Service Personnel and Veterans Agency

Tel: 0800 1692277

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

Travel by Train (Railcard)

National Rail Enquiries

Tel: 0845 7484950

Disabled persons Application helpline

Tel: 0845 605 0525

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.

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

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

GETTING AROUND / MOBILITY

Forum for Mobility Centres

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.mobility-centres.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

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.

<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: 020 7250 3222

12 City Forum, 250 City Road, London, EC1V 8AF

<https://crm.disabilityrightsuk.org/radar-nks-key>

To obtain a Radar Key contact Radar above

Keys are available from your local HUB office

GETTING AROUND / MOBILITY / ACCESS

National Federation of Shopmobility UK

Tel: 08456 442 446

To find out about schemes in other areas of the country

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 Wyre Forest

Tel: 0798 521 0041

c/o 35, Hayes Road, Kidderminster, DY11 5UF

www.disabilityactionwf1.co.uk

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,

www.disabilityactionredditch.org.uk

Disability Action Worcestershire South

Tel: 07868 701482

New group formed September 2014

Bromsgrove Disabled Access

Tel: 0121 445 3542

Wychavon District Council

Tel: 01386 565384/8

Building Consultancy Unit.

Worcester Access Group

Tel: 01527 861234

Access Countryside

Advice on walks and access to Worcestershire countryside

www.accessiblecountryside.org.uk/central/worcestershire

Euan's Guide

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

www.EuansGuide.com

HOLIDAYS

Liveability

Tel: 020 7452 2000

Offer a variety of holidays for people with disabilities.

www.livability.org.uk

Chalfont Line Escorted Holidays

Tel: 01895 459540

Provides escorted holidays for people with disabilities, with 3 levels of care available.

www.chalfont-line.co.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

Tourism for all

Tel: 0845 124 9971

This is a registered charity which provides free information and advice for people with disabilities.

www.tourismforall.org.uk

Family Fund Trust

Tel: 01904 621115

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

www.familyfund.org.uk

Disabled Holidays 4u

world directory of wheelchair accessible holidays

www.disabledholidays4u.com

Accessible Travel and Leisure

Tel: 01452 729739

Tailor made holiday and travel service for people with disabilities.

www.accessibletravel.co.uk

HOLIDAYS

Can Be Done Ltd

Tel: 020 8907 2400

Organiser of holidays leisure events for disabled people.

Nationwide and International.

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

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.uk

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 more about specialist hotels.

The Disabled Holiday Directory

Tel: 0800 993 0796

Internet based search engine for disabled holidays

www.disabledholidaydirectory.co.uk



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

Sight Concern

Tel: 01905 723245

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

www.sightconcern.co.uk

Worcestershire Lifestyles

Tel: 01905 756067

Independent Living Fund

Tel: 0845 601 8815

Fund will close June 2015

www.dwp.gov.uk

Home Care Services

Tel: 0845 607 2000

(Previously known as Home Help Services.)

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: 0845 607 2000

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: 0845 607 2000

Disabled Living Foundation

Tel: 0300 9990004

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

www.dlf.org.uk

Kemp Hospice

Tel: 01562 756000

Primrose Hospice and Cancer Care Centre

Tel: 01527 875444

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. They are £1.50 together with a print out of the toilets in your region.

<https://crm.disabilityrightsuk.org/radar-nks-key>

Volunteer Bureau

The Volunteer Bureau provide advice, information and support services, e.g. befriending, wheelchair assistance, escorts and transport and volunteer opportunities:

Worcester **Tel: 01905 24741**

Pershere

Tel: 01386 554299

Evesham **Tel: 01386 40165**

Malvern

Tel: 01684 862151

Droitwich **Tel: 01905 779115**

Wyre Forest

Tel: 01562 67008

Age UK

Worcestershire Re Enablement Teams

Tel: 0845 607 2000

Short term rehabilitation "helping people to stay at home"

Wcil -Worcestershire Coalition for Independent Living

User led organisation run by people who use support services including disabled people, mental health service users, people with a learning disability, older people and carers.

www.wcil.org.uk

Tel: 01562 60241

Red Cross Pendent Alarm Service

Tel: 01905 450400

A service which provides pendent alarms on discharge from hospital

Skin Camouflage Service

Service which teaches users how to conceal disfigurations

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

Expert Patient Programmes

Tel: 01527 488028

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

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.ourwayselfadvocacy.com

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

Worcestershire Lifelinks – as above 01905 27525

Promoting community involvement for people with learning disabilities.

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 support to qualify. please contact your local Adult Services Office, Worcestershire Carers Unit (in regards to carers) or the Penderels Trust.

Penderels Trust

Tel: 0845 606 0361

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

www.penderelstrust.org.uk

Telecare in Worcestershire

Tel: 0845 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

Lifeline

Tel:01527 534060

Community alarm service for vulnerable people living in Bromsgrove and Redditch

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 to promote better outcomes in health and social care.

www.healthwatachworcestershire.co.uk

INDEPENDENCE AND HEALTH

Community Occupational Therapy Service **Tel: 01905 681637**

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.

Adult Community Physiotherapy

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 expert help for children and adults, their families and those working with them. Training courses also available.

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

NHS Choices

A healthcare website

www.nhs.uk

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

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 **Tel: 01905 681999**

NHS Redditch & Bromsgrove Clinical Commissioning Group

www.redditchandbromsgroveccg.nhs.uk **Tel: 01527 482900**

NHS Wyre Forest Clinical Commissioning Group

www.wyreforestccg.nhs.uk **Tel: 01527 482903**

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

Mencap Accommodation & Housing

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

Gateway Leisure Clubs Contact Mencap

Tel: 0808 8081111

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

Tel: 01905 740500

Fulltime Lifeskills programme for people with learning disabilities

The North Star Foundation

Tel: 01905 772233

The North Star Foundation supports adults with learning disabilities and mental health issues in Worcestershire

www.nsf.uk.com

The Monday Night Club

Tel: 07973 788029

Social club for people with a learning disability at Barbourne Ex-Servicemens Club, The Moors, in Worcester

Disco, skittles, karaoke, talent show etc

Myriad

Tel: 01905 729190

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

www.myriadcentre.co.uk

Shoot For the Stars

Tel: 01562 820262

Tenbury self advocacy group meets fortnightly on Wednesday evenings at Cafe 27, Tenbury

www.ourway.org.uk

LEARNING DISABILITIES

The Foundation for People with Learning Disabilities

For Advice call Mencap Helpline on

Tel: 0800 808 1111

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

www.learningdisabilities.org.uk

Osborne Court

Tel: 01684 612727

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 621115

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

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 for music, creative arts and 'movement to music' as well as a range of Saturday clubs for young people. Booking essential.

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

Bishop Perowne College

Tel: 01905 746800

Free and inclusive activities for adult with learning and physical disabilities. Drama, sports and chill-time.

www.bishopperowne.co.uk

SpeakEasy NOW

Tel: 01905 774247

Support service for people with learning disabilities in Worcestershire.

Monthly meetings, newsletter and training

www.speakeasynow.org.uk

Lifelinks

Tel: 01905 27525

Community peer network run by Onside Advocacy

Aspergers Social Networking also run by Onside

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

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
- ☐ Community Care
- ☐ Disability Discrimination
- Welfare Benefits
- Employment

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

Disability Rights UK

Tel: 020 7250 8181

Produce high quality information, products and services developed by and for disabled people

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

LEISURE ACTIVITIES

Adult Services Day Centres

Tel: 0845 607 2000

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/social-care-and-health

Carewise

Lists of clubs and societies in Worcestershire

www.whub.org.uk/carewise

Worcestershire Lifestyles

Tel: 01905 756067

Worcestershire Lifestyles recruits part-time Volunteers and Outreach Workers to enable people with physical disabilities to pursue social and leisure activities of their choice.

www.worcestershire-lifestyles.co.uk

Riding for the Disabled Association

Tel: 0845 658 1082

Norfolk House, 1a Tournament Court, Edgehill Drive, Warwick www.riding-for-disabled.org.uk

Local Coordinator (Worcestershire)

Tel: 0845 4507060

www.rdawestmercia.co.uk

Gateway Leisure Clubs

For people with learning disabilities living in the Worcestershire area, contact your Mencap office.

Tel: 0808 8081111

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/

Connect Worcester

Tel: 01905 21210

Weekly drop in club for disabled people and carers

LEISURE ACTIVITIES

Library Service in Worcestershire

Tel: 01905 822722

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

Calibre

Tel: 01296 432339

Audio books for people who cannot read

www.calibre.org.uk

National Talking Newspapers

Tel: 01435 866102

www.tnauk.org.uk

Local Talking Newspaper

Tel: 0871 226 550

Rainbow Autism

Tel: 01905 779549

Weekly social activities

DY10 Night Club

Tel: 01562 820262

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

They also run Stars in the Sky. A friendship/dating project for people with a learning disability.

Lifelinks

Tel: 01905 27525

Project provides support to enable people to become actively involved in mainstream leisure, social, educational and volunteering opportunities.

Run by Onside Advocacy

Monday Night Club

Tel: 07973 788029

Social Club for young people with a learning disability

Barbourne Ex-services Club, Worcester

Mondays 7.00 until 10p.m.

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 390259

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

LEISURE ACTIVITIES -SPORT

English Federation of Disability Sport

Tel: 01509 227750

www.efds.co.uk

Sport England

Tel: 08458 508508

www.sportengland.org/our-work/disability

Sports Partnership Herefordshire & Worcestershire

Tel: 01905 855498

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

www.morethansport.com

Disability Sport Worcester

Tel: 01905 721179

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

British Wheelchair Sports Foundation

Tel: 01296 395995

Special Olympics Worcestershire

Tel: 0121 6806102

www.wheelpower.org.uk

Get Kids Going

Tel: 020 7481 8110

www.getkidsgoing.com

CP Sport England & Wales

Tel: 0115 925 7027

www.cpsport.org

Worcester Allstars Football Club

Tel: 01684 569281

The Disability Football Directory

Tel: 01423 867748

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 Leisure Club, Droitwich Road,
Worcester WR3 7SN.

Boccia

Tel: 01386 443367

Vale of Evesham School

LEISURE ACTIVITIES -SPORT

Sports Partnership Herefordshire & Worcestershire

Tel: 01905 855498

The Sports Partnership is your one-stop-shop for information, news and events about sport.

www.morethansport.com

Fusion

Tel: 01562 752711

Sport and recreational activities – Kidderminster Youth House

Evesham Adventure Playground

Tel: 01386 442154

Disability youth club – Tuesdays 6.30-8.30



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

Tripod Redditch

Tel: 01527 488706

Provides purposeful training and employment opportunities for people suffering from long-term mental illness

Shaw Trust

Tel: 01225 716300

Local office: Worcester

Tel: 0300 7900531

Shaw Trust in partnership with Worcester Community & Mental Health NHS Trust offers support/training opportunities to find routes to skills development and employment for people who have experienced mental ill health.

www.shaw-trust.org.uk

Mind *info* Line

Tel: 0300 1233393

To empower people through social, educational and therapeutic activities and so allow them to achieve greater control over their lives and to participate in their community as valued citizens.

www.mind.org.uk

Saneline

Tel: 0845 767 8000

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

Worcestershire Mental Health Relatives & Carers Group

Tel: 0750 3601737

Provide information, advice and support

www.worcestermhs.org.uk

Rethink Mental Illness

Tel: 0300 5000927

Website and local groups

www.rethink.org

Worcester Bipolar Disorder self-help Group

Tel: 0845 4349951

Support group – monthly meetings

www.bipolaruk.org.uk

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

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

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

www.rethink.org

Worcestershire Drug & Alcohol Action Team **Tel: 0808 1783295**

Free confidential advice and information. Provided by Pathways to Recovery

www.cri.org.uk

Turning Point Worcester Drug Link **Tel: 01905 724853**

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

35 Foregate Street, Worcester WR1 1EE

Young Minds

Parents Helpline: **Tel: 0808 8025544**

Young people from Worcestershire formed group offering training and consultancy.

www.youngminds.org.uk

Survivors Club

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.survivorsclub.co.uk

Positive Thoughts **Tel: 01684 567954 or 01684 574709**

Mental health support group in Malvern

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

VOLUNTARY ORGANISATIONS

Ability Net	0800 269545
Action on Hearing Loss (RNIB)	0808 808 0123
Alcohol Advisory Service	0845 527 2899
Alzheimer's Helpline	300 222 1122
Alzheimer's Society (Worcester)	01905 202195
Alzheimer's Society (Malvern)	01684 891455
Alzheimer's Society (Wyre Forrest Branch)	01562 823800
Armchair Worcester (free household items)	01905 456080
Arthritic Association	0800 652 3188
Arthritis Care Helpline	0808 8004050
Association of Wheelchair Children	01482 887163
Asthma Helpline	08001216244
Autism Helpline	0808 800 4104
Beat (beating eating disorders Helpline)	0845 634 1414
Youthline	0845 6347650
Cruse (Bereavement Advice)	01905 22223
Deaf Blind UK Advice line	01733 358100
Diabetes UK - Careline	0345 123 2399
Disability West Midlands	0121 4141616
Disabled Parents Network	07817 300103
Dogs for the Disabled	01295 252600
Ethnic Access Link Scheme	01905 25121
FPA (Family Planning Association) Helpline	0845 122 8690
Frank National Drug Helpline	0800 776600
Guide Dogs for the Blind Birmingham	0845 372 7434
Hereford & Worcester Dyslexia Association	01386 751337
Leukaemia Care	08088 010444
M.E. Association Information Line	0844 5765326
M.E. Support Group (Worcestershire)	www.worcsmegroup.weebly.com

VOLUNTARY ORGANISATIONS

Multiple Sclerosis Society (MS) Helpline	0808 8008000
Muscular Dystrophy Campaign	0800 6526352
National Kidney Helpline	0845 601 0209
National Osteoporosis Society (NOS) Helpline	0845 450 0230
Outsiders (sexual & personal relationship help for disabled people)	
Sex and Disability Helpline	0707 4993527
Parkinson's Disease Society	0808 8000303
Worcestershire	0844 225 9849
Worcester & District	01684 567244
Radar (now part of Disability Rights)	020 72508181
Radar keys	020 7250 8191
Relate (Worcestershire)	01905 28051
RNID	0808 808 0123
Royal National Institute for the Blind	0303 123 9999
Samaritans Helpline	0845 7909090
Sight Concern Worcestershire	01905 723245
Scope England & Wales Helpline	0808 8003333
Sexual Health Information Line	0800 567123
Shine Spina Bifida & Hydrocephalus	01733 555988
Stroke Association Advice Line	0303 3033100
Support Dogs	0114 2617800
Victim Support Schemes	08453030900
Hereford & Worcestershire	0300 3031977
Women's Aid	0808 2000 247
Worcestershire Rape & Sexual Abuse Support Centre	01905 724514

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	Tel 01562 732928
Bromsgrove	Tel: 01527 881288
Droitwich	Tel: 01386 565670
Evesham	Tel: 01386 443322
Malvern Hills	Tel: 01684 862151
Pershore	Tel: 01386 565000
Redditch	Tel: 01527 534123
Stourport	Tel: 01562 732928
Tenbury Wells	Tel: 01684 862151
Upton upon Severn	Tel: 01684 862151
Worcester	Tel: 01905 722233
Wyre Forest	Tel: 01562 732928

<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

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

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



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- **The Rowlands Trust**
- **The R D Turner Charitable Trust**

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

www.dialsworcs.org.uk

Tel 01905 27790