DIAL in Worcestershire
Cannot be held responsible for the level of service provided by the organisations included in this publication.

This information is provided by DIAL in Worcestershire. If inaccurate Please call 01562 60241 and let us know
This booklet is intended to provide people with disabilities, carers and professionals with information on many aspects of disability. It contains names and contact numbers of statutory authority, local support groups, equipment suppliers, transport schemes etc.

There simply is not the space to include every service within these pages. Please contact a Worcestershire Dial for further information or clarification on how to access services.

**Serving the communities of**
Bromsgrove, Redditch, Wyre Forest

**Dial in Worcestershire**
Tel: 01562 60241

**Serving the communities of**
Malvern Hills, Worcester City and Wychavon

**Dial South Worcestershire**
Tel: 01905 27790

It is acknowledged that from time to time the information in this booklet will become out-dated. **If you notice anything which is incorrect please do not hesitate to let us know.**
There are two dials in Worcestershire, one covers the North and one covers the South (page 7).

DIAL IN WORCESTERSHIRE
Office: 01562 60241
Helpline: 01562 60241
Address: in Green Street Depot, Green Street
         Kidderminster DY10 1HA
Email: admin@dialinworcestershire.org.uk
Website: www.dialinworcestershire.org.uk

Dial can be contacted? By Telephone, Letter or E-mail

What is D.I.A.L? (Disability Information Advice Line)
Worcestershire Dial is a free, confidential information and advice service which provide support for those with a disability within the Worcestershire area, enabling them to make informed decisions about their own lives. There are two Dials in the county.

Who can use it?
Anyone with a query or problem connected with any aspect of disability. For instance:- people with disabilities, their families, friends, carers, professionals, doctors, social workers, voluntary and statutory agencies, students and researchers.

What types of enquiries can Dial answer?
Finance, aids & equipment, leisure activities and holidays, access and mobility, welfare rights, housing, accommodation, training, voluntary groups, local services, personal issues, etc.

What other services do dial offer?
Benefit form filling services for Disability Benefits, e.g. AA, DLA, PIP, ESA, CA, etc:-

Are available at our outreaches across Worcestershire.

To find out more about any of our services contact the relevant Dial directly.
**ABOUT WORCESTERSHIRE D.I.A.LS**

**SOUTH WORCESTERSHIRE DIAL**
Tel: 01905 27790  
Address: 54 Friary Walk, Crowngate Centre  
Worcester WR1 3LE  
Email: mail@dialsworcs.org.uk  
Website: www.dialsworcs.org.uk

**Dial can be contacted?** By Telephone, Letter or E-mail

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**What types of enquiries can Dial answer?**
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**What other services do dial offer?**
Benefit form filling services for Disability Benefits and Appeals, e.g. AA, PIP, DLA, ESA, CA, etc:-

Are available at our outreaches across Worcestershire.
Health and Social Care (HSC)  
(Formerly known as Social Services)  
The Social 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 by ensuring that the service fits their needs rather than simply trying to fit them into pre-existing services.

Some examples of service people may be eligible for following assessment includes:-

1. Practical and personal assistance at home.
2. Providing social work support, for example, coping with sudden disability.
3. Providing adaptations to a person’s house or home.
4. Providing practical equipment appropriate to the person and their physical and sensory impairment.
5. Promoting independence with skills training in mobility and daily living.
6. Benefits advice, provision of, or assistance towards respite or relief facilities.
7. Financing a stay in a residential or nursing home if this is beyond the person’s means.
8. Assessment and support of carers.
9. Enabling access to community based activities, both social, educational and skills orientated.

Some of the above may be subject to financial assessment. If you require further information about their services please contact Access Centre (page 9) and ask to speak to the duty Social worker.

There are Social Workers based in most hospitals who can help if you are being discharged from hospital.
Access Centre  Tel: 01905 768053
Health and Social Care (Social Services) one stop for all enquiries.

Physical Disability Team  Tel: 01905 768053
The Disability Team are Specialist Health and Social work staff who have access to a wide range of resources. Their aim is to work with people who have physical disabilities to promote independence and choice in their everyday lives. The team can offer a single point of access to advice and knowledge of the service you may need.

Sensory Impairment Team  Tel: 01905 768053
Provides specialist advice and information and support to people with a visual or hearing impairment.

Re-Enablement Team  Tel: 01905 768053
Short term rehabilitation “helping people to stay at home”

Children with Disabilities Team  Tel: 01905 768053
Learning Disabilities Team  Tel: 01905 768053
Older People’s Services  Tel: 01905 768053

Directorate of Adult Services and Health in Worcestershire
Customer Centres:
Bromsgrove:  Dolphin Centre, School Drive, Bromsgrove
Droitwich:  44 High Street, Droitwich Spa
Evesham:  Abbey Road, Evesham
Malvern:  The Library, Graham Road, Malvern
Pershore:  Civic Centre, Queen Elizabeth Drive, Pershore
Redditch:  Town Hall, Alcester Street, Redditch
Worcester:  Orchard House, Farrier Street, Worcester
Wyre Forest:  Town Hall, Vicar Street, Kidderminster

Emergency duty team for social services  Tel: 01905 768020
(emergencies only - out of office hours)
ACCcommodation & Housing

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

**Wyre Forest Community Housing**  
Website: www.communityhg.com  
Tel: 0800 169 5454

**Bromsgrove District Housing Trust**  
Website: www.bdht.co.uk  
Tel: 0800 0850 160

**Redditch Borough Council**  
Website: www.redditchbc.gov.uk  
Tel: 01527 64252

**Malvern Hills District Council**  
Website: www.malvernhills.gov.uk  
Tel: 01684 862151

**Worcester City Council**  
Website: www.worcester.gov.uk  
Tel: 01905 722233

**Wychavon District Council**  
Welfare Benefits Advisor  
Tel: 03004 560560  
Website: www.wychavon.gov.uk

**HOUSE ASSOCIATIONS**

For further information about Housing Associations in your area please contact your local Council Office (Details above or page57 )

**Stonham Housing Association**  
212 Mount Pleasant, Redditch B97 4JL  
Tel: 01527 402834

**CarrGomm**  
Website: www.carrgomm.org  
Tel: 0300 666 3030

**Festival Housing Group**

**Malvern**  
Partnership House, Grovewood Road, Enigma Business Park, Malvern Link, WR14 1GD  
Tel: 01684 579579

**Droitwich**  
Spa Housing Association, The Royal Exchange, 9 Queen Street, Droitwich Spa WR9 8AL  
Tel: 01905 823100
Mencap Accommodation & Housing  Tel: 0800 808 1111
Housing and supported service for people with a learning disability.
Website: www.mencap.org.uk

Richmond Fellowship  Tel: 020 7697 3300
A charity and housing association. Providing care and rehabilitation to enable people with mental health, learning disabilities, addictions and other problems to live in the community.
Website: www.richmondfellowship.org.uk

Worcester CAB & WHABAC (Worcester Housing and Benefits Advice Centre)  Tel: 03444 111 303
provide a free, independent, confidential and impartial service.
The Hopmarket, The Foregate, Worcester WR1 1DL
Website: www.cabwhabac.org.uk

Rethink Mental Illness  Tel: 0300 5000 927
Provides a range of accommodation and support to individuals with long term mental illness.
Website: www.rethink.org

Shelter
Confidential housing advice line, open from 8am to Midnight
Website: http://england.shelter.org.uk

Disabled Facilities Grant
If you or someone living in your property is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations and facilities to enable the disabled person to continue to live there.

Contact the Worcestershire Care and Repair agency for further info on eligibility, guide lines and application forms (page13)
Disability Action Wyre Forest  Tel: 01562 60241
C/O Dial in Worcestershire

Disability Action Redditch  Tel: 07557 018637
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
Ann & Ray Crossland, 49 Redland Close, Marlbrook
Bromsgrove B60 1DZ

Evesham Riverside Shopmobility  Tel: 01386 49230
Denise Moss
Website: www.eveshamshopmobility.co.uk

Malvern Hills District Council  Tel: 01684 862328
Access Officer Steve Lucking

Worcester City Council  Tel: 01905 722569
Access Officer Steve Lucking

Wychavon District Council  Tel: 01386 565384/8
Building Consultancy Unit.

Worcester Access Group  Tel: 01527 861234
Contact: Brian Sutherland

Equality Advisory Support Service  Tel: 0800 800 082
Textphone: 0800 800 084

The Government has commissioned a new Equality Advisory Support Service (EASS) to replace the Equality and Human Rights commission (EHRC) Helpline.

09:00 to 20:00 Monday to Friday / 10:00 to 14:00 Saturday closed on Sundays and Bank Holidays

FREEPOST Equality Advisory Support Service FPN4431
Website: www.equalityadvisoryservice.com
Adaptations to your home
For adaptations to council property or Housing Association property contact your GP or Social Services for a referral to an Occupational Therapist. Alternatively you can contact your local Occupational Therapist Team. (page 37)

Private Housing
please contact you local council (page 57)

Care and Repair Agency
Worcestershire Tel: 01684 579456
The Care and Repair Agency provide a comprehensive support facility for repairs, improvements and adaptations to privately owned homes of persons who are elderly, have disabilities and vulnerable, or on low incomes. The agency enables people to continue to live independently in their own homes, ensuring their homes are free from damp, warm, secure, comfortable and suitable for their needs. The agency can help in applying for grants where appropriate, which may fund all or part of the work or they can give information on where to obtain the finance.
Website: www.careandrepairworcestershire.co.uk

Disabled Facilities Grant (page11)
Information can be obtained from your local Social Services Department (page 9) and your G.P.

**Worcestershire Association of Carers (WAC)**
Tel: 01905 751340  
Helpline: 0300 012 4272

Provide various services for carers including information, benefit work, carers emergency card. Please contact for more details.

**Website:** www.carersworcs.org.uk

**Carers U.K.**  
Carers line: 0808 808 7777
This national organisation is led by carers themselves to raise awareness of the needs of carers among professionals.

**Website:** www.carersuk.org

**YSS (Youth Support Services)**  
Tel: 01905 730780
This project aims to provide information, support & advice for young carers, as well as practical activities.

**Website:** www.yss.org.uk

**Redditch Carers Careline**  
Tel: 01527 66177
Provides carers support groups and activities, sitting service, support and counselling services for carers in Redditch.

**Website:** 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. North Star provides a range of services which are tailored to suit a person’s needs. They work alongside specialists in getting each service right, such as health professionals, advocacy, counseling, and home advisors.

**The Care Quality Commission (page 37)**  
Tel: 03000 616161

**Website:** www.cqc.org.uk
Home care services
A home care assistant may be available to help with everyday personal tasks, contact Social Services (page 9)

Crossroads Care Worcestershire  Tel: 01905 729293
Provides relief for carers and supports disabled people at home.
Crossroads Care, Goodrich House, Sansome Place, Worcester
Website: www.homecareworcestershire.org.uk

Cool2care
cool2care is an innovative, youthful, social enterprise set up to place skilled carers or buddies with disabled children.
Website: www.cool2care.co.uk

CARERS SUPPORT GROUPS
Contact DIAL, WAC (page 14) or visit your local library for details of support groups for specific disabilities.

M.S. Support Group Worcestershire  Tel: 07543439933
Redditch Carers Support Group  Tel: 01527 488754
Stourport Carers Group  Tel: 01905 751340
Al’s Way Café  Tel: 01562 823800
Worcestershire M.E. Support Group  Tel: 01905 455187
Website: http://worcsmegroup.weebly.com/

Carers Allowance (page 30)
Information about services for children with disabilities can be obtained from the Adult & Community Services (Social Services) Children with Disabilities Team Tel: 01905 822666

**Home-start UK** Tel: 0116 464 5490
Support for families under stress with at least one child under the age of 5.
**Website:** [www.home-start.org.uk](http://www.home-start.org.uk)

**Wyre Forest** Tel: 01562 825896
**North-East Worcestershire** Tel: 01527 62819
**South Worcestershire** Tel: 01905 29377

**Family Lives (Helpline)** Tel: 0808 800 2222
support and information for parents or anyone in a parenting role.
**Website:** [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.
**Website:** [www.childline.org.uk](http://www.childline.org.uk)

**The Hansel & Gretel Support Group** Tel: 07525 668608
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. Referral via G.P. or Health Visitor. But parents of disabled children are welcome to make an initial contact themselves. Wyre Forest area.
**Website:** [http://hanselgretel.org.uk](http://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**
(Worcestershire NHS Trust) Coordinates the range of therapeutic and medical services available to children with special needs.
**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.  
Website: www.cafamily.org.uk

**Malvern Special Families**  
Tel: 01684 892526  
(Incorporating Contact a Family) Family support group for children with disabilities and special needs.  
Malvern Hills Primary School, Bluebell Close, Malvern WR14 3SW  
Website: http://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.  
Website: www.barnardos.org.uk/breakaway.htm

**New Hope**  
Tel: 01905 355 295  
Daytime breaks for families with disabilities  
Website: www.newhopeworcester.co.uk

**Acorns Children Hospice**  
Tel: 01905 767676  
Care for the child with life limiting illness, support for the family in your area. Please call the above number for more information.  
350 Bath Road, Worcester WR5 3EX  
Website: www.acorns.org.uk

**Worcester Snoezelen**  
Tel: 01905 748229  
Multi-sensory leisure/therapy centre for people with special needs of any age. Self referral & booking necessary.  
Website: http://snoezelen123.wixsite.com/worcestersnoezelen

**Crossroads Care** (page15)

**Brain & Spine Foundation**  
Helpline: 0800 808 1000  
Website: www.brainandspine.org.uk
**CHILDREN**

**Fledglings**  Tel: 01799 541 807
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.
Available Monday to Friday 9am-5pm.
Website: http://fledglings.org.uk

**Autism West Midlands** - (family support service)  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
Website: 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.
Contact: The Family Fund, Unit 4, Alpha Court, Monks Cross Drive Huntingdon, York YO32 9WN.
Website: www.familyfund.org.uk

**Worcestershire Short Breaks Project**  Tel: 07860 783695
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.
Website: www.whizz-kidz.org.uk

**Dyspraxia Foundation**  Tel: 01462 454 986
Website: http://dyspraxiafoundation.org.uk
Deaf Direct Worcestershire  
Tel: 01905 746301
Works with deaf and hard of hearing children and their families in the communities of Herefordshire and Worcestershire. Available drop in 9.30am to 2.30 pm Monday to Thursday. Other times by appointment. Some children's activities incur a small charge.  
Website: www.deafdirect.org.uk

Child Brain Injury Trust  
Tel: 0303 303 2248
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 or tumours.  
Website: https://childbraininjurytrust.org.uk

Go Kids Go  
Tel: 01482 887163
Website: www.wheelchairchildren.org.uk

Children's Chronic Arthritis Association  
Tel: 01242 511250
Website: www.ccaa.org.uk

ERIC (Education & Resources for Improving Childhood Continence)  
Helpline: 0845 370 8008
ERIC is the UK’s only childhood continence charity. They work to reduce the suffering to children and young people caused by bedwetting, daytime wetting, soiling and associated conditions and their prevalence.  
Website: www.eric.org.uk

EDUCATIONAL SERVICES FOR CHILDREN WITH SPECIAL NEEDS
Information about this service including the statutory assessment process.

Special Educational Needs and Disabilities Information, Advice and Support Service  
SEND Information Advice and Support Service, Tolladine Rd, Worcester, WR4 9NB  
Tel: 01905 768153
VOLUNTARY ORGANISATIONS
Many of the different organisations concerned with helping children with disabilities belong to the.

Council for Disabled Children
Website: https://councilfordisabledchildren.org.uk

National Children's Bureau
Website: www.ncb.org.uk

TOY LIBRARIES

TFH (Special Needs Toys)           Tel: 01299 827820
A service which provides a wide range of equipment and toys for children with disabilities including outdoor equipment.
Website: www.specialneedstoys.com/uk

PLAYSCHEMES

Weekend Playscheme           Tel: 01684 892526
Based at the Malvern Health Centre, Malvern.
This is organised by Malvern Special Families Support Group.
Website: http://malvernspecialfamilies.org.uk

Kidz First Ltd, Bewdley           Tel: 01299 400655
                                   Tel: 01299 403862
Kidz First is a local charity providing a range of affordable, inclusive social activities and friendship clubs for children and young people of all abilities. They are a specialist provider of supportive services for children and young people who have disabilities /special needs and their families.
Independent Panel for special Education Advice (IPSEA)
Tel: 01799 582030
Offering free and independent advice to parents of children with special educational needs in England and Wales
Website: www.ipsea.org.uk

Worcestershire County Council’s Educational Services for Children with Special Needs (page19)

Ethnic Access Link Scheme
Tel: 01905 25121
Home Tutor Service. English tuition for non-English speakers
Kidderminster College of Further Education
Tel: 01562 820811
Market Street, Kidderminster DY10 1LX
Website: www.kidderminster.ac.uk

Heart of Worcestershire College (HOW College)
Tel: 0844 882 2500

University of Worcester
Tel: 01905 855 000
Information on support available for people with disabilities
Wheelchair access available for all courses.
University of Worcester, Henwick Grove, Worcester WR2 6AJ
Website: www.worcester.ac.uk

Open University
Tel: 0300 303 5303
The Open University, Walton Hall, Milton Keynes MK7 6AA
Website: 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

Sight Concern Worcestershire
Tel: 01905 723245
Hold courses on I.T. Cookery and Braille. (pages 28,41)
Worcestershire Social Services provide a range of services for older people including Home care and Day care. For more information contact your local Social Services Department (page 9).

**AGE UK** (formerly Age Concern & Help the Aged)
Offer a range of services for the over 50’s and their families.
Helping Hands Team, Handy Person Service, Lunch Club, Home Support Service and Sitter Scheme

_Age UK_  
Tel: 0800 169 8787  
National Advice Line: Tel: 0800 678 1174  
Website: www.ageuk.org.uk

_Age UK Hereford and Worcester_  
Tel: 0800 008 6077  
Website: www.achw.org.uk

_Bromsgrove, Redditch and Wyre Forest_  
Tel: 01527 871840

_Worcester and District_  
Tel: 01905 724294

_Malvern and District_  
Tel: 01684 560666

_Droitwich Spa and District_  
Tel: 01905 772126

**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** (Formerly WRVS)
Royal Voluntary Service is a volunteer organisation that enriches the lives of older people and their families across Britain. They support older people by giving time and practical help to help them get the best from life

_Website: www.royalvoluntaryservice.org.uk_

_Worcestershire & Warwickshire_  
Tel: 01527 879290
Worcester Snoezelen (pages 17,45,53)  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.  
Self referral and booking necessary  
Website: http://snoezelen123.wixsite.com/worcestersnoezelen

Worcestershire Partnership of Older Peoples Forums  
For detail of the older peoples forums contact the chair:  
**John Witherspoon**  Tel: 01527 522030
It is the vision of the Worcestershire Partnership of Older Peoples Forums to increase its knowledge and understanding of the issues affecting older people and to put forward a collective consensus of opinions and views that will be shared with others in order to influence change at local regional and national level. The forums are always looking for new members.

**Bromsgrove**  
Leslie Irving  Tel: 01562 874536  
Carol Tipping  Tel: 01527 870076

**Droitwich**  
For details contact the chair John Witherspoon

**Evesham**  
Fred Kaler  Tel: 01386 761195

**Malvern**  
Jean Shipley  Tel: 01684 562317

**Pershore**  
For details contact the chair John Witherspoon

**Redditch**  
Pat Witherspoon  Tel: 01527 522030

**Worcester City**  
Peter Donald  Tel: 01905 456653

**Wyre Forest**  
For details contact the chair John Witherspoon

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The Disability Employment Adviser
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

**Shaw Trust**
Tel: 0345 234 9675

**Work Choice Direct:**
Tel: 0300 30 33 111

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.

**Website:** www.shaw-trust.org.uk

**Where Next Association**
Tel: 01527 69955
Where Next Association provides supported employment, work experience and training to people disadvantaged by learning disabilities and/or other special needs.

**Website:** https://where-next.org

**Leonard Cheshire Disability** (Head Office)
Tel: 020 3242 0200
66 South Lambeth Road, London SW8 1RL
**Website:** www.leonardcheshire.org

**National Careers Service**
Tel: 0800 100 900
**Website:** https://nationalcareersservice.direct.gov.uk
**Mencap**  
**Website:** www.mencap.org.uk  
**Tel:** 808 808 1111

**County Enterprises**  
County Enterprises provides factory based or supported employment and on the job training for around 50 disabled people in the community, mainly within Worcestershire limits.  
County Enterprises  St. Pauls Street  Worcester  WR1 2BA  
Local supported factory run by Worcestershire County Council.  
Access via the Disablement Employment Advisor at your local Job Centre (page 25) OR direct to County Enterprises.

**Remploy**  
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.  
**Website:** www.remploy.co.uk
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**
They can loan different types of equipment, walking aids, commodes etc.
Branch Office WorcesterTel: 01905 450 403
Website: www.redcross.org.uk

**Wheelchair and Community Equipment Loan Service**
Tel: 01527 869107
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.

**AIDS TO DAILY LIVING**
The Community Occupational Therapist (page 37) will make an assessment, after being referred by Social Services or GP.

**Regional Disabled Drivers Assessment Centre (Birmingham)**
Tel: 0300 300 2240
For assessment of individual needs and advice on car adaptations.
Website: www.rdac.co.uk

**Disabled Living Foundation**
Helpline: 0300 999 0004
Provide information and advice on all types of aids and equipment
For free information
Website: www.dlf.org.uk

**Deaf Direct Worcestershire**
Tel: 01905 746301
Specialist advice on equipment relating to hearing impairment.
Website: www.deafdirect.org.uk
**EQUIPMENT**

**Sight Concern Worcestershire**
(formerly Worcestershire Association for the Blind)
Specialist advice on equipment relating to sight impairment.
**Website:** www.sightconcern.co.uk

**Disability Equipment Service**
Disabled exchange and mart.
**Website:** http://disabilityequipmentservice.co.uk

**Ricability**
30 Angel Gate, City Road, London EC1V 2PT
Ricability is the trading name of the Research Institute for Consumer Affairs (RICA). they are a national research charity dedicated to providing independent information of value to disabled and older consumers.
**Website:** www.rica.org.uk

**Arcos**
(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.
**Website:** www.arcos.org.uk

**Remap**
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.
**Website:** www.remap.org.uk
For welfare benefit and form filling advice contact:

**Dial in Worcestershire**
Tel: 01562 60241

**Dial South Worcestershire**
Tel: 01905 27790

**Citizen’s Advice Bureaux’s (CAB)**
National Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Worcestershire Citizens Advice Line**
Tel: 03444 111 303
Open Monday to Friday 10.00am to 4.00pm

**Worcester CAB & WHABAC (Worcester Housing and Benefits Advice Centre)**
Tel: 03444 111 303
Website: [www.cabwhabac.org.uk](http://www.cabwhabac.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
Website: [www.nationaldebtline.org](http://www.nationaldebtline.org)

**Two Pennies Money Advice** (working name of Worcester CASH)
Tel: 01905 27001
Advises people in the Worcestershire area who are having difficulty with money-related matters.
Website: [www.twopennies.org.uk](http://www.twopennies.org.uk)

**Civil Legal Advice**
Tel: 0345 345 4345
Get free and confidential legal advice in England and Wales if you’re eligible for legal aid.
Website: [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

**Help with NHS Costs**
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**
Means tested benefit for those in receipt of a low income, income Support and certain tax credits.
**Attendance Allowance (AA)**
Tel: 0800 731 0122
Tax-free benefit for people aged 65 and over who need help with personal care because of illness or disability.

**Child Disability Living Allowance (Child DLA)**
Tel: 0800 121 4600
Tax-free benefit for people under the age of 16 who need help with personal care, with getting around or both.

**Personal Independence Payment (PIP)**
Tel: 0800 9172222
Replacement for Disability Living Allowance for people from 16-65.

**Carer’s Allowance (CA)**
Tel: 0800 731 0297
Taxable benefit for people who are giving regular and substantial care to a severely disabled person who is in receipt of the qualifying benefits.

**Tax Credits**
**Child Tax Credit**
Tel: 0345 300 3900
For people responsible for children (under 16 or 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: 0345 300 3900
For adults working generally 30 hours per week, or 16 hours per week in certain circumstances e.g. with children or a disability.

**Christmas Bonus**
Tax-free bonus paid automatically on certain disability benefits.

**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. (page 57).

**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. (page 57)
The main parts of the DWP are:

**The Pension Service:** Over 65’s  
Tel: 0800 731 7898

**Pension Credit**  
Tel: 0800 99 1234  
A means tested benefit for people of pension age.  
Website: www.gov.uk/pension-credit

**Winter Fuel Payments**  
Tel: 0800 731 0160  
Paid to a person aged 60 or over and who are resident in the UK and receive a state pension or any social benefits.  
Website: www.gov.uk/winter-fuel-payment-helpline

**Jobcentre Plus:** Under 65  
New Benefit Claims:  
Tel: 0800 055 66 88

Existing Claims:  
Tel: 0800 169 0310  
Income Support (IS) / Employment and Support Allowance (ESA)  
Jobseeker's Allowance (JSA) / Cold Weather Payments  
Bereavement Benefits / Funeral Payments / Budgeting Loan  
Industrial Injuries Disablement Benefit / Maternity Allowance

**Universal Credit**  
Tel: 0800 328 5644  
Income-based Jobseeker’s Allowance Working Tax Credit Income Support Income-related Employment and Support Allowance Child Tax Credit Housing Benefit  
Existing Claim / Appointments  
Tel: 0800 328 9344

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

For a full list of benefits go to the Gov.uk website  
Website: www.gov.uk/browse/benefits
Motability
This is a scheme whereby those in receipt of the higher rate of the mobility component of Disability Living Allowance (DLA) (previously known as mobility allowance) can use their allowance to get a new or used car or wheelchair, as long as the award if for one year or longer. Motability has been able to help many disabled people to get the car they need and assist with the cost of special adaptations which they were unable to afford themselves.

Motability Car Scheme
Tel: 0300 456 4566
Motability Wheelchair & Scooter Scheme
Tel: 0300 456 4566
Website: www.motability.co.uk

Exemption from Road Tax
You are entitled to exemption from road tax if you are in receipt of the higher rate of the mobility component of Disability Living Allowance, or War Pensioners Mobility Supplement.

Disability Living Allowance Unit
Tel: 0800 121 4600
Personal Independence Payment
Tel: 0800 121 4433
Veterans UK
Tel: 0808 1914 218
Website: www.gov.uk/government/organisations/veterans-uk

Mobilise
Tel: 020 8090 4613
Mobilise Organisation was formed in 2005 from a merger of two long-standing charities the Disabled Drivers` Motor Club and the Disabled Drivers Association.
Website: www.mobilise.org

Travel by Train (Railcard)
National Rail Enquiries
Tel: 0845 7484950

Disabled persons Application helpline
Tel: 0345 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.
BLUE BADGE SCHEME
The Blue Badge Parking Scheme (parking badges for disabled people) provides parking concessions both nationally and in Europe, for people with a permanent and substantial disability, whether the person is the driver or the passenger. The scheme does not apply to off-street car parking.

Either fill in the online application form or download and fill the form out.

Website: www.worcestershire.gov.uk/info/20025/parking/35/disabled_parking_permit_scheme

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

Website: www.communitytravel.org.uk

BURT (Bromsgrove Urban & Rural Transport) Tel: 0800 9179144
Community Transport Helpline Tel: 01299 405820
Droitwich Spa Community Cars Tel: 01905 779778
Malvern Community Car Scheme Tel: 01684 580638
Malvern Shoparound Tel: 01684 580638
Malvern Dial-a-Ride Tel: 01684 891121
Pershore Social Car Scheme Tel: 01386 554299
Pershore Dial-a-Ride Tel: 01386 554299
Redditch Community Rides Tel: 0845 6010223
Redditch Dial-a-Ride Tel: 01527 64910
Upton on Severn Community Cars Tel: 01684 593633
Vale of Evesham Community Cars Tel: 01386 45035
Worcester Wheels Tel: 01905 724274
Worcestershire Share Link Tel: 01905 768461
Wyre Forest Dial-a-Ride Tel: 01562 755084
**St. Johns Ambulance**  
Tel: 0844 770 4800  
May be able to help with transport to hospital, private and convalescent homes through the county. There is a charge for this service.

'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.  
**Website:** [www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee](http://www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee)

**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.  
**Website:** [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 (page 57)

**Bus Passes**  
From April 1st 2011 bus passes for Worcestershire will be provided by Worcestershire County Council. You will be eligible for free travel on local bus services between 09.30 and 23.00 weekdays & all day on weekends & Bank Holidays.

You can download a copy of the application form from  
**Website:** [www.worcestershire.gov.uk/concessionarytravelpass](http://www.worcestershire.gov.uk/concessionarytravelpass)  
Or request a application by ringing  
Tel: 01905 822766  
Or by visiting your local Worcestershire Hub (page 57)

**Community Action Malvern & District**  
Tel: 01684 892381  
A local development agency providing resources and information for Voluntary Groups and individuals.  
**Website:** [http://www.communityaction.org.uk](http://www.communityaction.org.uk)
GETTING AROUND / MOBILITY

National Federation of Shopmobility UK  Tel: 08456 442 446
To find out about schemes in other areas of the country
Website: http://nfsuk.org/

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

Worcester  Tel: 01905 610523
Merry Hill Shopping Centre  Tel: 01384 487911
Birmingham Bull Ring  Tel: 0333 241 2747
Website: www.birminghamshopmobility.org

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 222588
R.A.D.A.R. Key Company, 11 Church Street, Exmouth EX8 1PE
Keys are also available from your local council office (page 57)
Website: www.radarkeys.org
Health Services in Worcestershire provide a range of services including:

- Community Occupational Therapy Service
- Continence Advice
- Community Physiotherapy Service
- Speech and Language Therapy
- Hearing Aid Advice
- Dental
- Contraception and Sexual Health
- District Nurses
- Health Visitors
- MacMillan Nurses

Kidderminster General Hospital  Tel: 01562 823424
Alexandra Hospital Redditch  Tel: 01527 503030
Princess of Wales Hospital Bromsgrove  Tel: 01527 488000
Worcester Royal Hospital  Tel: 01905 763333

Accident and emergency services are available at
Worcestershire Royal Hospital & Alexandra Hospital
Community Occupational Therapy Service (OT)
For New referrals for: Droitwich, Evesham, Malvern, Pershore, Worcester & Wyre Forest.

You need to contact their referral hub at:
Community OT, Moor Street Clinic, 7 Moor Street, Worcester WR1 3DB
To Speak to the duty OT about a new referral call:  Tel: 01905 681637

Existing Clients:-
Kidderminster  Tel: 01562 820091
Bromsgrove  Tel: 01527 488016
Redditch  Tel: 01527 488016
Worcester  Tel: 01905 681655
Malvern  Tel: 01684 612636
Wychavon  Tel: 01905 681655
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.

Healthwatch Worcestershire  Tel: 01386 550264
Healthwatch will give people a powerful voice locally and nationally.
At a local level, Healthwatch Worcestershire will work to help local people get the best out of their local health and social care services. Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.
Website:  www.healthwatchworcestershire.co.uk

The Care Quality Commission (CQC)  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.
Website:  www.cqc.org.uk
Skin camouflage service  Tel: 01905 450 400
A Red Cross Service which teaches users how to conceal disfigurations. You need to be referred by your GP.

Independent Complaints Advocacy Service (ICAS)  Tel: 0300 456 2370
Assists with making complaints in regards to the health service. Covers all of Herefordshire and Worcestershire. PohWER ICAS, County Buildings, St. Mary’s Street, Worcester

Kemp Hospice  Tel: 01562 861217
Provide day care, home care, therapies and ongoing support for people in the Wyre Forest who are living with cancer or other life-threatening diseases. The Cedars, 41 Mason Road, Kidderminster DY11 6AG
Website: www.kemphospice.org.uk

Primrose Hospice and Cancer Help Centre  Tel: 01527 871051
Part of the community health team, supporting adults over the age of sixteen living at home with cancer or other life-threatening diseases, whatever stage of the illness. St Godwalds Road, Bromsgrove B60 3BQ
Website: www.primrosehospice.org

Acorns Children's Hospice (page17)  Tel: 01905 767676

St. Richard's Hospice  Tel: 01905 763963
Wildwood Drive, Worcester  WR5 2LG
Website: www.strichards.org.uk

Macmillan Cancer Support
Cancer information helpline  Tel: 0808 800 0000
Access information on all aspects of cancer, with written fact sheets specifically for patients, their families and carers.
Website: www.macmillan.org.uk
HOLIDAYS

Disability Rights UK  Tel: 0330 995 0400
publish useful guides for holidays both in the UK and abroad.
Website: www.disabilityrightsuk.org

Livability  Tel: 020 7452 2000
Offer a variety of holidays for people with disabilities.
Website: www.livability.org.uk

ReVitalise  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.
Website: http://revitalise.org.uk

Tourism for all  Tel: 0845 124 9971
This is a registered charity which provides free information and
advice for people with disabilities.
Website: www.tourismforall.org.uk

Family Fund Trust (page18)  Tel: 0845 130 4542
Give grants for holidays for families who are caring for a severely
disabled child.

Headway Worcester Trust Ltd  Tel: 01905 729729
A holiday respite chalet and a bungalow in North Devon are
available for young adults with acquired brain injury to enjoy
inexpensive holidays.
Website: http://headwayworcestershire.org.uk
Can Be Done Ltd  
Tel: 020 8907 2400  
Organiser of holidays leisure events for disabled people.  
Nationwide and International.  
Website: 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.  
Website: www.calvert-trust.org.uk

Holidays for all  
Tel: 0845 124 9971  
Holidays for All offers holiday accommodation throughout the UK and overseas for people with disabilities and sensory impairments, their friends and family.  
Website: www.holidaysforall.org

RNIB Holiday Service  
Tel: 0345 669999  
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.  
Website: www.rnib.org.uk/information-everyday-living-home-and-leisure/holidays

Disabled Holiday.com  
Tel: 0161 804 9898  
Internet based search engine for disabled holidays  
Website: www.disabledholidays.com

A free publication that may also prove useful when deciding on a destination for a holiday is:- “Accessible Britain” available from  
The English Tourist Council  
Tel: 020 8563 3000
Deaf Direct Worcestershire  
Tel: 01905 746301  
Vesta Tilley House, Worcester WR1 2RS  
Work with deaf and hard of hearing people in Worcestershire and Herefordshire. They offer a training department, communication services, family and volunteer services, information, advice and guidance for the deaf and hard of hearing.  
Website: www.deafdirect.org.uk

Sight Concern Worcestershire  
Tel: 01905 723245  
Provides information, equipment, training opportunities and a wide range of recreational and social activities. (page 22,28)  
Website: www.sightconcern.co.uk

Independent Living Fund  
Tel: 0845 601 8815  
Eligibility for funds to employ carers is dependent on an assessment. For an assessment contact your local Social Services Department. (page9) or the Independent Living (1993) Fund  
Website: www.ilf.org.uk

Home Care Services  
(Previously known as Home Help Services.)  
Help can be given with personal care and attention including shopping, budgeting, personal dressing, feeding and toileting.  
Apply to your local Social Services Department. (page9)

Bathing Service  
Help with bathing can be arranged with a Bath Nurse. Speak to your G.P.
Arcos  Tel: 01684 576795
National Charity providing specialist services (pages 28,37).

Day Care Services
Worcestershire Social Services Department provide a variety of Day Care Services for: People with a physical, sensory disability, learning disabilities, mental health problems and Older people. For more information contact your local Social Services Department (page 9).

Meals on Wheels
Provided by Worcestershire Social Services Department (page 9).

Scope (Cerebral Palsy)
National Helpline  Tel: 0808 800 3333
Website: www.scope.org.uk

The R.A.D.A.R. key Company  Tel 01395 222588
11 Church Street, Exmouth EX8 1PE Keys for use in toilets which are adapted for people with disabilities and fitted with the National Key Scheme Lock. (pages 35, 57)
Website: www.radarkeys.org

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

Worcester  Tel: 01905 24741
Pershore  Tel: 01386 554299
Malvern  Tel: 01905 24741
Evesham  Tel: 01386 45035
Droitwich  Tel: 01905 24741
Wyre Forest  Tel: 01562 67008

Age UK (formerly Age Concern & Help the Aged) (page 23)

Crossroads Care (page 15)  Tel: 01905 729293
Worcestershire Re-Enablement Teams  Tel: 01905 768053
Short term rehabilitation “helping people to stay at home” (page 9)
ADVOCACY
Advocacy provide independent support and advice. For further details or to make a referral, please contact.

Ourway Advocacy  
Tel: 01562 820262  
Website: www.ourway.org.uk

Onside Independent Advocacy  
Tel: 01905 27525  
Website: 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 support to qualify. Please contact your local Social Services Office (page 9), Worcestershire Carers Unit (in regards to carers) (Page 14) or the Penderels Trust.

Penderels Trust  
Tel: 01299 253 225  
Provides practical assistant and support for people who wish to recruit their own support workers.  
Website: www.penderelstrust.org.uk

TELECARE IN WORCESTERSHIRE
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.

NEW Lifeline  
Bromsgrove & Redditch  
Tel: 01527 534060

Worcestershire Telecare Alarms  
Tel: 0345 130 1469  
A unique partnership involving four of the leading Registered Social Landlords in Worcestershire - Festival Housing Group, Rooftop Housing Group, Worcester Community Housing and Wyre Forest Sheltered Housing  
Website: www.worcstelecare.org
LEARNING DISABILITIES

For information about Social Services for people with learning disabilities, including day care.
Contact Worcestershire Social Services (page9)

**Mencap**

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

**Mencap Accommodation & Housing** (page11)

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

Tel: 0121 415 6960

BILD is the British Institute of Learning Disabilities, is a not for profit organisation with charitable status, which exists to improve the quality of life of all people with a learning disability.
**Website:** [www.bild.org.uk](http://www.bild.org.uk)

**Learning Disabilities Team** (page9)

**Contact a Family** (page17)

**Gateway Leisure Clubs (Mencap)**

**Helpline: 0808 808 1111**

For people with learning disabilities living in the Worcestershire area

**Fulltime Lifeskills programme for people with learning disabilities** (page21)

**The North Star Foundation**

Tel: 01905 772233

North Star Foundation supports people with learning disabilities and mental health issues in Worcestershire. (page 14)
The Foundation for People with Learning Disabilities
Tel: 020 7803 1100

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. We develop projects and services that can be copied across the UK. In all their work they want to ensure that people with learning disabilities are supported in living as active citizens in the community, with real choices.

Website: www.mentalhealth.org.uk/learning-disabilities

Osborne Court
Tel: 01684 612727

Residential care for adults with learning disabilities. Referral by community nurse, social worker or G.P.
Osborne Court, Osborne Road, Malvern WR14 1JE

Family Fund Trust
Tel: 0845 130 4542

Give grants for holidays for families who are caring for a severely disabled child.
Website: www.familyfundtrust.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.
Self referral and booking necessary
Website: http://snoezelen123.wixsite.com/worcestersnoezelen

Where Next Association
Tel: 01527 69955

Where Next Association provides supported employment, work experience and training to people disadvantaged by learning disabilities and/or other special needs.
Website: https://where-next.org
LEGAL SERVICES

Civil Legal Advice (new name for the community legal advice)  
Tel: 0845 345 4345

Get free and confidential legal advice in England and Wales if you’re eligible for legal aid.

You can get help with legal aid for:
¥ benefit appeals  ¥ debt, if your home is at risk
¥ special educational needs  ¥ housing
¥ discrimination issues  ¥ issues around a child being taken into care
¥ help and advice if you’re a victim of domestic violence

Website: 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. 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 these six areas of law:
¥ Consumer Contract  ¥ Community Care
¥ Disability Discrimination  ¥ Education
¥ Employment  ¥ Welfare Benefits

39 - 45 Cavell Street, London E1 2BP
Website: www.dls.org.uk

Child Law Advice
Family or Child Law  
Tel: 0300 330 5480

Education Law  
Tel: 0300 330 5485

The Child Law Advice Service provides legal advice and information on family, child and education law affecting children and families in England.

Website: https://childlawadvice.org.uk

Equality Advisory Support Service  
Tel: 0800 800 082  
Textphone: 0800 800 084

The Government has commissioned a new Equality Advisory Support Service (EASS) to replace the Equality and Human Rights commission (EHRC) Helpline.

09:00 to 20:00 Monday to Friday / 10:00 to 14:00 Saturday closed on Sundays and Bank Holidays

FREEPOST Equality Advisory Support Service FPN4431
Website: www.equalityadvisoryservice.com
LEISURE ACTIVITIES

Social Services Day Centres  Tel: 01905 768053
Worcestershire Social Services Department provide a variety of Day Care facilities for: Older people, people with a physical/sensory disability, mental health problems and learning disabilities. Further details contact your local Social Services Department (page 9).

Riding for the Disabled Association  Tel: 01926 492915
Norfolk House, 1a Tournament Court, Edgehill Drive, Warwick
Website: www.rda.org.uk

Gateway Leisure Clubs  Tel: 01905 740500
For people with learning disabilities living in the Worcestershire area, contact your local Mencap office.

Phab England  Tel: 020 8667 9443
Leisure clubs run for disabled and non-disabled participants
Website: www.phab.org.uk

Sports Partnership Herefordshire & Worcestershire  Tel: 01905 855498
The Sports Partnership Herefordshire and Worcestershire is your one-stop-shop for information, news & events about sport and being active in the two counties.
Website: www.sportspartnershiphw.co.uk

Disability Sports Worcester  Tel: 07710 708868
Website: www.disabilitysportworcester.org.uk
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**Library Service at Home**
Tel: 01386 554559
Library Service for housebound people covering all Worcestershire

**R.N.I.B. Talking Book & DAISY Service**
Tel: 0303 123 9999

**Calibre**
Website: [www.calibre.org.uk](http://www.calibre.org.uk)
Tel: 01296 432339

**TNF**
Tel: 01793 497 555
TNF is an umbrella organisation that represents the interests of local Talking Newspapers in the UK
Website: [www.tnf.org.uk](http://www.tnf.org.uk)
LEISURE ACTIVITIES

Bromsgrove Dolphin Centre  Tel: 01527 916434
They have a changing bed and a Oxford dipper. Please phone prior to visit.

Worcester Swimming and Fitness Centre  Tel: 01905 20241
They have disabled changing room, hoist, and ramps, available anytime.

Droitwich Spa Leisure Centre  Tel: 01905 771212
They have changing rooms, showers, and hoist and emergency cords. Available Thursday 6pm to 7pm.

Evesham Leisure Centre  Tel: 01386 444212
They have changing rooms, showers, hoist, toilet, ramps and a hearing loop. Available anytime.

Worcester Citizens Swimming Pool  Tel: 01905 421089
They have level access.

Wyre Forest Leisure Centre  Tel: 01562 515151
LEISURE ACTIVITIES

Get Kids Going
Website: www.getkidsgoing.com
Tel: 020 7481 8110

CP Sport England & Wales
Website: www.cpsport.org
Tel: 0115 925 7027

The Disability Football Directory
Website: www.disabilityfootball.co.uk

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.

Sports England
Website: www.sportengland.org
Tel: 0345 8508 508

Disability Sport
Website: www.disabilitysport.org.uk

Disability Sport Worcester
Tel: 07710 708868
Community Services, Orchard House, Farrier Street, Worcester WR1 3BB
Website: www.disabilitysportworcester.org.uk

Special Olympics Worcestershire
Website: www.specialolympicsworcestershire.co.uk

WheelPower
Tel: 01296 395995
Website: www.wheelpower.org.uk

Sports Partnership Herefordshire & Worcestershire
Tel: 01905 855498
The Sports Partnership Herefordshire and Worcestershire is your one-stop-shop for information, news & events about sport and being active in the two counties.
Website: www.sportspartnershiphw.co.uk
Worcestershire Social Services Department and the Worcestershire Health & Care 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
Website: www.worcestershire.nhs.uk

**Shaw Trust**  Tel: 345 234 9675
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.
Website: 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.
Website: www.mind.org.uk/

**Sane**
Saneline  Tel: 0300 304 7000
SANEline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems.
Website: www.sane.org.uk
MENTAL HEALTH SERVICES

**Mental Health Foundation**  
Tel: 020 7803 1100  
The Mental Health Foundation exists to help people survive, recover from and prevent mental health problems.  
9th Floor, Sea Containers House, 20 Upper Ground, London  
Website: www.mentalhealth.org.uk

**Rethink (National Schizophrenia Fellowship)**  
**National Advice Service:**  
Tel: 0300 5000 927  
Provides a range of accommodation and support to individuals with long term mental illness.  
Website: www.rethink.org

**Swanswell**  
Tel: 020 8335 1830  
**Worcestershire**  
Tel: 0300 303 8200  
Website: www.swanswell.org

**Turning Point**  
Free, confidential service for drug users and their families and a progress to work project.  
Website: www.turning-point.co.uk

**Young Minds**  
Young Minds campaigns about the importance of children’s mental health; the importance of recognising when a child is troubled and providing adequate support for these children before their problems escalate out of control.  
Website: www.youngminds.org.uk

**Myraid**  
Tel: 01905 729190  
The Myriad Centre is dedicated to providing educational and vocational facilities to adults with complex needs.  
Myriad, St. Georges Walk, Worcester WR1 1QY

**Richmond Fellowship** (page11)  
Tel: 020 7697 3300

**Worcester Snoezelen** (pages 17,24,45)  
Tel: 01905 748229  
Website: http://snoezelen123.wixsite.com/worcestersnoezelen
RESPITE CARE & DAY SERVICES

**Social Services day care facilities**
Tel: 01905 768053
The Social Services Department provide day care facilities for people with physical/sensory disabilities, learning disabilities, mental health problems and older people. (page9)

**AGE UK** (formerly Age Concern & Help the Aged)
Information Line (page 23) Tel: 0800 8006565
Sitter Service (page23)
Website: www.ageuk.org.uk

**Worcestershire County Council**
Tel: 01905 768053
Short Breaks Unit

**Crossroads Care** (page15) Tel: 01905 729293

**Headway Worcester Trust Ltd**
Tel: 01905 729729
Provide friendship and support to families following an acquired brain injury.
Sheltered Workshop and Day Care Mon - Fri 10am until 3pm.
Sheltered housing in Evesham, Worcester and Malvern.
The Mill, Gregory’s Mill Street, Worcester WR3 8BA

**Outreach Support**
- Dickinson Court Worcester
- Ranelagh Road, Malvern
- Brick Kiln Street, Evesham
- Galahad Way, Stourport

Website: http://headwayworcestershire.org.uk
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WCIL* - The User Led Organisation for Worcestershire

WCIL* - Worcestershire Coalition for Independent Living, is a ULO an organisation that is run and controlled by people who use support services, including disabled people, mental health service users, people with learning difficulties, older people and their families and carers. (SCIE, 2009)

The Department of Health has produced 21 design criteria to describe what a ULO looks like and the sorts of services that it provides. A ULO does not have to fulfil all of the design criteria and, in reality, most do not but may well work with others to deliver services. WCIL will do this by:

Building a stronger collective voice - from grassroots actions through to getting heard at the highest strategic levels.

Enabling greater choice - supporting people with the decisions they make to manage and develop the services and informal support they need for independent living.

By the delivery of services, suitable for peoples’ needs, including with partner organisations. WCIL is for anyone who defines themselves as having support needs, including:

- Older people.
- Any person living with any form of disability or impairment, whether temporary or permanent, across the full age range including children aged 14+. People on direct payments, those who will receive personal budgets and those who fund their own care and support.
- Informal or family carers, including same sex partners.

For more details contact WCIL* on Tel: 01562 60241
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Dial provides a free and confidential service to:

- People with a disability
- Carers
- Family
- Supporting professionals

Services are available via:

- Telephone
- Internet
- Face to face in communities across the county.