



## Support services for people with disabilities

These services are provided in the London Borough of Ealing



Capitalise is a London-wide partnership of organisations funded by the Money Advice Service

## Introduction

Sometimes clients come to debt advisers seeking help with non-debt needs.

Without support for these other needs, it can be difficult for clients to engage in the debt advice process.

In some cases advisers know of organisations that can help their clients, in other cases they don't.

For this reason we've compiled a directory of non-debt services for disabled people. Some of these services are specifically for people with disabilities, others are designed for both disabled and non-disabled people.

It's designed to help you signpost disabled clients to the additional support they need, making space for you to help them with their debt problems.

## How do I access the directory?

In the Disability Toolkit section of the Capitalise website, you'll find a list of the key organisations that provide support across London (and in some cases across the U.K.).

In addition, this document includes a small sample of local organisations within your borough.

The listed services provide help with;

- **Benefits and grants**
- **Housing and utilities**
- **Employment**
- **Transport**
- **Independent living and assistive technology**

The information is not exhaustive, plus services may change. If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)

## How do I use the information?

Simply scroll down to the section covering the area your client needs help with. There you'll find brief overviews for each service. If you require further information, you can contact the organisations directly using the contact details provided.

Dependant on your client's capabilities, you may want to print out the relevant page of this booklet for them (just remember to select 'current page' to avoid printing the whole booklet), or, if they require more support, you may wish to contact the organisation on their behalf.

Please note: These lists are not exhaustive and services may change. If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to:

[info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)

## Benefits and grants

Organisation	<b>Ealing Centre for Independence Living</b>
<b>Overview</b>	Disabled People and Carers, Information, Advice and Advocacy includes: Form Filling including: <ul style="list-style-type: none"> <li>• Disability Living Allowance</li> <li>• Carers Allowance</li> <li>• Blue Badge/Freedom Pass</li> <li>• Retirement Benefit</li> <li>• Pension Credit</li> <li>• Other Tax Credit Forms</li> </ul>
	Disabled People and Carers. Information, Advice and Advocacy including charity applications.
<b>Address</b>	Management Centre 1 Bayham Road West Ealing London W13 0TQ
<b>Phone number</b>	<b>020 8840 8717</b>
<b>Website</b>	<a href="http://www.ecil.org">http://www.ecil.org</a>

Organisation	<b>Age UK - Ealing</b>
<b>Overview</b>	Can help with: <ul style="list-style-type: none"> <li>•Benefit checks</li> <li>•Benefit Claims including Attendance Allowance, Pension Credit and PIP</li> </ul>
<b>Address</b>	135 Uxbridge Road West Ealing London W13 9AU
<b>Phone number</b>	<b>020 8567 8017</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/ealing/">http://www.ageuk.org.uk/ealing/</a>

Organisation	<b>Middlesex Association for the Blind</b>
<b>Overview</b>	Lots of information about the benefits and concessions clients may be entitled to, including those specifically for those who are partially sighted or blind.

<b>Address</b>	Suite 18 Freetrade House Lowther Road Stanmore Middlesex HA7 1EP
<b>Phone number</b>	<b>020 8423 5141</b>
<b>Website</b>	<a href="http://aftb.org.uk">http://aftb.org.uk</a>

<b>Organisation</b>	<b>Ealing Equality Council</b>
<b>Overview</b>	Advice on refused claims, appeals, overpayments, qualifying for benefits, tribunals
<b>Address</b>	Lido Centre 63 Mattock Lane Ealing W13 5LA
<b>Phone number</b>	<b>020 8579 3861</b>
<b>Website</b>	<a href="http://ealingequalitycouncil.org.uk">http://ealingequalitycouncil.org.uk</a>

<b>Organisation</b>	<b>Ealing Mencap</b>
<b>Overview</b>	Part of Ealing Specialist Advice Service (ESAS) which can provide advice on welfare benefits including ESA, PIP, DLA, Housing Benefit, Pensions, Tax Credits and Universal Credit.
<b>Address</b>	The Lido Centre 63 Mattock Lane West Ealing London W13 9LA  Enterprise Lodge Stockdove Way Greenford Middlesex UB6 8TJ
<b>Phone number</b>	<b>020 8280 2222</b>
<b>Website</b>	<a href="http://www.ealingmencap.org.uk">http://www.ealingmencap.org.uk</a>

## Housing and utilities

<b>Organisation</b>	<b>Ealing Centre for Independence Living</b>
<b>Overview</b>	Disabled People and Carers, Information, Advice and Advocacy includes housing advice.
<b>Address</b>	Management Centre 1 Bayham Road West Ealing London W13 0TQ
<b>Phone number</b>	<b>020 8840 8717</b>
<b>Website</b>	<a href="http://www.ecil.org">http://www.ecil.org</a>

<b>Organisation</b>	<b>Age UK - Ealing</b>
<b>Overview</b>	Help with housing issues such as housing disrepair, housing move applications, neighbour disputes etc.
<b>Address</b>	135 Uxbridge Road West Ealing London W13 9AU
<b>Phone number</b>	<b>020 8567 8017</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/ealing/">http://www.ageuk.org.uk/ealing/</a>

<b>Organisation</b>	<b>Shelter London Housing Advice Appointment Service</b>
<b>Overview</b>	Shelter are specialists in housing advice and rights of tenure. If the client is eligible for legal aid, Shelter London's legal services offer advice and court representation in cases including possession hearings and evictions.
<b>Address</b>	Shelter offer outreach services in some boroughs. Please contact them for the latest information.
<b>Phone number</b>	<b>0344 515 1212</b>
<b>Website</b>	<a href="http://england.shelter.org.uk">http://england.shelter.org.uk</a>

<b>Organisation</b>	<b>Ealing Equality Council</b>
<b>Overview</b>	Advice on landlord/tenant disputes, private rental agreements, rent arrears, repossession, eviction, notice, disrepair, temporary accommodation, local authority banding, homelessness. Please note that we can give free initial advice to homeowners, but legal aid is not available for those who own a home, even if it's mortgaged.

<b>Address</b>	Lido Centre 63 Mattock Lane Ealing W13 5LA
<b>Phone number</b>	<b>020 8579 3861</b>
<b>Website</b>	<a href="http://ealingequalitycouncil.org.uk">http://ealingequalitycouncil.org.uk</a>

## Employment

<b>Organisation</b>	<b>Ealing Centre for Independence Living</b>
<b>Overview</b>	Disabled People and Carers information, Advice and Advocacy service includes support with job applications and CVs.
<b>Address</b>	Management Centre 1 Bayham Road West Ealing London W13 0TQ
<b>Phone number</b>	<b>020 8840 8717</b>
<b>Website</b>	<a href="http://www.ecil.org">http://www.ecil.org</a>

<b>Organisation</b>	<b>Middlesex Association for the Blind</b>
<b>Overview</b>	The employment service provides advice to those looking to return to work. They equip people with the skills and confidence to successfully apply for jobs and to develop their career. I.T. and Braille training provide skills and help with access to information and services.
<b>Address</b>	Suite 18 Freetrade House Lowther Road Stanmore Middlesex HA7 1EP
<b>Phone number</b>	<b>020 8423 5141</b>
<b>Website</b>	<a href="http://aftb.org.uk">http://aftb.org.uk</a>

<b>Organisation</b>	<b>Ealing Equality Council</b>
<b>Overview</b>	Advise on contracts, disputes, disciplinaries, grievances, dismissals, maternity rights, discrimination, harassment, redundancy
<b>Address</b>	Lido Centre

	63 Mattock Lane Ealing W13 5LA
<b>Phone number</b>	<b>020 8579 3861</b>
<b>Website</b>	<a href="http://ealingequalitycouncil.org.uk">http://ealingequalitycouncil.org.uk</a>

<b>Organisation</b>	<b>Ealing Mencap</b>
<b>Overview</b>	Part of Ealing Specialist Advice Service (ESAS) which can provide advice on employment – including access to work and advice about workplace adjustments
<b>Address</b>	The Lido Centre 63 Mattock Lane West Ealing London W13 9LA  Enterprise Lodge Stockdove Way Greenford Middlesex UB6 8TJ
<b>Phone number</b>	<b>020 8280 2222</b>
<b>Website</b>	<a href="http://www.ealingmencap.org.uk">http://www.ealingmencap.org.uk</a>

# Transport

<b>Organisation</b>	<b>Ealing Centre for Independence Living</b>
<b>Overview</b>	ShopMobility Ealing Shoppers with mobility problems, including the elderly, can use our scooters or wheelchairs in Ealing's town centre
<b>Address</b>	Management Centre 1 Bayham Road West Ealing London W13 0TQ
<b>Phone number</b>	<b>020 8840 8717</b>
<b>Website</b>	<a href="http://www.ecil.org">http://www.ecil.org</a>

<b>Organisation</b>	<b>Age UK - Ealing</b>
<b>Overview</b>	Help people access social activities, community groups and organisation in their area. Help them to find accessible local transport, and apply for items such as freedom passes, blue badge applications and taxi cards.
<b>Address</b>	135 Uxbridge Road West Ealing London W13 9AU
<b>Phone number</b>	<b>020 8567 8017</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/ealing/">http://www.ageuk.org.uk/ealing/</a>

<b>Organisation</b>	<b>Ealing Mencap</b>
<b>Overview</b>	Travel Buddy's help and support other people with learning disabilities, who cannot travel on their own, to travel more independently. The Travel Training Project teaches students with disabilities to travel independently on public transport to their school or college. Part of Ealing Specialist Advice Service (ESAS) which can provide advice on transport and travel – including Blue Badge applications
<b>Address</b>	The Lido Centre 63 Mattock Lane West Ealing London W13 9LA  Enterprise Lodge



	Stockdove Way Greenford Middlesex UB6 8TJ
<b>Phone number</b>	<b>020 8280 2222</b>
<b>Website</b>	<a href="http://www.ealingmencap.org.uk">http://www.ealingmencap.org.uk</a>

## Independent living and assistive technology

<b>Organisation</b>	<b>Ealing Centre for Independence Living</b>
<b>Overview</b>	Disabled People and Carers Information, Advice and Advocacy including mobility and equipment advice. Work in partnership with National Centre for Independent Living.
<b>Address</b>	Management Centre 1 Bayham Road West Ealing London W13 0TQ
<b>Phone number</b>	<b>020 8840 8717</b>
<b>Website</b>	<a href="http://www.ecil.org">http://www.ecil.org</a>

<b>Organisation</b>	<b>Middlesex Association for the Blind</b>
<b>Overview</b>	Direct support, advice and information to help those experiencing sight loss remain independent.
	Resource Centres: advice as well as allowing people to try out specialised equipment and technologies for the home and when out-and-about. The Association acts as a distributor for the British Wireless for the Blind Fund, supplying radio cassette and CD players directly to people who have sight loss. The sets are specially designed to be easy to operate by those with a visual impairment, offering a vital link to the outside world and allowing people to listen to talking newspapers, audio newsletters and books.
<b>Address</b>	Suite 18 Freertrade House Lowther Road Stanmore Middlesex HA7 1EP
<b>Phone number</b>	<b>020 8423 5141</b>
<b>Website</b>	<a href="http://aftb.org.uk">http://aftb.org.uk</a>

<b>Organisation</b>	<b>Ealing Mencap</b>
<b>Overview</b>	Positive About Independence (PAI) helps parents and families prepare their children for independence in the local community. They aim to increase knowledge and confidence and help is based on individual needs.
	<b>Part of Ealing Specialist Advice Service (ESAS) which can provide advice on assistive technology, aids and adaptations.</b>
<b>Address</b>	The Lido Centre 63 Mattock Lane West Ealing London W13 9LA  Enterprise Lodge Stockdove Way Greenford Middlesex UB6 8TJ
<b>Phone number</b>	<b>020 8280 2222</b>
<b>Website</b>	<a href="http://www.ealingmencap.org.uk">http://www.ealingmencap.org.uk</a>