



Support services for people with disabilities

These services are provided in the London Borough of Hammersmith



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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to info@Capitalise.org.uk

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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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

Benefits and grants

Organisation	Action on Disability
Overview	The Welfare Benefits Service provides free advice and assistance to all residents of Hammersmith and Fulham borough. The service is for all ages, including parents and carers of disabled children. Provide advice and assistance, up to Tribunal level, on Tax Credits, most Dept. for Work & Pensions (DWP) benefits, and some local authority ones. They can help maximise income by providing a thorough benefit check.
Address	Normand Croft Community School
Phone number	020 7471 8510
Website	https://actionondisability.org.uk

Organisation	People First
Overview	Provide information on benefits relevant to people with disabilities.
Address	2nd Floor Pink Zone, Kensington Town Hall, Horton street London W8 7NX
Phone number	020 7641 1444
Website	http://www.peoplefirstinfo.org.uk

Housing and utilities

Organisation	Hammersmith & Fulham Law Centre
Overview	Provide free legal advice and support on a range of housing issues to people in Hammersmith and Fulham.
Address	363 North End Road, Fulham, London SW6 1NW
Phone number	020 3080 0330
Website	http://hflaw.org.uk

Organisation	London Borough of Hammersmith & Fulham - Housing Advice
Overview	Contact for social housing, sheltered housing, details of local housing associations. Also have a collective purchasing scheme for energy. Contact their healthier Homes scheme if clients are living in a home that they

	cannot heat properly because it does not have adequate heating or insulation or the cost of heating is too high.
Address	Town Hall, London W6 9JU
Phone number	020 8753 4198
Website	https://www.lbhf.gov.uk

Employment

Organisation	Action on Disability
Overview	Offer an employment programme for 16-25 year olds with a learning difficulty.
Address	Normand Croft Community School
Phone number	020 7471 8510
Website	https://actionondisability.org.uk

Organisation	People First
Overview	Provide information on employment rights and learning opportunities for people with disabilities.
Address	2nd Floor Pink Zone, Kensington Town Hall, Horton street London W8 7NX
Phone number	020 7641 1444
Website	http://www.peoplefirstinfo.org.uk

Transport

Organisation	London Borough of Hammersmith & Fulham
Overview	Website provides information on Taxicard, Blue Badge parking, patient transport, Freedom Passes and mobility aids.
Address	Accessible Transport Team, Hammersmith & Fulham Direct Centre, 1st Floor Hammersmith Town Hall Extension, King Street, Hammersmith, W6 9JU
Phone number	020 8753 6681
Website	https://www.lbhf.gov.uk

Independent living and assistive technology

Organisation	Action on Disability
Overview	Have advocates who can assist with; are assessments and appeals, care charges, support to get services, Direct Payments problems, Problems with care packages or the agency providing care, and support to attend meetings.

	Also offer online and face-to-face training courses to boost IT skills and confidence.
Address	Normand Croft Community School
Phone number	020 7471 8510
Website	https://actionondisability.org.uk

Organisation	People First
Overview	Provide guidance and information on independent living, including grants for adaptations to peoples' homes. Have a list of services and products that can assist independent living.
Address	2nd Floor Pink Zone, Kensington Town Hall, Horton street London W8 7NX
Phone number	020 7641 1444
Website	http://www.peoplefirstinfo.org.uk

Organisation	London Borough of Hammersmith & Fulham - Housing Advice
Overview	Can make adaptations to homes of people with disabilities. Occupational Therapist will carry out an assessment of needs. It may be necessary to apply for a Disabled Facilities Grant to pay for the work (this is means tested).
Address	Town Hall, London W6 9JU
Phone number	020 8753 4198
Website	https://www.lbhf.gov.uk