



Support services for people with disabilities

These services are provided in the London Borough of Hillingdon



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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to info@Capitalise.org.uk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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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	Disablement Association of Hillingdon
Overview	Have a PIP factsheet or contact DASH directly.
Address	Wood End Centre Judge Heath Lane Hayes Middlesex UB3 2PB
Phone number	020 8848 8319
Website	http://dash.org.uk

Organisation	Age UK- Hillingdon
Overview	Ensure clients are claiming all the benefits they are entitled to. Can help people complete applications to ensure they don't lose out on money which is rightfully theirs.
Address	2 Chapel Court 126 Church Road Hayes UB3 2LW
Phone number	01895 544250
Website	http://www.ageuk.org.uk

Organisation	Middlesex Association for the Blind
Overview	Lots of information about the benefits and concessions clients may be entitled to, including those specifically for those who are partially sighted or blind.
Address	Suite 18 Freetrade House Lowther Road Stanmore Middlesex HA7 1EP
Phone number	020 8423 5141
Website	http://aftb.org.uk

Organisation	Hillingdon CAB
Overview	Full benefits advice. Online, over the phone or face to face. Can request advice in British Sign Language
Address	Hillingdon & Ealing Citizens Advice Key House 106 High Street Yiewsley Middlesex UB7 7BQ
Phone number	03448 487903
Website	http://www.hillingdoncab.org.uk

Organisation	London Borough of Hillingdon - Disabilities Services
Overview	Online resources on the different benefits, how to claim them and online benefits calculator.
Address	London Borough of Hillingdon Civic Centre High Street Uxbridge Middlesex UB8 1UW
Phone number	01895 556633
Website	https://www.hillingdon.gov.uk

Housing and utilities

Organisation	Disablement Association of Hillingdon
Overview	Provide a factsheet listing housing options for disabled people. Or you can contact DASH directly.
	Provide a factsheet on grants for disabled people including: <ul style="list-style-type: none"> • Discretionary Housing Payments (DHP) • Local Welfare Support Scheme (replaces the crisis loans and community care grants) • Disabled Facilities Grants are grants provided by the local authority to help with <ul style="list-style-type: none"> • the access needs of a disabled person. • Disabled Students Allowance • Access to Work which can provide practical and financial support to help people overcome barriers to starting or keeping a job.
Address	Wood End Centre Judge Heath Lane

	Hayes Middlesex UB3 2PB
Phone number	020 8848 8319
Website	http://dash.org.uk

Organisation	Age UK- Hillingdon
Overview	Offer support and advice through a house move. They can offer practical and emotional support at all stages of a move and for up to six weeks afterwards.
	Can advise on grants that disabled clients may be entitled to.
Address	2 Chapel Court 126 Church Road Hayes UB3 2LW
Phone number	01895 544250
Website	http://www.ageuk.org.uk

Organisation	Hillingdon CAB
Overview	Housing rights and responsibilities. Information about how to go about renting or buying a home or just finding somewhere to live. Advice on handling problems with landlords and help to avoid losing your home.
Address	Hillingdon & Ealing Citizens Advice Key House 106 High Street Yiewsley Middlesex UB7 7BQ
Phone number	03448 487903
Website	http://www.hillingdoncab.org.uk

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

Organisation	London Borough of Hillingdon - Disabilities Services
Overview	Hillingdon Council holds a series of monthly housing advice surgeries at children's centres across the borough. These surgeries are only for those with children under five years old.
	Info about housing grants, essential repair grants, disabled facilities grants and further info and links are provided.
Address	London Borough of Hillingdon Civic Centre High Street Uxbridge Middlesex UB8 1UW
Phone number	01895 556633
Website	https://www.hillingdon.gov.uk

Employment

Organisation	Disablement Association of Hillingdon
Overview	DASH set up work experience placements for individuals with disabilities in a wide range of environments
Address	Wood End Centre Judge Heath Lane Hayes Middlesex UB3 2PB
Phone number	020 8848 8319
Website	http://dash.org.uk

Organisation	Middlesex Association for the Blind
Overview	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.
Address	Suite 18 Freetrade House Lowther Road Stanmore Middlesex

	HA7 1EP
Phone number	020 8423 5141
Website	http://aftb.org.uk

Organisation	Hillingdon CAB
Overview	Advice and information on work and employment including common problems, when work comes to an end, discrimination etc. Can offer advice in British Sign Language.
Address	Hillingdon & Ealing Citizens Advice Key House 106 High Street Yiewsley Middlesex UB7 7BQ
Phone number	03448 487903
Website	http://www.hillingdoncab.org.uk

Transport

Organisation	Disablement Association of Hillingdon
Overview	Factsheet explaining: <ul style="list-style-type: none"> • Blue Badge Scheme • Free Road Tax Disc • Congestion Charge Exemption • Disabled Parking Bays • Carer's Permit • The Motability Scheme • Disabled Motoring UK
Address	Wood End Centre Judge Heath Lane Hayes Middlesex UB3 2PB
Phone number	020 8848 8319
Website	http://dash.org.uk

Organisation	Middlesex Association for the Blind
Overview	Info on their website answering questions around driving and getting around for those who are losing their sight.
Address	Suite 18 Freetrade House

	Lowther Road Stanmore Middlesex HA7 1EP
Phone number	020 8423 5141
Website	http://aftb.org.uk

Organisation	London Borough of Hillingdon - Disabilities Services
Overview	Links to information on travel permits, Blue Badge Scheme, London Taxicard Scheme or London Dial-a-Ride. These services have their own criteria.
Address	London Borough of Hillingdon Civic Centre High Street Uxbridge Middlesex UB8 1UW
Phone number	01895 556633
Website	https://www.hillingdon.gov.uk

Independent living and assistive technology

Organisation	Disablement Association of Hillingdon
Overview	Safe Places is a scheme which helps vulnerable people deal with difficult situations that make them feel scared or at risk whilst they are out and about in the community. This could be anything from being lost to losing a mobile phone or being harassed or bullied and help them to maintain their independence.
	Factsheet on various offerings including: Computers for the Disabled recycles old PCs and laptops to clients' specification. BT Basic is a low-cost line rental service for people on benefits. Ability Net, free computer help and IT support for disabled people. U Can Do It Project tuition to people with sensory, physical and age related disabilities who want to learn how to use a computer and the internet in their own home.
Address	Wood End Centre Judge Heath Lane

	Hayes Middlesex UB3 2PB
Phone number	020 8848 8319
Website	http://dash.org.uk

Organisation	Age UK- Hillingdon
Overview	Have a handyperson service. Homehelp. Support leaving hospital. Free falls prevention service for 65+
Address	2 Chapel Court 126 Church Road Hayes UB3 2LW
Phone number	01895 544250
Website	http://www.ageuk.org.uk

Organisation	Middlesex Association for the Blind
Overview	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.
Address	Suite 18 Freetrade House Lowther Road Stanmore Middlesex HA7 1EP
Phone number	020 8423 5141
Website	http://aftb.org.uk

Organisation	London Borough of Hillingdon - Disabilities Services
Overview	Equipment loan service to help maintain independence.
Address	London Borough of Hillingdon Civic Centre High Street Uxbridge Middlesex

	UB8 1UW
Phone number	01895 556633
Website	https://www.hillingdon.gov.uk