



## Support services for people with disabilities

These services are provided in the London Borough of Kensington and Chelsea



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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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

<b>Organisation</b>	<b>Action On Disability - Kensington &amp; Chelsea</b>
<b>Overview</b>	Information and advice line available between 9.3am and 5pm, Mon-Fri. Can advise on benefits for people with disabilities.
<b>Address</b>	Whitstable House, Silchester Road, London W10 6SB
<b>Phone number</b>	<b>020 8926 8888</b>
<b>Website</b>	<a href="http://adkc.org.uk">http://adkc.org.uk</a>

<b>Organisation</b>	<b>North Kensington Law Centre</b>
<b>Overview</b>	Have experienced caseworkers who provide advice on welfare benefits and can also help clients challenge unfair decisions.
<b>Address</b>	Unit 15, Baseline Studios, Whitchurch Rd, London W11 4AT
<b>Phone number</b>	<b>020 8969 7473</b>
<b>Website</b>	<a href="http://www.nklc.co.uk">http://www.nklc.co.uk</a>

<b>Organisation</b>	<b>Nucleus Legal Advice Centre</b>
<b>Overview</b>	Specialist team provide advice on welfare benefits including; Employment and Support Allowance, Disability Living Allowance and Personal Independence Payment.
<b>Address</b>	298 Old Brompton Road, London SW5 9JF
<b>Phone number</b>	<b>020 7373 4005</b>
<b>Website</b>	<a href="http://www.nucleus.org.uk">http://www.nucleus.org.uk</a>

<b>Organisation</b>	<b>Royal Borough of Kensington &amp; Chelsea</b>
<b>Overview</b>	Provide Disabled Facilities Grants for adaptations to people's homes. An assessment will take place to assess eligibility and needs.
<b>Address</b>	Town Hall, Hornton Street, London W8 7NX
<b>Phone number</b>	<b>020 7361 3000</b>
<b>Website</b>	<a href="https://www.rbkc.gov.uk">https://www.rbkc.gov.uk</a>

<b>Organisation</b>	<b>People First</b>
<b>Overview</b>	Provide information on benefits relevant to people with disabilities.

<b>Address</b>	2nd Floor Pink Zone, Kensington Town Hall, Horton street London W8 7NX
<b>Phone number</b>	<b>020 7641 1444</b>
<b>Website</b>	<a href="http://www.peoplefirstinfo.org.uk">http://www.peoplefirstinfo.org.uk</a>

## Housing and utilities

<b>Organisation</b>	<b>North Kensington Law Centre</b>
<b>Overview</b>	Only able to offer support with housing if the matter is in scope for legal aid. Can advise on rent arrears, eviction, and serious disrepair.
<b>Address</b>	Unit 15, Baseline Studios, Whitchurch Rd, London W11 4AT
<b>Phone number</b>	<b>020 8969 7473</b>
<b>Website</b>	<a href="http://www.nklc.co.uk">http://www.nklc.co.uk</a>

<b>Organisation</b>	<b>Nucleus Legal Advice Centre</b>
<b>Overview</b>	Specialist team provide advice on housing including: homelessness, housing options (both private and council), deposits, security of tenure, challenging possession and rent increases. They also have an in-depth knowledge of the housing benefit system.
<b>Address</b>	298 Old Brompton Road, London SW5 9JF
<b>Phone number</b>	<b>020 7373 4005</b>
<b>Website</b>	298 Old Brompton Road, London SW5 9JF

<b>Organisation</b>	<b>Royal Borough of Kensington &amp; Chelsea</b>
<b>Overview</b>	Website provides advice on applying for social housing and supported housing.
	Provide Healthier Homes scheme. It's an advice and referral service open to any resident but additional services such as grants and environmental health enforcement are dependent on individual circumstances. It includes; Central heating installations, upgrades and repairs Fuel debt advice, Energy Efficiency visits and referrals for disabled facilities grants.
<b>Address</b>	Town Hall, Hornton Street, London W8 7NX
<b>Phone number</b>	<b>020 7361 3000</b>
<b>Website</b>	<a href="https://www.rbkc.gov.uk">https://www.rbkc.gov.uk</a>

# Employment

<b>Organisation</b>	<b>North Kensington Law Centre</b>
<b>Overview</b>	Can advise on unfair dismissal, discrimination, redundancy, maternity or parental rights, health and safety, changes in working hours and conditions, unpaid wages, bullying and any other employment related matter.
<b>Address</b>	Unit 15, Baseline Studios, Whitchurch Rd, London W11 4AT
<b>Phone number</b>	<b>020 8969 7473</b>
<b>Website</b>	<a href="http://www.nklc.co.uk">http://www.nklc.co.uk</a>

<b>Organisation</b>	<b>Nucleus Legal Advice Centre</b>
<b>Overview</b>	Specialist employment advice team advise on: dismissals, group and individual redundancies, TUPE, compromise/settlement agreement and discrimination.
<b>Address</b>	298 Old Brompton Road, London SW5 9JF
<b>Phone number</b>	<b>020 7373 4005</b>
<b>Website</b>	<a href="http://www.nucleus.org.uk">http://www.nucleus.org.uk</a>

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

# Transport

<b>Organisation</b>	<b>Westway Community Transport</b>
<b>Overview</b>	Provide range of services including; transport to hospital appointments, mobility scooters, community transport and a transport service to shops.
<b>Address</b>	240 Acklam Road London W10 5YG
<b>Phone number</b>	<b>020 8964 4928</b>
<b>Website</b>	<a href="http://www.westwayct.org.uk">http://www.westwayct.org.uk</a>

<b>Organisation</b>	<b>Royal Borough of Kensington &amp; Chelsea</b>
<b>Overview</b>	The Blue Badge scheme does not apply in central London - this includes Kensington and Chelsea, Westminster, City of London and parts of Camden. For more information about the Central London exemption, visit the Blue Badge

	London website. The Royal Borough of Kensington and Chelsea has its own Purple Badge scheme to help residents and workers with disabilities park in the Borough, details can be found on their website.
<b>Address</b>	Town Hall, Hornton Street, London W8 7NX
<b>Phone number</b>	<b>020 7361 3000</b>
<b>Website</b>	<a href="https://www.rbkc.gov.uk">https://www.rbkc.gov.uk</a>

## Independent living and assistive technology

<b>Organisation</b>	<b>Action On Disability - Kensington &amp; Chelsea</b>
<b>Overview</b>	Provide a service to help people manage their Personal Budgets for care. Information and advice line available between 9.3am and 5pm, Mon-Fri. Can advise on independent living (such as suitable equipment).
<b>Address</b>	Whitstable House, Silchester Road, London W10 6SB
<b>Phone number</b>	<b>020 8926 8888</b>
<b>Website</b>	<a href="http://adkc.org.uk">http://adkc.org.uk</a>

<b>Organisation</b>	<b>The Advocacy Project</b>
<b>Overview</b>	Advocacy service which can help people; plan for meetings, draft correspondence, communicate with professionals and raise issues. They can accompany clients to meetings.
<b>Address</b>	73 St. Charles Square London W10 6ES
<b>Phone number</b>	<b>020 8969 3000</b>
<b>Website</b>	<a href="http://www.advocacyproject.org.uk">http://www.advocacyproject.org.uk</a>

<b>Organisation</b>	<b>Equal People Mencap</b>
<b>Overview</b>	Provide help with personal care (charged for).
<b>Address</b>	73 St. Charles Square London W10 6ES
<b>Phone number</b>	<b>020 8964 0344</b>
<b>Website</b>	<a href="http://www.equalpeplemencap.org.uk">http://www.equalpeplemencap.org.uk</a>

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