



## Support services for people with disabilities

These services are provided in the London Borough of Newham



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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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>Stratford Advice Arcade</b>
<b>Overview</b>	Offer a range of advice and information services all under one roof - covering debt, welfare benefit advice, housing, employment, advocacy & others.
<b>Address</b>	Stratford Advice Arcade, 107-109 The Grove, Stratford, London, E15 1HP
<b>Phone number</b>	<b>020 8221 1995</b>
<b>Website</b>	<a href="http://www.stratfordadvicearcade.org.uk">http://www.stratfordadvicearcade.org.uk</a>

<b>Organisation</b>	<b>Community Links</b>
<b>Overview</b>	Provide a free advice service on welfare benefits, debts, & housing - including, form filling, Tribunal representation & utilities advice.
<b>Address</b>	105 Barking Road, Canning Town, London, E16 4HQ
<b>Phone number</b>	<b>020 7473 2270</b>
<b>Website</b>	<a href="http://www.community-links.org">http://www.community-links.org</a>

<b>Organisation</b>	<b>London Borough of Newham - Adult Social Care</b>
<b>Overview</b>	Council provides face-to-face advice on welfare benefits.
<b>Address</b>	Newham Dockside, 1000 Dockside, London E16 2QU
<b>Phone number</b>	<b>020 8430 2000 option 2</b>
<b>Website</b>	<a href="https://adultsocialcare.newham.gov.uk">https://adultsocialcare.newham.gov.uk</a>

<b>Organisation</b>	<b>DeafPLUS -East London</b>
<b>Overview</b>	Offer advice, information & support on a range of welfare benefits & disability benefits.
<b>Address</b>	1st Floor, Trinity Centre, Key Close, London E1 4HG
<b>Phone number</b>	<b>020 7790 6147</b>
<b>Website</b>	<a href="http://www.deafplus.org">http://www.deafplus.org</a>

<b>Organisation</b>	<b>London Borough of Newham - Adult Social Care</b>
<b>Overview</b>	The Council may provide Disabled Facilities Grants (DFGs) depending on assessment outcome. DFGs enable clients to meet the cost of adaptations to their homes. DFGs are available to private tenants and people who own their own home.
<b>Address</b>	Newham Dockside, 1000 Dockside, London E16 2QU

<b>Phone number</b>	<b>020 8430 2000 option 2</b>
<b>Website</b>	<a href="https://adultsocialcare.newham.gov.uk">https://adultsocialcare.newham.gov.uk</a>

## Housing and utilities

<b>Organisation</b>	<b>Stratford Advice Arcade</b>
<b>Overview</b>	The Advice Arcade offers a range of advice and information services all under one roof - covering debt, welfare benefit advice, housing, employment, advocacy & others.
<b>Address</b>	Stratford Advice Arcade, 107-109 The Grove, Stratford, London, E15 1HP
<b>Phone number</b>	<b>020 8221 1995</b>
<b>Website</b>	<a href="http://www.stratfordadvicearcade.org.uk">http://www.stratfordadvicearcade.org.uk</a>

<b>Organisation</b>	<b>Community Links</b>
<b>Overview</b>	Advice on repairs, homelessness, problems with estate agents, rehousing and neighbour disputes
<b>Address</b>	105 Barking Road, Canning Town, London, E16 4HQ
<b>Phone number</b>	<b>020 7473 2270</b>
<b>Website</b>	<a href="http://www.community-links.org">http://www.community-links.org</a>

<b>Organisation</b>	<b>London Borough of Newham - Adult Social Care</b>
<b>Overview</b>	Information & advice on residential care, sheltered schemes and supported living.
<b>Address</b>	Newham Dockside, 1000 Dockside, London E16 2QU
<b>Phone number</b>	<b>020 8430 2000 option 2</b>
<b>Website</b>	<a href="https://adultsocialcare.newham.gov.uk">https://adultsocialcare.newham.gov.uk</a>

<b>Organisation</b>	<b>London Borough of Newham - Housing Advice</b>
<b>Overview</b>	Advice and information on applying for social housing, homelessness, housing options, landlord & tenant issues.
<b>Address</b>	East London Town Hall Annexe, 330-354 Barking Road, London E6 2RT
<b>Phone number</b>	<b>020 8430 2000</b>
<b>Website</b>	<a href="https://www.newham.gov.uk">https://www.newham.gov.uk</a>

## Employment

<b>Organisation</b>	<b>Community Links</b>
<b>Overview</b>	Provide advice on pay disputes, discrimination & dismissal.
<b>Address</b>	105 Barking Road, Canning Town, London, E16 4HQ

<b>Phone number</b>	<b>020 7473 2270</b>
<b>Website</b>	<a href="http://www.community-links.org">http://www.community-links.org</a>

<b>Organisation</b>	<b>London Borough of Newham - Adult Social Care</b>
<b>Overview</b>	Newham Workplace offer advice to people with disability on; employment, training and starting a business.
<b>Address</b>	Newham Dockside, 1000 Dockside, London E16 2QU
<b>Phone number</b>	<b>020 8430 2000 option 2</b>
<b>Website</b>	<a href="https://adultsocialcare.newham.gov.uk">https://adultsocialcare.newham.gov.uk</a>

## Transport

<b>Organisation</b>	<b>London Borough of Newham - Adult Social Care</b>
<b>Overview</b>	Advice on blue badge, disabled parking permits, Motability and freedom passes.
<b>Address</b>	Newham Dockside, 1000 Dockside, London E16 2QU
<b>Phone number</b>	<b>020 8430 2000 option 2</b>
<b>Website</b>	<a href="https://adultsocialcare.newham.gov.uk">https://adultsocialcare.newham.gov.uk</a>

## Independent living and assistive technology

<b>Organisation</b>	<b>London Borough of Newham - Adult Social Care</b>
<b>Overview</b>	Provide an enablement service to support clients to learn/relearn how to perform everyday tasks.
	Advice on technology & equipment is provided by: Newham Network Telecare Service - 020 8534 8626
<b>Address</b>	Newham Dockside, 1000 Dockside, London E16 2QU
<b>Phone number</b>	<b>020 8430 2000 option 2</b>
<b>Website</b>	<a href="https://adultsocialcare.newham.gov.uk">https://adultsocialcare.newham.gov.uk</a>

<b>Organisation</b>	<b>DeafPLUS -East London</b>
<b>Overview</b>	Offers advice, information & support on a wide ranging of issues affecting deaf people including information on technology to promote independence.
<b>Address</b>	1st Floor, Trinity Centre, Key Close, London E1 4HG
<b>Phone number</b>	<b>020 7790 6147</b>
<b>Website</b>	<a href="http://www.deafplus.org">http://www.deafplus.org</a>