



## Support services for people with disabilities

These services are provided in the London Borough of Richmond



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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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	Richmond Aid
<b>Overview</b>	<p>Richmond AID provides a Benefits Advice Service designed to help disabled people and people with long-term or terminal conditions to get their benefit entitlements. The service is a free for people receiving or applying for disability benefits in the London Borough of Richmond upon Thames. They can meet people face to face, arrange for telephone consultations or carry out home visits and advice includes:</p> <ul style="list-style-type: none"> <li>• Checks on eligibility and entitlement</li> <li>• Information on how to apply</li> <li>• Assistance with filling in all benefits forms</li> <li>• Details and information on how to challenge a decision</li> </ul>
<b>Address</b>	<p>Richmond AID            Disability Action &amp; Advice Centre (DAAC)            4 Waldegrave Road            Teddington            TW11 8HT</p>
<b>Phone number</b>	<b>020 8831 6070</b>
<b>Website</b>	<a href="http://www.richmondaid.org.uk">http://www.richmondaid.org.uk</a>

Organisation	Age UK - Richmond
<b>Overview</b>	<p>Work with the Adult &amp; Community Services Department of the London Borough of Richmond upon Thames. Provides advice on welfare benefits and also on other services concerning people over state pension age that may improve their quality of life.</p> <ul style="list-style-type: none"> <li>• Face-to-face benefits advice to people over state pension age in their own homes</li> <li>• Face-to-face benefits advice by appointment (Parkway House, Sheen Lane, East Sheen, London SW14 8LS)</li> <li>• Follow-up discussions to determine if additional help is needed</li> </ul>
	<p>Advice service includes help applying for grants for essential items.</p>
<b>Address</b>	<p>Richmond upon Thames            Suite 301            3rd Floor Parkway House</p>

	Sheen Lane East Sheen London SW14 8LS
<b>Phone number</b>	<b>020 8878 3073</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk">http://www.ageuk.org.uk</a>

<b>Organisation</b>	<b>South West London Law Centre</b>
<b>Overview</b>	Can help clients apply to the Thames Trust Fund which has been set up to help customers of Thames Water in difficult circumstances to clear their debts.
<b>Address</b>	South West London Law Centres - Kingston & Richmond Ground Floor Siddeley House 50 Canbury Park Road Kingston Upon Thames KT2 6LX
<b>Phone number</b>	<b>020 8767 2777</b>
<b>Website</b>	<a href="http://www.swllc.org">http://www.swllc.org</a>

<b>Organisation</b>	<b>Richmond Mind</b>
<b>Overview</b>	Richmond Borough Mind is working in partnership with Richmond AID to help people manage their money and debt issues. Teams of Money Advisors are available to advise disabled people, older people and people with long-term health conditions in the borough including applying for grants.
<b>Address</b>	Richmond Healthcare Hamlet Kew Foot Road Richmond Surrey TW9 2TE
<b>Phone number</b>	<b>020 3313 3404</b>
<b>Website</b>	<a href="http://www.rbmind.org">http://www.rbmind.org</a>

## Housing and utilities

<b>Organisation</b>	<b>South West London Law Centre</b>
<b>Overview</b>	If client is eligible can advise on: <ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Disrepair</li> <li>• Eviction</li> <li>• Repossession</li> </ul>

	<ul style="list-style-type: none"> <li>• Housing Court Duty Scheme</li> <li>• Rent Deposit Clinic</li> </ul> <p>Specialist legal advisers attend the court on the days when repossession cases are being heard. These advisers are available to all tenants or mortgage-holders facing eviction or repossession – regardless of income – who have a hearing listed on that day.</p>
	Debt advice includes required advice on utilities suppliers, debts and helping clients apply to trusts for help with energy costs if applicable.
<b>Address</b>	South West London Law Centres - Kingston & Richmond Ground Floor Siddeley House 50 Canbury Park Road Kingston Upon Thames KT2 6LX
<b>Phone number</b>	<b>020 8767 2777</b>
<b>Website</b>	<a href="http://www.swllc.org">http://www.swllc.org</a>

<b>Organisation</b>	<b>Richmond Aid</b>
<b>Overview</b>	Provide up-to-date information on all aspects of disability including housing. Clients include disabled people, families, friends, relatives, carers, students, professionals and other voluntary organisations.
	Run a 'Winter Wellbeing' campaign to help Richmond residents prepare for the winter (with NHS Richmond and Age UK Richmond) including information on how to reduce utility bills.
<b>Address</b>	Richmond AID Disability Action & Advice Centre (DAAC) 4 Waldegrave Road Teddington TW11 8HT
<b>Phone number</b>	<b>020 8831 6070</b>
<b>Website</b>	<a href="http://www.richmondaid.org.uk">http://www.richmondaid.org.uk</a>

<b>Organisation</b>	<b>Age UK - Richmond</b>
<b>Overview</b>	Help with switching and meter readings when moving home.
<b>Address</b>	Richmond upon Thames Suite 301 3rd Floor Parkway House Sheen Lane East Sheen

	London SW14 8LS
<b>Phone number</b>	<b>020 8878 3073</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk">http://www.ageuk.org.uk</a>

## Employment

<b>Organisation</b>	<b>Richmond Aid</b>
<b>Overview</b>	Job clubs, volunteering and education opportunities.
<b>Address</b>	Richmond AID Disability Action & Advice Centre (DAAC) 4 Waldegrave Road Teddington TW11 8HT
<b>Phone number</b>	<b>020 8831 6070</b>
<b>Website</b>	<a href="http://www.richmondaid.org.uk">http://www.richmondaid.org.uk</a>

## Transport

<b>Organisation</b>	<b>Richmond Aid</b>
<b>Overview</b>	Travel Buddies is a free service to foster independence amongst young people with disabilities and additional needs through supporting them to develop the skills and confidence to use public transport and access local activities.
<b>Address</b>	Richmond AID Disability Action & Advice Centre (DAAC) 4 Waldegrave Road Teddington TW11 8HT
<b>Phone number</b>	<b>020 8831 6070</b>
<b>Website</b>	<a href="http://www.richmondaid.org.uk">http://www.richmondaid.org.uk</a>

## Independent living and assistive technology

<b>Organisation</b>	<b>Richmond Aid</b>
<b>Overview</b>	Aim to provide services to help people to live as independently as possible within the community. Peer group befriending Social activities and social centres Lunch clubs

	Exercise and well-being opportunities Support groups for people with dementia and their carers Support and activities for older people Support groups for people who have a neurological condition like Multiple Sclerosis, Parkinson's Disease or who have had a stroke.
	Provide up-to-date information on all aspects of disability including aids and adaptations and equipment.
<b>Address</b>	Richmond AID Disability Action & Advice Centre (DAAC) 4 Waldegrave Road Teddington TW11 8HT
<b>Phone number</b>	<b>020 8831 6070</b>
<b>Website</b>	<a href="http://www.richmondaid.org.uk">http://www.richmondaid.org.uk</a>

<b>Organisation</b>	<b>Age UK - Richmond</b>
<b>Overview</b>	Support depends on the persons specific needs including shopping, help around the home with housework or handy person jobs and assistance.
	Offer 4 to 6 week courses for beginners and improvers, as well as regular workshops and computer drop-in sessions on computers and new technology.
<b>Address</b>	Richmond upon Thames Suite 301 3rd Floor Parkway House Sheen Lane East Sheen London SW14 8LS
<b>Phone number</b>	<b>020 8878 3073</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk">http://www.ageuk.org.uk</a>

<b>Organisation</b>	<b>Richmond Mind</b>
<b>Overview</b>	Offer many wellbeing services and drop ins as well as advice to encourage independent living.
<b>Address</b>	Richmond Healthcare Hamlet Kew Foot Road Richmond Surrey TW9 2TE
<b>Phone number</b>	<b>020 3313 3404</b>
<b>Website</b>	<a href="http://www.rbmind.org">http://www.rbmind.org</a>