



## Support services for people with disabilities

These services are provided in the London Borough of Tower Hamlets



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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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>Mind in Tower Hamlet &amp; Newham</b>
<b>Overview</b>	Welfare benefit advice for residents in Tower Hamlets who have experienced mental health difficulties.
<b>Address</b>	13 Whitehorn Street, London E3 4DA
<b>Phone number</b>	<b>020 7510 1081</b>
<b>Website</b>	<a href="http://www.mithn.org.uk">http://www.mithn.org.uk</a>

<b>Organisation</b>	<b>deafPLUS East London</b>
<b>Overview</b>	Provide 1-1 confidential information and advice (including via British Sign Language) on welfare benefits. Offers information on charitable grants.
<b>Address</b>	1st Floor, Trinity Centre, Key Close, London E1 4HG
<b>Phone number</b>	<b>020 7790 8478</b>
<b>Website</b>	<a href="http://www.deafplus.org">http://www.deafplus.org</a>

<b>Organisation</b>	<b>Tower Hamlets Law Centre</b>
<b>Overview</b>	Provide specialist welfare benefit advice for those who live or work in Tower Hamlets.
<b>Address</b>	789 Commercial Road, London E14 7HG
<b>Phone number</b>	<b>020 7538 4909</b>
<b>Website</b>	<a href="http://thlc.co.uk">http://thlc.co.uk</a>

## Housing and utilities

<b>Organisation</b>	<b>Toynbee Hall</b>
<b>Overview</b>	Housing advice for tenants in the public and private sectors. Landlords and tenant issues, council house provision, eviction, disrepair.
<b>Address</b>	The Community Centre, 52 Old Castle Street, London E1 7AJ
<b>Phone number</b>	<b>020 7247 6943</b>
<b>Website</b>	<a href="http://www.toynbeehall.org.uk">http://www.toynbeehall.org.uk</a>

<b>Organisation</b>	<b>London Borough of Tower Hamlets - Housing Advice &amp; Options Team</b>
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<b>Overview</b>	Housing Advice & Options Team provide advice & info on homelessness, landlord & tenancy issues, private housing, applying for social housing, advice & help in looking for a home and temporary accommodation.
<b>Address</b>	Town Hall, Mulberry Place, 5 Clove Street, London E14 2BG
<b>Phone number</b>	<b>020 7364 5020</b>
<b>Website</b>	<a href="http://www.towerhamlets.gov.uk">http://www.towerhamlets.gov.uk</a>

<b>Organisation</b>	<b>Tower Hamlets Law Centre</b>
<b>Overview</b>	Provide specialist housing advice for those who work & live in Tower Hamlets.
<b>Address</b>	789 Commercial Road, London E14 7HG
<b>Phone number</b>	<b>020 7538 4909</b>
<b>Website</b>	<a href="http://thlc.co.uk">http://thlc.co.uk</a>

<b>Organisation</b>	<b>Tower Hamlets Council - Adult Social Care</b>
<b>Overview</b>	Information & advice on residential care, sheltered schemes and supported living.
<b>Address</b>	Town Hall, Mulberry Place, 5 Clove Street, London E14 2BG
<b>Phone number</b>	<b>020 7001 2175</b>
<b>Website</b>	<a href="http://www.towerhamlets.gov.uk">http://www.towerhamlets.gov.uk</a>

## Employment

<b>Organisation</b>	<b>Toynbee Hall</b>
<b>Overview</b>	Provide advice regarding dismissal, redundancy, discrimination, unpaid wages & claims for employment tribunal.
<b>Address</b>	The Community Centre, 52 Old Castle Street, London E1 7AJ
<b>Phone number</b>	<b>020 7247 6943</b>
<b>Website</b>	<a href="http://www.toynbeehall.org.uk">http://www.toynbeehall.org.uk</a>

<b>Organisation</b>	<b>deafPLUS East London</b>
<b>Overview</b>	deafPLUS in Partnership with Real DDPO provide employment support to Deaf and hard of hearing people, living in Tower Hamlets.
<b>Address</b>	1st Floor, Trinity Centre, Key Close, London E1 4HG
<b>Phone number</b>	<b>020 7790 8478</b>
<b>Website</b>	<a href="http://www.deafplus.org">http://www.deafplus.org</a>

# Transport

<b>Organisation</b>	<b>London Borough of Tower Hamlets - Housing Advice &amp; Options Team</b>
<b>Overview</b>	Council website provides info on transport & accessibility issues. Advice on blue badge, parking permits & freedom passes and companion badge.
<b>Address</b>	Town Hall, Mulberry Place, 5 Clove Street, London E14 2BG
<b>Phone number</b>	<b>020 7364 5020</b>
<b>Website</b>	<a href="http://www.towerhamlets.gov.uk">http://www.towerhamlets.gov.uk</a>

# Independent living and assistive technology

<b>Organisation</b>	<b>London Borough of Tower Hamlets - Housing Advice &amp; Options Team</b>
<b>Overview</b>	Council website provides info on specialised equipment and adaptations to help people with disability remain independent in their own homes
<b>Address</b>	Town Hall, Mulberry Place, 5 Clove Street, London E14 2BG
<b>Phone number</b>	<b>020 7364 5020</b>
<b>Website</b>	<a href="http://www.towerhamlets.gov.uk">http://www.towerhamlets.gov.uk</a>

<b>Organisation</b>	<b>The Carers Centre</b>
<b>Overview</b>	Offer information, support and advice on all issues affecting carers including adaptations and handyman service.
<b>Address</b>	21 Brayford Square, London E1 0SG
<b>Phone number</b>	<b>020 7790 1765</b>
<b>Website</b>	<a href="http://www.carerscentretowerhamlets.org.uk">http://www.carerscentretowerhamlets.org.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 8478</b>
<b>Website</b>	<a href="http://www.deafplus.org">http://www.deafplus.org</a>