



Support services for people with disabilities

These services are provided in the City of London



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**
- **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 If you feel any services should be added, or if you find that details have become out-of-date, please email details to info@Capitalise.org.uk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 If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to: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	City of London - Adult Social Care
Overview	Offer initial assessment of needs and eligibility. Provide information on services by the Corporation & by other organisations.
Address	Department of Community & Children's Services, Guildhall, North Wing, PO Box 270, London EC2 2EJ
Phone number	020 7332 1224
Website	https://www.cityoflondon.gov.uk

Organisation	City of London - Housing Advice
Overview	Advice on benefit entitlements for tenants in social housing.
Address	Guildhall, PO Box 270, London, EC2P 2EJ
Phone number	020 7332 1237
Website	https://www.cityoflondon.gov.uk

Organisation	City Advice - Toynbee Hall
Overview	Provide free impartial advice on benefit issues to help people understand what benefits they are entitled to and assist in challenging benefits decisions.
Address	52 Old Castle Street, London E1 7AJ
Phone number	020 7392 2953
Website	http://www.toynbeehall.org.uk

Housing and utilities

Organisation	City of London - Housing Advice
Overview	The Housing Needs Team provide advice on application for social housing, overcrowding, transfers and housing for older people.
Address	Guildhall, PO Box 270, London, EC2P 2EJ
Phone number	020 7332 1237
Website	https://www.cityoflondon.gov.uk

Employment

Organisation	City Advice - Toynbee Hall
Overview	Advise on topics including; rights at work, discrimination, redundancy, dismissal, pay, tax and the minimum wage.
Address	52 Old Castle Street, London E1 7AJ
Phone number	020 7392 2953
Website	http://www.toynbeehall.org.uk

Transport

Organisation	Transport for All
Overview	Run a transport helpline for London's older and disabled transport users. Can answer questions on Taxicard, Dial-a-Ride, Blue Badges, as well as how to get from A to B on public transport without using stairs.
Address	336 Brixton Road, London SW9 7AA
Phone number	020 7737 2339
Website	http://www.transportforall.org.uk

Independent living and assistive technology

Organisation	Penderels Trust
Overview	Offer advice, guidance and practical solutions to enable people with disabilities and older people to live independently in their own homes, to achieve their goals in life and to help them play an active part in their community. Work in partnership with City of London Council to support adults and children who receive a direct payment to get the most out of their care money and to achieve their goals. Support areas include recruiting a personal assistant and choosing a care package/agency. Website also includes FAQs on personal health budgets.
Address	Alperton House, 5th Floor Suite 12, Bridgewater Road, Wembley, HA0 1EH
Phone number	020 8629 5980
Website	http://www.penderelstrust.org.uk