



# advice service directory



2008 revised edition

Economic Development Office



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# Introduction

The Advice Services Directory has been produced by the Council's Economic Development Office to provide Borough residents with information about local, regional and national advice providers. The vast majority of these sources are independent of public bodies and provide impartial advice.

The Council funds the Wandsworth Citizen's Advice Bureaux to provide the local Wandsworth Advice Service. In addition, you will see from this directory, there are also many other specialist agencies out there who can help you with a huge range of personal problems.

This second edition represents 'work in progress'. I would be grateful for any feedback you may care to give about the content (see feedback questionnaire on Page 135). Please let us know of any other good agencies we should add to this Directory.

I would like to thank my colleagues at Wandsworth Citizens Advice Bureaux and Age Concern Wandsworth for their contributions to the Directory.

## **Cllr Maurice Heaster**

Deputy Leader, Wandsworth Council  
September 2008

## **Contact**

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Website: [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

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September 2008

The advice services in Wandsworth provide an extensive range of support to local residents. Wandsworth Council funds the Wandsworth Citizen Advice Bureaux (WCABx) to provide generalist advice on many varied issues to residents of Wandsworth.

WCABx plays a pivotal role in empowering people to face their problems, whether this is through a high level of support or providing the tools and skills to go it alone.

Debt is a major concern facing Wandsworth residents and many have never completed a simple budget sheet or been brave enough to take on their creditors. This means that the creditors keep the upper hand and some use undue pressure to bully people into settling debts that they cannot afford. The amount of debt we each have needs to be controlled and embraced, it happens to nearly everyone at some point in their life.

WCABx are second to none in helping people to come to terms with the benefits system. With more than 40 different benefits and varying payment levels for each, even the simplest application for benefit can be a minefield. WCABx provides basic information to vulnerable members of the community. For example, did you know that a 60-year-old pensioner with less than £8,000 in savings is entitled to at least £119.05 per week from state and other pensions, topped up with Pension Credit. This Pension Credit then entitles the same person the full Housing Benefit and Council Tax Benefit and, if they are a home owner, help with housing costs like service charges.

The benefits system is changing so if you are wondering about your benefits or entitlements to tax credits, pop into your local Citizens Advice or if you have access to the internet, try a website like [www.entitledto.co.uk](http://www.entitledto.co.uk) and just enter in your details and check what you should get.

Apart from people with benefit problems, debts which are ruining their lives, WCABx give advice on many other topics. Another popular source of client misery is consumer law where people have failed to read the contract to purchase goods and services before they sign. Mobile phone and broadband are high on the list of trouble makers, closely followed by the numerous utility companies. Please remember the following:

- If you already have a contract with a company, they may cold call you and use the fact you are a customer to sign you to a new product if you agree verbally over the phone. A contract does not have to be in writing.
- Your signature is your bond. Never sign without reading the full contract and ask for anything you do not understand to be explained, re-written and added to the contract before you sign.
- If you sign up for a service for 12 months or 18 months, you have signed up for a service for this length of time. If you cancel the agreement you will face compensating the company for any expenses they incur which could range from a cancellation fee to the bill for the whole contract. The law is on their side.
- Never cancel a contract if you can find a situation where the supplier is in breach. This means that if they have failed to provide something or sent out shoddy goods, they are breaking the Sale of Goods and Services Act and in breach of the law. The contract will be very difficult for the supplier to enforce.

The Citizens Advice Bureau Service works to fulfil two aims. To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively. Equally, Citizens Advice Bureau exercises an influence on the development of social policies, both locally and nationally to bring about reforms in law and society as a whole.

The advice given by the Bureaux is free, independent, impartial and confidential.

## **Wandsworth Citizens Advice Bureaux**

Wandsworth Citizens Advice Bureaux deal with over 10,000 enquiries each year. These are from residents in Wandsworth who come from all walks of life. They aim to provide a confidential support service that helps clients to resolve their problems and worries, whether it is through intervention with third parties or by providing advice and assistance where necessary.

The following case studies show some of the ways in which Citizens Advice can help you.

Mrs X attended a bureau on an initial advice session. She had been in an abusive relationship for several years and had come to the point where she could not face going back to her abuser. The bureau acted with other local agencies to provide her and her children with accommodation. They organised for her to have support and someone to talk to and they sorted out her benefits and organised for her to get interim payments whilst the paperwork was being dealt with. We have had no further direct contact with Mrs X, but are told that her and her children are doing well.

Mrs Y was heavily in debt. She did something stupid at work to try to get money and this backfired and left her with no job and no reference. She turned up at a bureau £20,000 in debt and very upset. The advisor contacted the client's employer to try to get her job back but the nature of the offence meant that this was not going to happen. The employer had used the disciplinary procedures correctly and there was no breach in process. The advisor negotiated with the employer and the latter admitted that Miss Y had been a conscientious employee. It was agreed that the employer would provide a reference detailing her strong points and not release the reason for her dismissal unless he was forced to do so.

The bureau then helped Miss Y with her debts. They helped her to prioritise which needed to be paid as emergencies, i.e. rent and utilities and which could be offered token payments whilst she was unemployed. They helped her to apply for benefits and appealed the sanction given against her Job Seeker's Allowance.

Miss Y is now handling her debts and on low repayments with her credit cards and unsecured loan. She has completed a college course and is looking to start her own business.

**Olufemi Oluleye**  
(Chief Executive Officer)

**Kirsty Epps**  
(Deputy Manager/Advice Session  
Supervisor – Roehampton Bureau)

## Wandsworth CABx Opening Hours

Advice Services in Wandsworth	Mon	Tues	Weds	Thurs	Fri
<b>Battersea Bureau</b> 14 York Road SW11 3QA	10.00 – 12.00	10.00 – 12.00	2:00 – 4:00	10.00 – 12.00	10.00 – 12.00
<b>Roehampton Bureau</b> 166 Roehampton Lane, SW15 4HR	10.00 – 12.00	1.00 – 3.00	10.00 – 12.00	1.00 – 3.00	CLOSED
<b>Balham &amp; Tooting Bureau</b> 4th Floor Bedford House 215 Balham High Road SW17 7BQ	10.00 – 12.30	10.00 – 1:00	10.00 – 1.00	2.00 – 4.00	10.00 – 1.00

**Tel: (020) 8682 3766 (for enquiries only – not advice)**

**Email: [enquiries@wandsworthcab.org.uk](mailto:enquiries@wandsworthcab.org.uk)**

## Action for Prisoners' Families

**Tel:** (020) 8812 3600,  
0808 808 2003 – Free phone helpline Mon-Fri: 9.30am – 5.00pm  
(Mon: 6pm–8pm)  
**Fax:** (020) 8871 0473  
**Email:** [info@actionpf.org.uk](mailto:info@actionpf.org.uk)  
**Website:** [www.actionpf.org.uk](http://www.actionpf.org.uk)

London Head Office, Unit 21 Carlson Court, 116 Putney Bridge Road, London SW15 2NQ  
Action for Prisoners' Families promotes the just treatment of prisoners' families by the prison system and society across the UK. It encourages the development of, and acts as a voice for, organisations providing support to these families.

## Age Concern Wandsworth

**Tel:** (020) 8877 8940  
**Fax:** (020) 8877 8954  
**Email:** [info@acwandsworth.org.uk](mailto:info@acwandsworth.org.uk)  
**Website:** [www.aclondon.org.uk/index.cfm?id=1947](http://www.aclondon.org.uk/index.cfm?id=1947)  
**Address:** 549 Old York Road, Wandsworth, SW18 1TQ

The First Stop Information Service offers information on a wide range of topics of interest to older people including money and benefits, housing, community care, health and disability, and consumer issues. The First Stop team can also signpost people to other Age Concern services or other local advice agencies.

Pension Service advice sessions: Monday drop-in: 10:00am to 12 noon and Thursday afternoons by appointment 1:00pm to 4:00pm. TaxHelp sessions – independent tax advice for older people on a low income. By appointment.

Opening Times: 10am – 4pm Monday to Friday. Facilities: Disabled Access.  
Service Users: Older People over 60.

## Balham Community Centre

**Tel:** (020) 8673 4350  
**Tel:** (020) 8767 9857 (Counselling Referrals)  
**Email:** [Jackie@balhamcommunitycentre.org](mailto:Jackie@balhamcommunitycentre.org)  
**Address:** 91 Bedford Hill, SW12 9HE

Offers information to families of children with or without disabilities. Also latchkey Schools Out Club, holiday day-care, counselling, home school support service, youth club & youth groups. Ring for details, opening times: Monday to Friday 10.00am – 6.00pm.

## Battersea Alcohol Service (Turning Point)

**Tel:** (020) 7228 0585

**Website:** [www.turning-point.co.uk](http://www.turning-point.co.uk)

**Address:** Edward Wilson House, 29 Prince of Wales Drive, Battersea, SW11 4SH

Offers information to families of children with or without disabilities. Also latchkey Schools Out Club, holiday day-care, counselling, home school support service, youth club & youth groups. Ring for details, opening times: Monday to Friday 10.00am – 6.00pm.

## Battersea Reference Library

**Tel:** (020) 8871 7467

**Website:** [www.wandsworth.gov.uk/Home/LeisureandTourism/Libraries/Details.htm](http://www.wandsworth.gov.uk/Home/LeisureandTourism/Libraries/Details.htm)

**Address:** 121 Altenburg Gardens, London, SW11 1JQ

Public library open to all customers. Provides access to information about any subject interest. There are extensive resources on law, business and government, art and humanities, education, plus telephone directories, textbooks, newspapers, maps and European community information.

## Careline

**Tel:** (020) 8875 0500

**Fax:** (020) 8643 8531

**Email:** [careline@clara.net](mailto:careline@clara.net)

**Website:** [www.careline.org.uk](http://www.careline.org.uk)

**Address:** PO Box 33439, London, SW18 1XH

Careline is a Health and Care Information Centre funded by Wandsworth Council and Wandsworth Teaching Primary Care Trust. The service provides information on social services and healthcare for adult resident living and working in the London Borough of Wandsworth, including: telephone numbers and address; benefits booklets, community care literature and guides; local and national self-help groups and voluntary organisations; complaints procedures.

## Crossroads Wandsworth

**Tel:** (020) 8673 9939

**Fax:** (020) 8673 7882

**Address:** 48 Balham High Road, London SW12 9AQ

Provides respite for relatives from some of the physical and psychological stresses entailed in caring for a dependant relative. A care attendant acts as a substitute for the carer in their own home so that the carer can have a regular or occasional break either during the daytime or at night. The person cared for is usually sick, disabled or elderly. Opens 9.00am to 5.00pm Monday to Friday.

## **Disability and Social Care Advice Line (DASCAS)**

**Tel:** (020) 8333 6949

**Fax:** (020) 8389 6265

**Address:** 5th Floor, Bedford House, 215 Balham High Road, Tooting, SW17 7BQ

This advice service is funded by the Council and offers an independent telephone information service on any aspect of disability and social care. Helps clients claim benefits. Assists clients to complete forms. Gives advocacy and support up to tribunal level in disputed cases. Offers advice and support to professionals working with disabled and frail people. Gives priority to the housebound.

## **Dove Online**

**Tel:** (020) 8789 6542

**Fax:** (020) 8788 7856

**Email:** [dove@nildram.co.uk](mailto:dove@nildram.co.uk)

**Website:** [www.doveonline.nildram.co.uk](http://www.doveonline.nildram.co.uk)

**Address:** 41 Danebury Avenue, London SW15 4DQ

This is a community based computer and internet project offering access to both computing and the internet for people in the Roehampton area. Free classes are available in the mornings – 5 days per week. As well as open access groups, special classes are run for the over 60s and people with mental health problems.

## **Equinox Wandsworth** *(Floating Support/Outreach Service)*

**Tel:** (020) 8871 6787

**Website:** [www.equinoxcare.org.uk](http://www.equinoxcare.org.uk)

**Wandsworth Housing Department, 17-27 Garratt Lane, Wandsworth, SW18 4AE**

Assessment, care planning and support (including housing support) for people with alcohol and/or drug issues who are homeless or are threatened with homelessness.

## **Housing Advice Service**

**Tel:** (020) 8871 6840

**Fax:** (020) 8871 7580

**Email:** [housingadvice@wandsworth.gov.uk](mailto:housingadvice@wandsworth.gov.uk)

**Website:** [www.wandsworth.gov.uk/housing](http://www.wandsworth.gov.uk/housing)

**Wandsworth Council Housing Department, 17-27 Garratt Lane, Wandsworth, London, SW18 4AE**

Provides housing advice and assistance to residents and landlords in the private sector and assesses the needs of homeless households, providing temporary accommodation where necessary.

## **IAG (Information, Advice & Guidance)**

### **Prospects Wandsworth**

**Tel:** (020) 7326 8700

**Fax:** (020) 7326 8720

**Website:** [www.prospects.co.uk](http://www.prospects.co.uk)

**Address:** Ground Floor, 17 Falcon Road, Battersea, London, SW11 2PJ

Wandsworth residents have free access to information and advice. Access to library facilities, prospectus, careers information and Adult Directions. Opening hours: 10.30am – 5.00pm Monday – Friday. Outreach sessions at Wandsworth Professional Centre, Tooting on Wednesday afternoons. Please phone for details.

## **Imani Family Support Project**

**Tel:** (020) 7207 1117

**Fax:** (020) 7924 1491

**Address:** Battersea Central Mission, PO Box 17, London SW11 3QE

Parent support to women and their children who have left or are living in abusive relationships. Provision of one-to-one solution based counselling, mutual self help life and social skills groups for women. Range of supportive groups for women, crèche and children's holiday services.

## **LGBT Voice of Wandsworth**

**Tel:** 07967 101887 – Mobile

**Email:** [Info@wandsworthlgbt.org.uk](mailto:Info@wandsworthlgbt.org.uk)

**Website:** [www.wandsworthlgbt.org.uk](http://www.wandsworthlgbt.org.uk)

The LGBT Network aims to improve the lives of LGBT people in Wandsworth. It is open to all lesbian, gay, bi-sexual and transgendered people, who live, work, study, or socialise within Wandsworth.

## **Mushkil Aasaan (Community Care for Asian Families in Crisis)**

**Tel:** (020) 8672 6581

**Email:** [mushkilaasaan@btconnect.com](mailto:mushkilaasaan@btconnect.com)

Provides services to support Asian women and their families, is holistic and its activities cover all client groups of the Wandsworth Adult Social Services Department. The organisation is an approved home care provider and these services are purchased on an individual basis through care management arrangements.

## **One London Business Advice Service**

**Tel:** (020) 8772 0500

**Fax:** (020) 8675 0952

**Email:** [wandsworth@gle.co.uk](mailto:wandsworth@gle.co.uk)

**Website:** [www.one-london.com](http://www.one-london.com)

**Address:** 1st Floor, 1B (c) Yukon Road, Balham SW12 9PZ

GLE One London provides a wide range of business support to people thinking of starting their own business and to those looking to grow their business.

## **South London Refugee Association (SLRA)**

**Tel:** (020) 8646 6564

**Fax:** (020) 8542 3814

**Email:** [michael.slra@yahoo.co.uk](mailto:michael.slra@yahoo.co.uk)

**Website:** [www.slra.org.uk](http://www.slra.org.uk)

**Address:** St Mary's Church, Balham High Road, Balham SW12 9BS

SLRA runs a drop-in centre for refugees and asylum-seekers. Opens every Thursday from 12.30–3.30pm. For more information contact Jane Freimiller on Mobile: 07956 990671.

## **South West London Law Centre Wandsworth Branch**

**Tel:** (020) 8767 2777

**Fax:** (020) 8767 2711

**Address:** 101a Tooting High Street, London, SW17 0SU

Offer free legal advice on housing, employment, immigration, welfare benefit appeals, and hold evening advice sessions around the Boroughs for general advice. Telephone between 2.00pm–4.00pm. By appointment Monday to Friday 9.30am–5pm.

## **Threshold Housing Advice Centre**

**Tel:** (020) 8767 6888

**Fax:** (020) 8378 5373

**Email:** [gslater@thresholdhousingadvice.com](mailto:gslater@thresholdhousingadvice.com)

**Address:** Bedford House, 215 Balham High Road, Tooting, SW17 7BQ

Housing advice for single people and couples without dependant children. Also run Threshold Accommodation Project (TAPS), helping people find private rented accommodation, and an outreach service for elderly and disabled people.

## Victim Support Wandsworth

**Tel:** (020) 7223 1234 **Victim Supportline: 0845 30 30 900**

**Fax:** (020) 7223 0444

**Email:** [info@vswandsworth.org.uk](mailto:info@vswandsworth.org.uk)

**Website:** [www.vswandsworth.org.uk/public](http://www.vswandsworth.org.uk/public)

**Address:** 231a Lavender Hill, Battersea, London, SW11 1JR

An independent national charity providing trained volunteers to help people following a crime, offering free, confidential support and advice, especially emotional support. Works for the rights of victims and their families. Offers a Crown Court Witness Service.

## Wandsworth Access Association of People with Disabilities

**Tel:** (020) 8874 2007, 0798 464 0424 (mobile)

**Email:** [info@wandsworthaccess.org.uk](mailto:info@wandsworthaccess.org.uk)

**Website:** [www.wandsworthaccess.org.uk](http://www.wandsworthaccess.org.uk)

**Address:** c/o 113 Godley Road, London SW18 3HA

The objectives of Wandsworth Access Association are:

- To promote the needs and raise awareness, about issues facing disabled people and to ensure that all facilities are accessible for them.
- To advise Wandsworth Council, and other public on non-governmental organisations on issues relating to disability.
- To ensure disabled people are treated more favourably, and have equal access to services and facilities.
- To campaign for better accessible transport, as well as an improved indoor and outdoor recreational facilities for disabled people.
- To provide information help and support for disabled people, regarding access and mobility problems and all issues relating to equality.
- To provide outreach and training for disabled people, to enable them to play an active role in the community.

## Wandsworth Bereavement Service

**Tel:** (020) 7223 3178

**Fax:** (020) 7978 5775

**Email:** [enquiries@wandsworthbereavement.org.uk](mailto:enquiries@wandsworthbereavement.org.uk)

**Website:** [www.wandsworthbereavement.org.uk](http://www.wandsworthbereavement.org.uk)

**Address:** 192 Lavender Hill, Battersea, London, SW11 5TQ

Wandsworth Bereavement Service provides 1:1 bereavement counselling for anyone who is resident in the Borough of Wandsworth and for residents of neighbouring Boroughs who have been unable to access bereavement counselling elsewhere.

Anyone who has been bereaved, has experienced other major losses or is facing an anticipated death can access the service irrespective of age, gender, sexuality, disability, race, ethnic origin or religion.

When you first contact the service, you will be invited to come for an initial assessment session to discuss your bereavement issues and needs. All their counsellors are fully trained in bereavement counselling and professionally supervised on a regular basis. The counselling team consists of a mix of men and women across a range of ages and ethnic backgrounds. For the on-going counselling they can offer either daytime or evening sessions, Monday-Friday, depending on what suits you best. The sessions take place at their premises in Lavender Hill although home counselling (including the initial assessment session) can be offered to individuals with restricted mobility. Please note that they do not have waiting room facilities.

As an independent charity, the service provided is confidential. Fees based on a sliding scale may apply, if appropriate.

## **Wandsworth Care Alliance**

**Tel:** (020) 8696 1709

**Fax:** (020) 8682 5249

**Email:** [director@wandcareall.org.uk](mailto:director@wandcareall.org.uk)

**Website:** [www.wandcareall.org.uk](http://www.wandcareall.org.uk)

**Address:** 2nd Floor, Bedford House, 215 Balham High Road, London, SW17 7BQ

Promotes the views of local care service users, their carers and the voluntary sector within the London Borough of Wandsworth.

### Voicing Views

**Tel:** (020) 8682 3089

Enables all Wandsworth residents who have experienced mental health problems to share their views and their experiences with local service providers in order that current and future services can be improved for the benefit of all. Opening times are by appointment.

### Speak Out

**Tel:** (020) 8672 1213

Speak Out is a self-advocacy group for people with learning difficulties. Opening times are Tuesday, Wednesday and Thursday by appointment.

## Wandsworth Carers Centre

**Tel:** (020) 8877 1200

**Fax:** (020) 8877 3936

**Minicom:** (020) 8877 1200

**Email:** [info@wandsworthcarers.org.uk](mailto:info@wandsworthcarers.org.uk)

**Website:** [www.wandsworthcarers.org.uk](http://www.wandsworthcarers.org.uk)

**Address:** 181 Wandsworth High Street, Wandsworth, London, SW18 4JE

Provides information, advice and support to Carers. Provides a range of assistance with respect to benefits, housing, respite breaks, grants, aids and equipment. Also offer complementary therapies, counselling and support groups, a back care service and targeted support for Asian Carers and Carers of people with mental health problems. Services can be accessed in languages other than English – staff speaks several Asian languages. The Carer's Centre is part of the national network of the Princess Royal Trust for Carers.

## Wandsworth Citizen's Advice Bureaux

**Tel:** (020) 8682 3766 (for enquiries only – not advice)

**Minicom/Fax:** (020) 8378 5892

**Email:** [enquiries@wandsworthcab.org.uk](mailto:enquiries@wandsworthcab.org.uk)

**Website:** [www.wandsworthcabx.org.uk](http://www.wandsworthcabx.org.uk)

**Address:** Balham and Tooting CAB, 4th Floor, Bedford House, 215 Balham High Road, London, SW17 7BQ

**Battersea CAB, 14 York Road, London SW11 3QA**

**Roehampton CAB, 166 Roehampton Lane, London SW15 4HR**

This Council funded service is staffed by the Wandsworth Citizen's Advice Bureau and can give basic advice on a range of issues including benefits, housing, health, disability, debts, education, employment, immigration and nationality, the law, tax, relationships, consumer issues and so on. Email Advice Service available at: [www.wandsworthcabx.org.uk/e-mail.htm](http://www.wandsworthcabx.org.uk/e-mail.htm)s.

## Wandsworth CABx Opening Hours

Advice Services in Wandsworth	Mon	Tues	Weds	Thurs	Fri
<b>Battersea Bureau</b> 14 York Road SW11 3QA	10.00 – 12.00	10.00 – 12.00	2:00 – 4:00	10.00 – 12.00	10.00 – 12.00
<b>Roehampton Bureau</b> 166 Roehampton Lane, SW15 4HR	10.00 – 12.00	1.00 – 3.00	10.00 – 12.00	1.00 – 3.00	CLOSED
<b>Balham &amp; Tooting Bureau</b> 4th Floor Bedford House 215 Balham High Road SW17 7BQ	10.00 – 12.30	10.00 – 1:00	10.00 – 1:00	2.00 – 4.00	10.00 – 1.00

**Tel:** (020) 8682 3766 (for enquiries only - not advice)

**Email:** [enquiries@wandsworthcab.org.uk](mailto:enquiries@wandsworthcab.org.uk)

## Wandsworth Interpreting Service

**Tel:** (020) 8672 1043/3649

**Fax:** (020) 8672 5523

**Email:** [wis@wandsworth.gov.uk](mailto:wis@wandsworth.gov.uk)

**Website:** [www.wandsworth.gov.uk/interpretingservice](http://www.wandsworth.gov.uk/interpretingservice)

**Address:** 2nd Floor, Bedford House, 215 Balham High Road, London, SW17 7BQ

Interpreting and translation service for Wandsworth. Asian, African and European languages.

Opening times: Monday – Friday, 9am – 1pm and 2pm – 5pm. Charges for services.

## Wandsworth MIND

**Tel:** (020) 8875 9162 or (020) 8780 5920

**Email:** [admin@wandsworth-mind.co.uk](mailto:admin@wandsworth-mind.co.uk)

**Website:** [www.wandsworthmind.org.uk](http://www.wandsworthmind.org.uk)

Support for people suffering or recovering from long-term mental ill health. Encourage self-esteem by developing their skills, offering risk-free work experience, through an education programme.

## Wandsworth Safety Net

**Tel:** (020) 8767 1641

**Fax:** (020) 8247 5409

**Email:** [wsn@vswandsworth.org.uk](mailto:wsn@vswandsworth.org.uk)

**Address:** Bedford House, 215 Balham High Road, London SW17 7BQ

An independent and confidential Advocacy Service provided by Victim Support Wandsworth offering ongoing practical and emotional support, advocacy, exploration of options, information and signposting to anyone who has or are currently experiencing domestic violence regardless of gender. Clients will be supported with their chosen path in a safe manner without any pressures.

## Wandsworth Voluntary Sector Development Agency (WVSDA)

**Tel:** (020) 8870 4319

**Fax:** (020) 8871 3502

**Email:** [enquiry@wvsda.org.uk](mailto:enquiry@wvsda.org.uk)

**Website:** [www.wvsda.org.uk](http://www.wvsda.org.uk)

**Address:** 170 Garratt Lane, Wandsworth, London, SW18 4DA

WVSDA promote the benefits of volunteering by providing local people with information on volunteering opportunities. They also advise and guide organisations on effective volunteer management. Open sessions for people to look for volunteering opportunities are held, by appointment, Tuesday 10am – 1pm and Thursdays 2pm – 5pm. Wednesday evening and Saturday morning sessions are also held, by appointment, once a month. Volunteer Co-ordinator's forum provides training, networking and sharing of experiences for those managing volunteers. The Volunteer Support Project provides one to one support to people in Wandsworth who want to volunteer but feel they need a little extra help to do so. Provides consultancy to organisations about good volunteer management.

## Wandsworth Women's Aid

**Tel:** (020) 8871 2664 or (020) 8870 7766

**Email:** [lmathews@wandsworthwa.org.uk](mailto:lmathews@wandsworthwa.org.uk)

**Address:** PO Box 620, London, SW15 6QN

Advice, counselling, support and emergency accommodation for women and their children who are the victims of domestic violence.

## ADRnow

**Website:** [www.adrnow.co.uk](http://www.adrnow.co.uk)

The ADRnow website is run by the Advice Services Alliance (ASA) who are the umbrella body for independent advice services in the UK. The aim of the website is to provide an independent overview of a wide range of ADR options in the UK, so that you can make an informed decision about how best to resolve a dispute. If you are an adviser, you will find the key information you need to help your client decide what will work for them.

For further information about the ASA contact: The Administrative Team, Advice Service Alliance, 12th Floor, New London Bridge House, 25 London Bridge Street, London SE1 9SG, email: [info@asauk.org.uk](mailto:info@asauk.org.uk).

## Bar Pro Bono Unit

**Tel:** (020) 7611 9500

**Fax:** (020) 7611 9505

**Email:** [enquiries@barprobono.org.uk](mailto:enquiries@barprobono.org.uk)

**Website:** [www.barprobono.org.uk](http://www.barprobono.org.uk)

**Address:** 289-293 High Holborn, London, WC1V 7HZ

Free legal advice and representation in some cases where Community Legal Services funding is not available and the applicant is unable to afford legal assistance. Successful applicants are assisted by barristers who advise in writing or in conference, and/or represent at court or tribunals or assist with mediation. Applications must be submitted on the Unit's form 2 weeks prior to a hearing.

## Community Legal Advice (CLS Direct)

**Tel:** 0845 345 4345

**Website:** [www.clsdirect.org.uk](http://www.clsdirect.org.uk)

The Community Legal Advice Service is a free and confidential service paid for by legal aid. They can help people tackle their legal problems through our telephone helpline; website; digital TV service; centres and networks. Community Legal Advice is the new name for Community Legal Service Direct.

## Her Majesty's Courts Service (Money Claim Online)

**Tel:** 0845 601 5935

**Fax:** 0845 601 5889

**Email:** [customerservice.mcol@hmcourts-service.gsi.gov.uk](mailto:customerservice.mcol@hmcourts-service.gsi.gov.uk)

**Website:** [www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

**Address:** Money Claim Online, Northampton County Court,  
21-27 St. Katharine's Street, Northampton, NN1 2LH

Her Majesty's Courts Service (HMCS) is an executive agency of the Ministry of Justice (MoJ). Their remit is to deliver justice effectively and efficiently to the public. They are responsible for managing the magistrates' courts, the Crown Court, county courts, the High Court and the Court of Appeal in England and Wales.

## Information Commissioner's Office (ICO)

**Tel:** 01625 545 745 / 08456 30 60 60

**Website:** [www.ico.gov.uk](http://www.ico.gov.uk)

**Address:** Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF

The ICO is the UK's independent public body set up to promote access to official information and protect personal information by promoting good practice, ruling on eligible complaints, providing information to individuals and organisations, and taking appropriate action when the law is broken.

## Legal Services Commission

**Tel:** (020) 7759 0000

**Website:** [www.legalservices.gov.uk](http://www.legalservices.gov.uk)

The Legal Services Commission is an executive non-departmental public body created under the Access to Justice Act 1999. The Commission is responsible, on behalf of the Government, for two schemes: the Community Legal Service (CLS) through which they fund the delivery of civil legal and advice services, identify priority and unmet need, and develop suppliers and innovate services to meet those needs; and the Criminal Defence Service (CDS) through which they fund defence services for people involved in criminal investigations or proceedings.

## Ministry of Justice

**Tel:** (020) 7210 8500

**Fax:** (020) 7210 0647

**Email:** [customerservicecshq@hmcourts-service.gsi.gov.uk](mailto:customerservicecshq@hmcourts-service.gsi.gov.uk)

**Website:** [www.justice.gov.uk](http://www.justice.gov.uk)

**Address:** Selbourne House, 54 Victoria Street, London SW1E 6QW

Their work is focused around four strategic objectives: strengthen democracy, rights and responsibilities; deliver fair and simple routes to civil and family justice; protect the public and reduce reoffending; ensure a more effective, transparent and responsive criminal system for victims and the public.

## National Citizen's Advice Bureaux

**Tel:** (020) 7833 2181 (Admin only no advice available on this number)

**Website:** [www.nacab.org.uk](http://www.nacab.org.uk), [www.adviceguide.org.uk](http://www.adviceguide.org.uk), [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**115-123 Pentonville Road, London N1 9LZ**

The Citizen's Advice Bureau Service offers free, confidential, impartial and independent advice. Every Citizens' Advice Bureau is a registered charity reliant on volunteers.

## National Family Mediation

**Tel:** 01392 271610

**Fax:** 01392 271945

**Website:** [www.nfm.org.uk](http://www.nfm.org.uk)

**Address:** Margaret Jackson Centre, 4 Barnfield Hill, Exeter, Devon EX1 1SR

NFM is a network of local not-for-profit Family Mediation Services in England and Wales which offers help to couples, married or unmarried, who are in the process of separation and divorce. NFM mediators help clients to reach joint decisions about the issues associated with their separation – children, finance and property.

## National Mediation Centre

**Tel:** 01792 469626

**Fax:** 01792 650642

**Email:** [mediation@dispute.co.uk](mailto:mediation@dispute.co.uk)

**Website:** [www.dispute.co.uk](http://www.dispute.co.uk)

**Address:** 23 St James Gardens, Ffynone, Swansea, SA1 6DY

Offers mediation to individuals, public sector and private organisations, including the NHS and educational establishments, for dispute resolution. Also offers training in mediation skills and courses in conflict resolution.

## National Youth Advocacy Service

**Tel:** 0151 649 8700  
**Tel:** 0800 616101 (Helpline)  
**Fax:** 0151 649 8701  
**Email:** [info@nyas.net](mailto:info@nyas.net)  
**Website:** [www.nyas.net](http://www.nyas.net)

Information, advice and advocacy services for children and young people up to the age of 25. Legal service for any child or young person, through a network of advocates and in-house solicitors. Helpline for looked after children 9.00am–7.00pm weekdays. Specialist help in children's rights, leaving care, education and youth justice.

## Office of the Legal Services Ombudsman

**Tel:** 0161 839 7262  
**Fax:** 0161 832 5446  
**Email:** [Iso@olso.gsi.gov.uk](mailto:Iso@olso.gsi.gov.uk)  
**Website:** [www.olso.org](http://www.olso.org)  
**Address:** 3rd Floor, Sunlight House, Quay Street, Manchester M3 3JZ

The Legal Services Ombudsman oversees the handling of complaints about lawyers in England and Wales.

## Personal Support Unit

**Tel:** (020) 8333 4366 or (020) 7073 4760 (Answerphone)  
**Email:** [wandsworth@thepsu.co.uk](mailto:wandsworth@thepsu.co.uk)  
**Website:** [www.thepsu.co.uk](http://www.thepsu.co.uk)

The Personal Support Unit provides support to people who are coming to Wandsworth County Court and do not have legal representation. Trained volunteers help with the following:

- Emotional and practical support
- Discussion of the case and court procedures
- Referral to other organisations for legal advice or specialist help
- Support with form-filling
- A safe and quiet place to wait
- Assistance around the building

The service is free, independent and confidential and is offered equally to everyone who asks. It is offered on an appointment or drop-in basis. The office is situated on the ground floor of the Court and is open Monday to Friday, 9.45am – 4pm. The PSU does not give legal advice, but can refer clients to other organisations for legal advice.

## **Prisoners' Families and Friends Service**

**Tel: 0808 808 3444 – Freephone (Mon-Fri: 10am – 5pm)**

**Email: [info@prisonersfamiliesandfriends.org.uk](mailto:info@prisonersfamiliesandfriends.org.uk)**

**Website: [www.prisonersfamiliesandfriends.org.uk](http://www.prisonersfamiliesandfriends.org.uk)**

**Address: 20 Trinity Street, London SE1 1DB**

Prisoners' Families and Friends Service is an independent voluntary agency which aims to provide the families and friends of anyone sentenced to imprisonment or remanded in custody with: Advice and information; Support and assistance at court; Support and friendship. Prisoners' Families and Friends Service aims to provide a high quality service for partners, close relatives or friends of prisoners by promoting their interests and offering friendship, support, advice and information which is free, confidential and appropriate to their needs.

## **ProBonoUK.net**

**Email: [admin@probonouk.net](mailto:admin@probonouk.net)**

**Website: [www.probonouk.net](http://www.probonouk.net)**

The website has been developed in order to promote legal pro bono work. They hope that it will become a key resource for legal professionals, advice agencies, law students and those involved in delivering legal education. They aim to provide a medium for sharing information and resources and to develop an online community of like-minded pro bono providers.

## **Public Law Project**

**Tel: (020) 7697 2190**

**Fax: (020) 7837 7048**

**Email: [admin@publiclawproject.org.uk](mailto:admin@publiclawproject.org.uk)**

**Website: 150 Caledonian Road, London N1 9RD**

The Public Law Project (PLP) is a national legal charity which aims to improve access to public law remedies for those whose access to justice is restricted by poverty or some other form of disadvantage. PLP does not offer case-specific advice direct to the general public. However, there are many ways in which they may be able to help you:

- They publish advice sheets and guides on common public law issues which are available in the resources section of their website.
- They provide telephone advice to voluntary and community groups on public law matters, such as local authority funding decisions.
- They provide a specialist support service to lawyers and advisers (including CAB advisers) funded by the Legal Services Commission so they can access help from us on your behalf.
- They take on some cases on referral from other lawyers and advisers.

## The Help Desk Service (LMCSIS)

**Tel:** (020) 7703 6259

**Fax:** (020) 8437 3550

**Email:** [phil.walker@hmcourts-service.gsi.gov.uk](mailto:phil.walker@hmcourts-service.gsi.gov.uk)

London Magistrates' Courts Support & Information Service (LMCSIS) is a new and rapidly expanding charity providing Community Help Desks at a number of courts.

## Local Solicitors etc (holding legal advice contracts with the Legal Services Commission are listed below).

### AP Law

257 Balham High Road  
London SW17 7BD  
Phone: (020) 8672 2617  
Fax: (020) 8767 8533  
Specialist: Civil; Crime

### Akhtar & Associates

283 Battersea Park Road  
London SW11 4NB  
Phone: (020) 7627 5599  
Fax: (020) 8546 6103  
Specialist: Crime

### Armer Sargent Solicitors

Argyll House  
1a All Saints Passage  
London SW18 1EP  
Phone: 07792 068 578  
Fax: 0845 612 1016  
Specialist: Crime

### Baxter Brown McArthur Solicitors

101 Gardiner House  
3-9 Broomhill Road  
London SW18 4JQ  
Phone: (020) 8874 8261  
Fax: (020) 8871 3579  
Specialist: Crime

### Broadway Solicitors

1st Floor, 40 Tooting High Street  
London SW17 0RG  
Phone: (020) 8767 7718  
Fax: (020) 8767 7719  
Specialist: Civil

### Attridge Law

1 Lavender Sweep  
London SW11 1DY  
Phone: (020) 7228 7050  
Fax: (020) 7223 8241  
Specialist: Crime

### A-Z Law Solicitors

198-200 Balham High Road  
London SW12 9BP  
Phone: (020) 8355 0830  
Fax: (020) 8355 0831  
Specialist: Civil; Crime

### Battersea CAB

14 York Road  
London SW11 3QA  
Phone: (020) 8378 5959  
Fax: (020) 8378 5892  
Specialist: Civil

### Battersea Law Centre

14 York Road, Battersea  
London SW11 3QA  
Phone: (020) 7585 0716  
Fax: (020) 7585 0718  
Specialist: Civil

**Birds Solicitors**

1 Garratt Lane  
London SW18 2PT  
Phone: (020) 8874 7433  
Fax: (020) 8870 4770  
*Specialist: Crime*

**Dundons**

261 Lavender Hill  
London SW11 1JD  
Phone: (020) 7228 2277  
Fax: (020) 7924 2759  
*Specialist: Civil; Crime*

**Fadiga & Co Solicitors**

2 The Boulevard  
Balham High Road  
London SW17 7BW  
Phone: (020) 8673 6699  
Fax: (020) 8675 5958  
*Specialist: Civil; Crime*

**Green & Bull Solicitors**

No.13 Tempo House  
15 Falcon Road  
London SW11 2PJ  
Phone: (020) 7223 7662  
Fax: (020) 7223 9003  
*Specialist: Crime*

**Flack & Co**

Gardiner House  
3-9 Broomhill Road  
London SW18 4JQ  
Phone: (020) 8875 1888  
Fax: (020) 8870 8139  
*Specialist: Civil*

**H C L Hanne & Co**

1c St John's Hill  
London SW11 1TN  
Phone: (020) 7228 0017  
Fax: (020) 7326 8300  
*Specialist: Civil*

**Hydes Solicitors**

37 Lavender Hill, Battersea  
London SW11 5QW  
Phone: (020) 7801 9530  
Fax: (020) 7801 9590  
*Specialist: Crime*

**Juliet Adelman Solicitors**

25 Monks Orchard Road  
Beckenham  
Kent BR3 3BH  
Phone: (020) 7777 1814  
Fax: (020) 7228 6484  
*Specialist: Civil*

**Kenwright & Lynch**

The Piazza Professional Chambers  
2 Mitcham Road  
Tooting Broadway  
London SW17 0TF  
Phone: (020) 8767 1211  
Fax: (020) 8767 7509  
*Specialist: Civil*

**Parfitt Law Solicitors**

Unit 2b  
18-20 Hillgate Place  
Balham Hill  
London SW12 9EL  
Phone: (020) 8682 8966  
Fax: (020) 8682 8969  
*Specialist: Crime*

**Raj Law Solicitors**

Trident Business Centre  
89 Bickersteth Road  
Tooting Broadway  
London SW17 9SH  
Phone: (020) 3133 0000  
Fax: (020) 8516 7731  
*Specialist: Crime*

**Raja & Co Solicitors**

10 Upper Tooting Road  
London SW17 7PG  
Phone: (020) 8772 4900  
Fax: (020) 8682 9425  
*Specialist: Civil; Crime*

**Ravenstone Law Practice LLP**

Ground Floor  
10 Station Parade  
Balham High Road  
London SW12 9AZ  
Phone: (020) 8673 8338  
Fax: (020) 8673 9963  
*Specialist: Crime*

**Roehampton CAB**

166 Roehampton Lane  
London SW15 4HR  
Phone: (020) 8878 1803  
Fax: (020) 8878 0871  
*Specialist: Civil*

**Russell-Cooke Solicitors**

2 Putney Hill, Putney  
London SW15 6AB  
Phone: (020) 8789 9111  
Fax: (020) 8788 0005  
*Specialist: Civil, Crime*

**Slater Bradley & Co Solicitors**

198 Upper Richmond Road  
Putney, London SW15 2SJ  
Phone: (020) 8788 1008  
Fax: (020) 8789 0214  
*Specialist: Civil; Crime*

**Southfields Solicitors**

3-4 Down House  
3-9 Broomhill Road  
London SW18 4JQ  
Phone: (020) 8871 5007  
Fax: (020) 8877 8931  
*Specialist: Crime*

**Thompson & Co Solicitors**

48a Tooting High Street  
London SW17 0RG  
Phone: (020) 8767 5005  
Fax: (020) 8672 0360  
*Specialist: Civil; Crime*

**Threshold Wandsworth**

Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: (020) 8333 6947/8  
Fax: (020) 8378 5373  
*Specialist: Civil*

**Wandsworth Money Advice Service**

Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: (020) 8333 6955  
Fax: (020) 8378 5892  
*Specialist: Civil*

**Springfield Advice & Law Centre**

Admissions Building  
Springfield University Hospital  
61 Glenburnie Road  
London SW17 7DJ  
Phone: (020) 8767 6884  
Fax: (020) 8767 6996  
*Specialist: Civil*

**Wandsworth and Merton Law Centre**

101a Tooting High Street  
London SW17 0SU  
Phone: (020) 8767 2777  
Fax: (020) 8767 2711  
*Specialist: Civil*

## **Child Death Helpline**

**Tel:** 0800 282 986 – Freephone

**Website:** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

Call whenever you feel the need to talk, however soon or long after your bereavement. Any time during opening hours: every evening 7.00pm to 10.00 pm; Monday to Friday mornings 10.00am to 1.00pm and Wednesday afternoons 1.00-4.00pm.

## **Compassionate Friends**

**Tel:** 0845 123 2304 – Helpline

**Email:** [info@tcf.org.uk](mailto:info@tcf.org.uk)

**Website:** [www.compassionatefriends.org.uk](http://www.compassionatefriends.org.uk)

Grief support for bereaved parents, families and friends.

## **Cruse Bereavement Care**

**Tel:** 0870 167 1677 – Bereavement line, 0808 808 1677 – Young People

**Address:** 126 Sheen Road, Richmond, Surrey TW9 1UR

This national helpline promotes the well-being of bereaved people and aims to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It also offers information, advice, and education training services and a special service for young people aged 12 to 18 years old.

## **Samaritans**

**Tel:** (020) 8394 8300, 08457 90 9090 – Helpline

**Fax:** (020) 8394 8301

**Email:** [admin@samaritans.org](mailto:admin@samaritans.org)

**Website:** [www.samaritans.org](http://www.samaritans.org)

Telephone helpline offering emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

## Wandsworth Bereavement Service

**Tel:** (020) 7223 3178

**Fax:** (020) 7978 5775

**Email:** [enquiries@wandsworthbereavement.org.uk](mailto:enquiries@wandsworthbereavement.org.uk)

**Website:** [www.wandsworthbereavement.org.uk](http://www.wandsworthbereavement.org.uk)

**Address:** 192 Lavender Hill, Battersea, London, SW11 5TQ

Wandsworth Bereavement Service provides 1:1 bereavement counselling for anyone who is resident in the Borough of Wandsworth and for residents of neighbouring Boroughs who have been unable to access bereavement counselling elsewhere. Anyone who has been bereaved, has experienced other major losses or is facing an anticipated death can access the service irrespective of age, gender, sexuality, disability, race, ethnic origin or religion.

When you first contact the service, you will be invited to come for an initial assessment session to discuss your bereavement issues and needs. All their counsellors are fully trained in bereavement counselling and professionally supervised on a regular basis. The counselling team consists of a mix of men and women across a range of ages and ethnic backgrounds. For the on-going counselling they can offer either daytime or evening sessions, Monday-Friday, depending on what suits you best. The sessions take place at their premises in Lavender Hill although home counselling (including the initial assessment session) can be offered to individuals with restricted mobility. Please note that they do not have waiting room facilities. As an independent charity, the service provided is confidential. Fees based on a sliding scale may apply, if appropriate.

## Careline

**Tel:** (020) 8875 0500

**Fax:** (020) 8643 8531

**Email:** [careline@clara.net](mailto:careline@clara.net)

**Website:** [www.careline.org.uk](http://www.careline.org.uk)

**Address:** PO Box 33439, London, SW18 1XH

Careline is a Health and Care Information Centre funded by Wandsworth Council and Wandsworth Primary Care Trust. The service provides information on social services and healthcare for adult resident living and working in the London Borough of Wandsworth, including: telephone numbers and address; benefits booklets, community care literature and guides; local and national self-help groups and voluntary organisations; complaints procedures.

## Carers UK

**Tel:** 080 8808 7777 – Carers Line, (020) 7490 8818

**Fax:** (020) 7490 8824

**Email:** [info@carersuk.org](mailto:info@carersuk.org)

**Website:** [www.carersuk.org](http://www.carersuk.org)

Information and advice on all aspects of caring for carers and professionals. Carers Line provides advice on welfare rights, benefits and community care issues. Network of offices, branches and contacts offer support to carers. Campaign for action to support carers at all levels of national and local government and with service providers.

## Counsel and Care (Advice and Help for Older People)

**Tel:** 0845 300 7585

**Fax:** (020) 7267 6877

**Email:** [advice@counselandcare.org.uk](mailto:advice@counselandcare.org.uk)

**Website:** [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

Advice and information on a range of issues for older people, their carers and involved professionals, including finding suitable residential accommodation, arranging care at home, benefits and sources of charitable help. Range of fact sheets available.

## Directgov

**Website:** [www.direct.gov.uk/en/CaringForSomeone/index.htm](http://www.direct.gov.uk/en/CaringForSomeone/index.htm)

Information for Carers: If you are caring for someone else and are looking for practical information specifically for carers, you can find it on the Directgov website.

## Disability and Social Care Advice Line (DASCAS)

**Tel:** (020) 8333 6949

**Fax:** (020) 8389 6265

**Address:** 5th Floor, Bedford House, 215 Balham High Road, Tooting, SW17 7BQ

This advice service is funded by the Council and offers an independent telephone information service on any aspect of disability and social care. Helps clients claim benefits. Assists clients to complete forms. Gives advocacy and support up to tribunal level in disputed cases. Offers advice and support to professionals working with disabled and frail people. Gives priority to the housebound.

## Help the Aged

**Tel:** (020) 7278 1114

**Fax:** (020) 7278 1116

**Email:** [info@helptheaged.org.uk](mailto:info@helptheaged.org.uk)

**Website:** [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

UK wide charity campaigning with and on behalf of older people, promoting their independence and inclusion. Provide a range of direct services, including information and advice, SeniorLink telephone response service, Handy Van scheme, grants and project fundraising support for agencies working with older people.

## MACA (Mental After Care Association)

**Tel:** (020) 7061 3400

**Fax:** (020) 7061 3401

Range of hospital and community based services for adults with mental health needs. Advocacy, assertive outreach, community support. Employment schemes. Forensic services for people involved with the criminal justice system. Respite care and supported accommodation, including homes providing 24-hour care.

## Wandsworth Carers Centre

**Tel:** (020) 8877 1200

**Fax:** (020) 8877 3936, **Minicom:** (020) 8877 1200

**Email:** [info@wandsworthcarers.org.uk](mailto:info@wandsworthcarers.org.uk)

**Website:** [www.wandsworthcarers.org.uk](http://www.wandsworthcarers.org.uk)

The Carers Centre helps any family or resident caring in the community for a physically or mentally ill, elderly or learning disabled person at home. Advice is given about benefits, respite services, accessing services and obtaining equipment. An advocacy service is offered. Carers can get free therapies at the Centre, such as counselling, massage, reflexology and stress management. Two advice workers (one speaking Cantonese and Vietnamese, the other speaking Hindi, Punjabi and Urdu) are also available.

## Consumer Association

**Tel:** 01992 822800  
**Fax:** (020) 7770 7600  
**Email:** [which@which.co.uk](mailto:which@which.co.uk)  
**Website:** [www.which.co.uk](http://www.which.co.uk)  
**Address:** 2 Marylebone Road, London NW1 4DF

The Consumers' Association (CA) is an independent campaigning organisation for consumers' rights. The CA will not help a client with a consumer complaint unless s/he is a member of the CA. Members can subscribe to Which Personal Service to get legal advice.

## Consumer Credit Counselling Service

**Tel:** 0800 138 1111  
**Website:** [www.cccs.co.uk](http://www.cccs.co.uk)

Free counselling and advice for people with multiple debt problems.

## Consumer Direct

**Tel:** 08454 04 05 06, **Textphone:** 0845 128 1384  
**Website:** [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

Clear, practical consumer advice. You can call Consumer Direct from 8am to 6:30pm from Monday to Friday and 9am to 1pm on Saturday (excluding bank holidays and public holidays). Call charges may vary.

## Department for Business, Enterprise & Regulatory Reform

**Tel:** (020) 7215 5000 (Consumer rights and information)  
**Fax:** (020) 7215 0105  
**Email:** [enquiries@berr.gsi.gov.uk](mailto:enquiries@berr.gsi.gov.uk)  
**Website:** [www.berr.gov.uk](http://www.berr.gov.uk)

The website has links to a variety of websites that will provide the answers to many consumer questions. The aim is to enable you to tackle your consumer problems as well as helping you to make informed decisions before buying goods and services.

## Office of Fair Trading

**Tel:** (020) 7211 8000

**Email:** [enquiries@oft.gsi.gov.uk](mailto:enquiries@oft.gsi.gov.uk)

**Website:** [www.oft.gov.uk](http://www.oft.gov.uk)

The OFT is the UK's consumer and competition authority. With a mission to make markets work well they pursue this goal by:

- encouraging businesses to comply with competition and consumer law and to improve their trading practices through self-regulation;
- acting decisively to stop hardcore or flagrant offenders;
- studying markets and recommending action where required;
- empowering consumers with the knowledge and skills to make informed choices and get the best value from markets, and helping them resolve problems with suppliers through Consumer Direct.

The OFT is a non-ministerial government department established by statute in 1973.

## Trading Standards – Central

**Website:** [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

Trading Standards Central is a one-stop shop for consumer protection information in the UK. The site is supported and maintained by TSI, the Trading Standards Institute and provides a wealth of information for consumers and businesses, schools, advice and information centres, community organisations, local councils, business support agencies and trade associations.

## Trading Standards – Wandsworth Council

**Tel:** (020) 8871 7720

**Fax:** (020) 887/ 7702

**Email:** [tradingstandards@wandsworth.gov.uk](mailto:tradingstandards@wandsworth.gov.uk)

**Address:** Trading Standards Office, Environmental Services and Community Safety Division, PO Box 47095, London SW18 9AQ

The overall objective of the Trading Standards team is to protect the public and maintain a fair and safe trading environment within the London Borough of Wandsworth. Trading Standards staff routinely visit and inspect trading premises in the Borough to ensure that the various fair trading laws are complied with, they also follow up complaints made by the public. Any inspections and actions taken are carried out in accordance with our enforcement policy.

## **Crime Concern**

**Tel:** 01793 863 500

**Email:** [info@crimeconcern.org.uk](mailto:info@crimeconcern.org.uk)

**Website:** [www.crimeconcern.org.uk](http://www.crimeconcern.org.uk)

Crime Concern is a national charity that works with individuals and communities to reduce crime and create safe environments. The majority of their work is helping young people to stay safe and out of trouble. The charity tries to help young people to get back into education or get a job. It has programmes that aim to reduce anti-social behaviour, and it works with those over the age of 16 who have committed crimes.

## **Crimestoppers**

**Tel:** 0800 555 111

**Website:** [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Crimestoppers is the independent charity operating a freephone service helping to prevent and solve crimes. The scheme allows you to give information about crimes that affect you and your local community. They maintain confidentiality and your call will be anonymous (calls are not traced and you will never have to give a statement or go to court).

## **Domestic Violence Helpline**

**Tel:** 0808 2000 247 – Freephone 24 hour National Domestic Violence helpline,  
0870 599 5443

**Fax:** (020) 7395 7706

Telephone helpline, safe houses.

## **Neighbourhood Watch**

**Tel:** (020) 7993 4709

**Email:** [info@neighbourhoodwatch.net](mailto:info@neighbourhoodwatch.net)

**Website:** [www.neighbourhoodwatch.net](http://www.neighbourhoodwatch.net)

The UK Neighbourhood Watch Trust is a charitable trust whose primary purpose is to support and promote the neighbourhood watch movement by providing an effective and informative two-way communications channel through its website.

## **NSPCC (Child Protection Helpline)**

**Tel:** 0808 800 5000  
**Fax:** (020) 7825 2525  
**Email:** [help@nspcc.org.uk](mailto:help@nspcc.org.uk)  
**Website:** [www.nspcc.org.uk](http://www.nspcc.org.uk)

Helpline for anyone concerned about a child at risk of abuse, including children themselves. Staffed by child protection officers. Counselling, information and advice. If appropriate can make referrals to social workers, the police or local NSPCC teams. Advice and information also available via email and website.

## **Police Stations**

**Tel:** (020) 7350 1122  
**Minicom:** (020) 8767 9879

There are 4 police stations open to the public in the Wandsworth area. Community Ward Officers additionally work from Putney, and Trinity Road Police Stations, and the Community Safety Unit and Public Protection Unit operating out of Bedford House in Balham High Road.

### **Battersea Police Station**

112-118 Battersea Bridge Road  
London, SW11 3AF

### **Lavender Hill Police Station**

176 Lavender Hill  
London, SW11 1JX

### **Tooting Police Station**

251 Mitcham Road  
London, SW17 9JQ

### **Wandsworth Police Station**

146 Wandsworth High Street  
London, SW18 4JJ

## **Refuge (Domestic violence helpline)**

**Tel:** 0808 2000 247 (24 Hour Crisis Line)  
**Fax:** (020) 7395 7721  
**Email:** [info@refuge.org.uk](mailto:info@refuge.org.uk)  
**Website:** [www.refuge.org.uk](http://www.refuge.org.uk)

Helpline offering counselling, support and welfare rights advice for women and children escaping domestic violence. Referrals to own network of refuges and to Women's Aid refuges across the UK. Play facilities and specialist support available in most refuges.

## **Wandsworth Women's Aid**

**Tel:** (020) 8871 2664 or (020) 8870 7766

**Email:** [lmathews@wandsworthwa.org.uk](mailto:lmathews@wandsworthwa.org.uk)

**Address:** PO Box 620, London, SW15 6QN

Advice, counselling, support and emergency accommodation for women and their children who are the victims of domestic violence.

## **Women's Aid Federation England**

**Tel:** 0808 2000 247

**Email:** [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

**Website:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

Telephone helpline for women experiencing physical, emotional or sexual violence in the home. Provide advice, information and support and can refer callers to local refuges and emergency and temporary accommodation across England. All calls charged at local rates.

## Action for Blind People

**Tel:** 0800 915 4666 – National Freephone Helpline

**Email:** [humanresources@actionforblindpeople.org.uk](mailto:humanresources@actionforblindpeople.org.uk)

**Website:** [www.afbp.org.uk](http://www.afbp.org.uk)

**Address:** 14-16 Verney Road, London SE16 3DZ

Action for Blind People is a charity that works with blind and partially sighted people. The charity, founded in 1857, aims to empower blind people. It offers support and advice to blind people, their families and friends on issues such as finding jobs, applying for benefits, housing and local services, using aids and adapting their environment.

## Advocacy Partners

**Tel:** (020) 8330 6644

**Email:** [info@advocacypartners.org](mailto:info@advocacypartners.org)

**Website:** [www.advocacypartners.org](http://www.advocacypartners.org)

Advocacy Partners works with people in London and Surrey who have learning or physical disabilities or mental health needs and with older people. It aims to help individuals with disabilities or who are older to have more choice and independence, exercise their rights, participate in society and become less isolated. Advocacy Partners offers advice and information, helps an individual to identify concerns, represents a person's views if necessary and offers group support.

## Afasic

**Tel:** (020) 7490 9410

**Tel:** 0845 355 5577 – Helpline (Mon-Fri: 10.30am – 2.30pm)

**Email:** [info@afasic.org.uk](mailto:info@afasic.org.uk)

**Website:** [www.afasic.org.uk](http://www.afasic.org.uk)

Afasic, a parent-led organisation based in London, supports children and young people with speech and language impairments. The organisation seeks to raise awareness and to improve services. It provides information and training for parents and professionals through local groups, its helpline and its publications. Afasic often works in partnership with local and national government, professional and statutory bodies and other voluntary organisations. Afasic's Helpline provides information to parents, and others, about how to access appropriate support for children with speech and language impairments.

All queries are answered in complete confidence so that anyone needing help feels able to contact them. The team of staff and volunteers who man the helpline are all themselves parents of children with speech and language impairments, who have received additional training to enable them to answer queries on a range of issues.

## **ASBAH (Association for Spina Bifida & Hydrocephalus)**

**Tel:** (020) 8441 9967 / (020) 8449 0475

**Helpline:** 0845 450 7755

**Fax:** (020) 8440 6168

**Email:** [helpline@asbah.org](mailto:helpline@asbah.org)

**Website:** [www.asbah.org.uk](http://www.asbah.org.uk)

**Address:** 209 Crescent Road, New Barnet, Herts, EN4 8SB

Provides information and advice about spina bifida and hydrocephalus.

## **Back-Up Trust**

**Tel:** (020) 8875 1805

**Fax:** (020) 8870 3619

**Email:** [admin@backuptrust.org.uk](mailto:admin@backuptrust.org.uk)

**Website:** [www.backuptrust.org.uk](http://www.backuptrust.org.uk)

**Address:** Jessica House, Red Lion Square, 191 Wandsworth High Street,  
London SW18 4LS

The Back-Up Trust is a charity that arranges outdoor activities and courses for people with a spinal cord injury. The trust aims to encourage self-confidence, independence and motivation for people, old and young, with spinal injury. It also supports friends, families and colleagues. The trust's courses range from skiing, sailing, kayaking and scuba diving to drama or wheelchair skills. The courses are held year-round and may last for one day, a weekend or a week.

## **BIBIC (British Institute for Brain Injured Children)**

**Tel:** 01278 684060

**Fax:** 01278 685573

**Email:** [info@bibic.org.uk](mailto:info@bibic.org.uk)

**Website:** [www.bibic.org.uk](http://www.bibic.org.uk)

**Floor 2 Downstream, 1 London Bridge, London SE1 9BG**

BIBIC is a national charity offering practical help to families caring for children with conditions such as autism, cerebral palsy, Down's syndrome, developmental delay, traumatic and acquired brain injury and specific learning difficulties such as attention deficits hyperactivity disorder, dyslexia and dyspraxia.

## **BILD (British Institute of Learning Disabilities)**

**Tel:** 01562 723 010

**Fax:** 01562 723 029

**Email:** [enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)

**Website:** [www.bild.org.uk](http://www.bild.org.uk)

**Address:** **Campion House, Green Street, Kidderminster, Worcestershire, DY10 1JL**

The British Institute of Learning Disabilities is committed to improving quality of life for people with a learning disability.

## **British Deaf Association (BDA)**

**Tel:** 01925 414649

**Fax:** 01925 652526

**Email:** [north@signcommunity.org.uk](mailto:north@signcommunity.org.uk)

**Website:** [www.bda.org.uk](http://www.bda.org.uk)

**Address:** **13 Wilson Patten Street, Warrington, Cheshire, WA1 1PG**

The BDA is the largest deaf organisation in the UK that is run by deaf people. They represent the Sign Language community, which is united by shared experiences, history and, most importantly, by British Sign Language (BSL).

## **British Dyslexia Association (BDA)**

**Tel:** 0118 966 2677

**Fax:** 0118 935 1927

**Helpline:** 0118 966 8271

**Email:** [admin@bdadyslexia.org.uk](mailto:admin@bdadyslexia.org.uk)

**Website:** [www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)

The BDA is the voice of dyslexic people. They aim to influence government and other institutions to promote a dyslexia friendly society. The BDA promotes early identification and support in schools to ensure opportunity to learn for dyslexic learners. They want to represent the needs of dyslexic people on leaving school, in higher education and in work.

## **British Stammering Association (BSA)**

**Tel:** (020) 8983 1003

**Fax:** (020) 8983 3591

**Helpline:** 0845 603 2001

**Email:** [mail@stammering.org](mailto:mail@stammering.org)

**Website:** [www.stammering.org](http://www.stammering.org)

The British Stammering Association's vision is of a world that understands stammering and is the first point of contact for more information.

## **CLAPA (Cleft Lip and Palate Association)**

**Tel:** (020) 7833 4883

**Fax:** (020) 7833 5999

**Email:** [info@clapa.com](mailto:info@clapa.com)

**Website:** [www.clapa.com](http://www.clapa.com)

**Address:** First Floor, Green Man Tower, 332B Goswell Road, London EC1V 7LQ

The Cleft Lip and Palate Association provide support for new parents, and for people with the condition and their families.

## **deafPLUS**

**Tel:** (020) 7790 6147

**Email:** [info@deafPLUS.org](mailto:info@deafPLUS.org)

**Website:** [www.deafplus.smartchange.org](http://www.deafplus.smartchange.org)

**Address:** Trinity Centre, Key Close, Whitechapel, London E1 4HG

deafPLUS aims to create an accessible society through the promotion of total communication, and support deaf and hearing people to work together in equal partnership.

## **DIAL UK – Disablement Information and Advice Lines**

**Tel:** (01302) 310 123, **TextPhone:** (01302) 310 123 **please use voice announcer**

**Fax:** (01302) 310 404

**Website:** [www.dialuk.org.uk](http://www.dialuk.org.uk)

National organisation for the DIAL network of over 100 disability information and advice services. DIAL groups give advice on all aspects of disability and are run and staffed by people with direct experience of disability.

## **Directgov**

**Website:** [www.direct.gov.uk/en/DisabledPeople/index.htm](http://www.direct.gov.uk/en/DisabledPeople/index.htm)

With the merger of [disability.gov.uk](http://disability.gov.uk) and the 'disabled people' section of Directgov, it's now easier to find the information you are looking for. Directgov provides a single point of access to government information and services. Directgov offers disabled people information on a wide range of topics including independent living, financial support, health and social services, employment and travel.

## **Disability Advice and Welfare Network**

**Website:** [www.disabilitynetwork.com](http://www.disabilitynetwork.com)

An information highway for the disabled and their families. Find support from others as well as helpful and entertaining links for adults and children.

## Disability Alliance

**Tel:** (020) 7247 8776  
**Fax:** (020) 7247 8765  
**Email:** [office.da@dial.pipex.com](mailto:office.da@dial.pipex.com)  
**Website:** [www.disabilityalliance.org](http://www.disabilityalliance.org)

The organisation aims to improve the living standards of disabled people by breaking the link between poverty and disability. They provide various services to disabled people, their families, carers and professional advisers about benefits and other entitlements. They provide advice, information, campaign work, research and training.

## Disability and Social Care Advice Service (DASCAS)

**Tel:** (020) 8333 6949  
**Fax:** (020) 8378 6265  
**Email:** [wfd@dascas.org.uk](mailto:wfd@dascas.org.uk)  
**Address:** 5th Floor, Bedford House, 215 Balham High Road, Tooting, SW17 7BQ

This advice service is funded by the Council and offers an independent telephone information service on any aspect of disability and social care. Helps clients claim benefits. Assists clients to complete forms. Gives advocacy and support up to tribunal level in disputed cases. Offers advice and support to professionals working with disabled and frail people. Gives priority to the housebound.

## Disability Law Service

**Tel:** (020) 7791 9800  
**Fax:** (020) 7791 9802  
**Email:** [advice@dls.org.uk](mailto:advice@dls.org.uk)  
**Website:** [www.dls.org.uk](http://www.dls.org.uk)

Legal advice for disabled people, their families, and carers. Specialist advice on benefits, consumer and contract, community care, discrimination, education, employment, and other disability issues.

## DisabledGo

**Website:** [www.disabledgo.info](http://www.disabledgo.info)  
**Address:** Ground Floor, Ardent House, Gatesway, Stevenage, Hertfordshire SG1 3HG

DisabledGo provides free detailed access information for disabled people across the UK. Their detailed access information will empower you to judge the disabled access to venues for yourself.

DisabledGo Access Guides to goods and services have been specially designed to answer the everyday questions of disabled people, their assistants, carers, family and friends. For local information select Wandsworth in the drop down menu for town/city on the DisabledGo website.

## **Disabled Living Foundation**

**Tel:** 0845 130 9177  
**Fax:** (020) 7266 2922  
**Email:** [advice@dlf.org.uk](mailto:advice@dlf.org.uk)  
**Website:** [www.dlf.org.uk](http://www.dlf.org.uk)

National information service and helpline on equipment and adaptations for people with disabilities. They run an equipment demonstration centre and publish a directory of equipment, a series of daily living guides and specialist resource packs for professionals and members of the public.

## **Down's Syndrome Association**

**Tel:** 0845 230 0372  
**Helpline:** 0845 230 0372  
**Fax:** 0845 230 0373  
**Email:** [info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)  
**Website:** [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)  
**Address:** Langdon Down Centre, 2a Langdon Park, Teddington, TW11 9PS

Provides information and support for people with Down's syndrome, their families and carers, and the professionals who work with them.

## **Dyspraxia Foundation**

**Tel:** 01462 455 016  
**Helpline:** 01462 454 986  
**Fax:** 01462 455 052  
**Email:** [dyspraxia@dyspraxiafoundation.org.uk](mailto:dyspraxia@dyspraxiafoundation.org.uk)  
**Website:** [www.dyspraxiafoundation.org.uk](http://www.dyspraxiafoundation.org.uk)  
**Address:** 8 West Alley, Hitchin, Herts, SG5 1EG

The Dyspraxia Foundation supports individuals and families affected by dyspraxia, (an impairment or immaturity of the organisation of movement) promotes better diagnostic and treatment facilities, and helps professionals in health and education to assist those who have dyspraxia.

## **EDS (Ehlers-Danlos Support)**

**Tel:** 01252 690940

**Website:** [www.ehlers-danlos.org](http://www.ehlers-danlos.org)

**address:** Ehlers-Danlos Support Group, PO Box 337, Aldershot, GU12 6WZ

The Ehlers-Danlos Support Group provides support and information for those with the syndrome, their families and carers. Ehlers-Danlos Syndrome (EDS) is the name given to a group of heritable connective tissue disorders. EDS can affect the skin, ligaments, and internal organs.

## **Erb's Palsy Group**

**Tel:** (020) 8795 2897

**Email:** [lisa@erbspalsygroup.co.uk](mailto:lisa@erbspalsygroup.co.uk)

**Website:** [www.erbspalsygroup.co.uk](http://www.erbspalsygroup.co.uk)

**Address:** 59 Robin Hood Way, Greenford, Middx UB6 7QN

This is a national charity offering support and advice to children and families affected by Obstetrical Brachial Plexus Palsy or Erb's Palsy.

## **Hearing Concern**

**Tel:** (020) 7440 9871

**Text:** (020) 7440 9871

**HelpDesk:** 0845 0744 600 (voice and text)

**Fax:** (020) 7440 9872

**Email:** [info@hearingconcern.org.uk](mailto:info@hearingconcern.org.uk)

**Website:** [www.hearingconcern.org.uk](http://www.hearingconcern.org.uk)

**Address:** 95 Gray's Inn Road, London WC1X 8TX

Hearing Concern is a national charity dedicated to improving the quality of life for people who are deaf or hard of hearing. They are a volunteer led organisation whose main objectives are to provide advice, information and support, to promote communication access and to raise public and professional awareness of the issues associated with hearing loss.

## **JTSMA (Jennifer Trust for Spinal Muscular Atrophy)**

**Tel:** (0)1789 267 520

**Fax:** (0)1789 268 371

**Email:** [Jennifer@jtsma.org.uk](mailto:Jennifer@jtsma.org.uk)

**Website:** [www.jtsma.org.uk](http://www.jtsma.org.uk)

**Address:** Elta House, Birmingham Road, Stratford upon Avon, Warwickshire, CV37 0AQ

The Jennifer Trust for Spinal Muscular Atrophy provides support and information, and invests in research into causes and treatments.

## Leonard Cheshire Disability

**Tel:** (020) 7802 8200

**Email:** [info@lcdisability.org](mailto:info@lcdisability.org)

**Website:** [www.lcdisability.org](http://www.lcdisability.org)

**Address:** Central Office, Leonard Cheshire Disability, 30 Millbank, London SW1P 4QD

Leonard Cheshire Disability is a charity that supports disabled people. The charity aims to offer choice, opportunity and independence to disabled people through services such as residential homes, home care, day services, resource centres, rehabilitation, respite care, personal support and training, and assistance for those looking for work.

The largest voluntary sector provider of care and support services for disabled people in the UK, it also seeks to change attitudes toward disability. The charity directly supports more than 21,000 disabled people in the UK and is active in 51 countries.

## Limbless Association

**Tel:** (020) 8788 1777

**Email:** [zafar@limbless-association.org](mailto:zafar@limbless-association.org)

**Website:** [www.limbless-association.org](http://www.limbless-association.org)

**Address:** Queen Mary's Hospital, Roehampton Lane, London SW15 5PN

The Limbless Association helps people who have lost one or more limbs to become independent. The Association provides support to an individual in the home, in hospital, during rehabilitation, in education, employment and the community. Services are also available for the limbless person's family and carers.

Services include: a help bureau that offers advice to new and established amputees; information on limb-fitting centres; free legal advice; home and hospital visits; social programmes; the Football+ programme, which gives children and young adults training in football, it also publishes a magazine, Step Forward.

## MENCAP

**Tel:** (020) 7454 0454

**Fax:** (020) 7608 3254

**Email:** [information@mencap.org.uk](mailto:information@mencap.org.uk)

**Website:** [www.mencap.org.uk](http://www.mencap.org.uk)

**Address:** 123 Golden Lane, London EC1Y 0RT

Mencap is a national learning disability charity working with people with a learning disability and their families and carers. Mencap believes that people with a learning disability have an equal right to a life full of opportunities, from learning essential skills to securing paid employment. To this end, the charity campaigns for equal rights and provides a range of services to meet people's needs throughout their lives, including community support

services, education and employment services and volunteering opportunities that enable people to achieve their goals.

## Muscular Dystrophy Campaign

**Tel:** (020) 7803 4800, **Information and Support Line: 0800 652 6352 (freephone)**

**Fax:** (020) 7401 3495

**Email:** [info@muscular-dystrophy.org](mailto:info@muscular-dystrophy.org)

**Website:** [www.muscular-dystrophy.org](http://www.muscular-dystrophy.org)

**Address:** 61 Southwark Street, London, SE1 0HL

As a charity, they provide people who have neuromuscular conditions, and their families, with information and advice about their condition and ways in which living with it can be made easier. They fund (with some contribution from the NHS) 13 MDC Care Advisors who are based in clinics around the country. The advisors are on hand to give advice and support to people who are affected by neuromuscular conditions.

## National Autistic Society

**Tel:** (020) 7833 2299, **0845 070 4004 – Helpline**

**Fax:** (020) 7833 9666

**Email:** [nas@nas.org.uk](mailto:nas@nas.org.uk)

**Website:** [www.nas.org.uk](http://www.nas.org.uk)

The National Autistic Society exists to champion the rights and interests of all people with autism and aim to provide individuals with autism and their families with help, support and services that they can access, trust and rely upon and which can make a positive difference to their lives.

## National Deaf Children's Society

**Tel:** (020) 7490 8656, **0808 800 8880 – Helpline**

**Minicom:** (020) 7490 8656

**Fax:** (020) 7251 5020

**Email:** [ndcs@ndcs.org.uk](mailto:ndcs@ndcs.org.uk)

**Website:** [www.ndcs.org.uk](http://www.ndcs.org.uk)

**Address:** 15 Dufferin Street, London EC1Y 8UR

The National Deaf Children's Society provides support, information and advice to families of deaf children.

## **Radar – Royal Association for Disability and Rehabilitation**

**Tel:** (020) 7250 3222  
**Text:** (020) 7250 4119  
**Fax:** (020) 7250 0212  
**Email:** [radar@radar.org.uk](mailto:radar@radar.org.uk)  
**Website:** [www.radar.org.uk](http://www.radar.org.uk)

RADAR is a membership organisation for disabled individuals and 400 disability organisations to promote equality for all disabled people.

## **REACH**

**Tel:** 0845 1306225  
**Fax:** 0845 1300262  
**Email:** [reach@reach.org.uk](mailto:reach@reach.org.uk)  
**Website:** [www.reach.org.uk](http://www.reach.org.uk)  
**Address:** Reach Head Office, PO Box 54, Helston, Cornwall TR13 8WD

REACH is an association for children with arm or hand impairments.

## **RNIB**

**Tel:** (020) 7388 2525, 0845 766 9999 – Helpline  
**Fax:** (020) 7388 2034  
**Email:** [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)  
**Website:** [www.rnib.org.uk](http://www.rnib.org.uk)

**Address:** 105 Judd Street, London WC1H 9NE

The Royal National Institute of the Blind (RNIB), a charity, works with people who are blind or partially blind. The Helpline (telephone 0845 766 9999) offers an immediate, expert and confidential service. Many of the Helpline staff have sight problems themselves and are trained to listen and to give reassurance and advice.

The Helpline is open Monday to Friday 9.00am – 5.00pm.

Their staff can:

- put you in touch with specialist advice services
- give you details of support groups and services in your area

We can also provide you with free information on:

- eye conditions
- making the most of your remaining vision – magnifiers, lighting
- registering as blind or partially sighted
- benefits and your rights
- living with sight loss.

## **RNID**

**Tel:** 0808 808 0123 or (020) 7296 8044 – Information Line

**Textphone:** 0808 808 9000

**Fax:** (020) 7296 8199

**Email:** [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)

**Website:** [www.rnid.org.uk](http://www.rnid.org.uk)

**Address:** 19-23 Featherstone Street, London EC1Y 8SL

RNID offers a range of services for deaf and hard of hearing people and provide information and support on all aspects of deafness and hearing loss.

The charity offers sign language interpreters and other communication support, career advice; telephone services; and equipment and products. It also teaches skills such as interpretation, speech-to-text operation, and basic sign language for organisations and businesses. It also operates a telephone helpline.

## **Royal Association for Deaf People**

**Tel:** 0845 688 2525

**Fax:** 0845 688 2526

**Text:** 0845 688 2527

**Email:** [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)

**Website:** [www.royaldeaf.org.uk](http://www.royaldeaf.org.uk)

**Address:** RAD Head Office, 18 Westside Centre, London Road, Stanway, Colchester, Essex C03 8PH

RAD works with the deaf community, deaf clubs, deaf individuals and the parents of deaf children.

## **Scoliosis Association**

**Tel:** (020) 8964 5343, (020) 8964 1166 – Helpline

**Fax:** (020) 8964 5343

**Email:** [sauk@sauk.org.uk](mailto:sauk@sauk.org.uk)

**Website:** [www.sauk.org.uk](http://www.sauk.org.uk)

Scoliosis causes people to get a twisted or bent spine. The Association provides information to eliminate fear and stigma, and offer contacts for shared experiences.

## Scope

**Tel:** (020) 7619 7100

**Email:** [response@scope.org.uk](mailto:response@scope.org.uk)

**Website:** [www.scope.org.uk](http://www.scope.org.uk)

**Address:** 6 Market Road, London, N7 9PW

Scope is a national disability charity with a focus on people with cerebral palsy. Scope's services include face-to-face support at the point of diagnosis for parents; education and care for disabled children; ongoing support for the family; and employment and independent living services for disabled adults.

If you would like information on Scope's services, cerebral palsy or any aspect of living with disability, you can call Scope's Response, which offers confidential advice and information on 0808 800 3333 9am–7pm weekdays, 10am–2pm Saturdays.

## Sense

**Tel:** 0845 127 0060

**Fax:** 0845 127 0061

**Email:** [info@sense.org.uk](mailto:info@sense.org.uk)

**Website:** [www.sense.org.uk](http://www.sense.org.uk)

**Address:** Head Office, 101 Pentonville Road, London N1 9LG

Sense, a national charity, supports and campaigns for children and adults who are deafblind. Deafblindness is a combination of both sight and hearing difficulties. Deafblind people face major problems with communication, access to information and mobility. People can be born deafblind or become deafblind through illness, accident or in older age. Sense provides specialist information, advice and services to deafblind people, their families, carers and the professionals who work with them. In addition, they support people who have sensory impairments with additional disabilities.

## Special Abilities

**Tel:** 01924 385977

**Fax:** 01924 385977

**Email:** [special@abilities.fsnet.co.uk](mailto:special@abilities.fsnet.co.uk)

**Website:** [www.specialabilities.co.uk](http://www.specialabilities.co.uk)

**Address:** Jubilee Hall Community Centre, 5 Road Ends, Townley Road, Lupset, Wakefield WF2 8NS

Special Abilities provides information, advice and support for parents of disabled children.

## Spinal Injuries Association

**Tel:** 0845 678 6633

**Freephone Advice Line:** 0800 980 0501 Open 9.30am to 4.30pm  
(closed 1pm to 2pm) Monday to Friday

**Typetalk:** 0800 95 95 98

**Fax:** 0845 070 6911

**Email:** [sia@spinal.co.uk](mailto:sia@spinal.co.uk)

**Website:** [www.spinal.co.uk](http://www.spinal.co.uk)

**Address:** 2 Trueman Place, Oldbrook, Milton Keynes, MK6 2HH

SIA provides support to all those who are affected by spinal cord injury, including the family and friends of the disabled person.

## Wandsworth Access Association of People with Disabilities

**Tel:** 0798 464 0424, (020) 8874 2007

**Email:** [info@wandsworthaccess.org.uk](mailto:info@wandsworthaccess.org.uk)

**Website:** [www.wandsworthaccess.org.uk](http://www.wandsworthaccess.org.uk)

**Address:** c/o 113 Godley Road, London SW18 3HA

The objectives of Wandsworth Access Association are:

- To promote the needs and raise awareness, about issues facing disabled people and to ensure that all facilities are accessible for them.
- To advise Wandsworth Council, and other public on non-governmental organisations on issues relating to disability.
- To ensure disabled people are treated more favourably, and have equal access to services and facilities.
- To campaign for better accessible transport, as well as an improved indoor and outdoor recreational facilities for disabled people.
- To provide information help and support for disabled people, regarding access and mobility problems and all issues relating to equality.
- To provide outreach and training for disabled people, to enable them to play an active role in the community.

## Addaction

**Tel:** (020) 7251 5860

**Fax:** (020) 7251 5890

**Email:** [info@addaction.org.uk](mailto:info@addaction.org.uk)

**Website:** [www.addaction.org.uk](http://www.addaction.org.uk)

**Address:** 67-69 Cowcross Street, London EC1M 6PU

Addaction is a charity, provides treatment for drug and alcohol abuse. The charity assesses an individual client's needs and helps them to stop drinking or taking drugs. Clients often require several types of support. The charity's day programmes provide counselling, therapy and medication, family support and intervention.

In some areas, it offers training in job skills, and helps with employment and with housing problems. Addaction also runs projects involving outreach, including to those in prison and those just arrested. It has needle-exchange programmes to help to minimise the spread of infectious diseases such as hepatitis and HIV. And it runs the Smart scheme, which offers professional training in London to help employers cope with the long-term problems in planning their workforce because of substance misuse.

## Alcohol Concern

**Tel:** (020) 7264 0510

**Fax:** (020) 7488 9213

**Email:** [contact@alcoholconcern.org.uk](mailto:contact@alcoholconcern.org.uk)

**Website:** [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

Alcohol Concern is the national agency on alcohol misuse. They work to reduce the incidence and costs of alcohol-related harm and to increase the range and quality of services available to people with alcohol-related problems.

## Alcoholics Anonymous

**National**

**Helpline:** 0845 769 7555

**Website:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

In most urban areas, a telephone service is available staffed mainly by volunteers. They will be happy to answer your questions and/or put you in touch with those who can help. Or you can write to: Alcoholics Anonymous, PO Box 1, 10 Toft Green, York YO1 7NJ. Tel: 01904 644026.

## Al-Anon Family Groups / Alateen

**Tel:** (020) 7403 0888

**Website:** [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Al-Anon Family Groups provide understanding, strength and hope to anyone whose life is, or has been, affected by someone else's drinking. The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope in order to solve their common problems. They believe alcoholism is a family illness and that changed attitudes can aid recovery.

## Battersea Alcohol Service (Turning Point)

**Tel:** (020) 7228 0585

**Website:** [www.turning-point.co.uk](http://www.turning-point.co.uk)

**Address:** Edward Wilson House, 29 Prince of Wales Drive, Battersea, SW11 4SH

Provides Day programme for people aged 18–75, offering abstinence based support on a twelve week structured aid course. One-to-one counselling and group work. Residential programme for people aged 18–65.

## Community Alcohol Team

**Tel:** (020) 8682 6931

**Address:** White Lodge, Springfield Hospital, 61 Glenburnie Road, Tooting, SW17 7DJ

Assisted alcohol withdrawal programme offered on an outpatient or in patient basis (dependent on individual client need).

## Drinkline

**Tel:** 0800 917 8282

Drinkline is a national confidential alcohol advice line offering information and advice on sensible drinking; open to people with alcohol problems, their families, friends and carers as well as professionals working with them.

## Equinox

**Tel:** (020) 8640 5587

**Website:** [www.a-s-f-s-l.sagenet.co.uk](http://www.a-s-f-s-l.sagenet.co.uk)

**Address:** The Vestry Hall, London Road, Mitcham CR4 3UD

Alcohol assessment and counselling service offers confidential advice, help and information. 'Making Changes' Support Group for people under ongoing abstinence as well as those with sensible drinking goals. For drinkers, partners, couples, friends, relatives, resident or employed within Wandsworth. No upper age limit.

## Families Anonymous

**Tel:** (020) 7498 4680

**Website:** [www.famanon.org.uk](http://www.famanon.org.uk)

For families and friends of drug abusers.

## Mainliners

**Tel:** (020) 7022 1890

**Fax:** (020) 7022 1893

**Email:** [admin@mainliners.org.uk](mailto:admin@mainliners.org.uk)

**Address:** 2nd Floor, Downstream Building, 1 London Bridge, SE1 9BG

Mainliners' works across blood borne viruses, drugs and sexual health to help those most vulnerable. Their objectives are to improve accessibility, raise standards, increase coherence and to maximise responsiveness, diversity and operational competence in the provision of such services across the country.

## Mount Carmel

**Tel:** (020) 8769 7674

**Website:** [www.mountcarmel.org.uk](http://www.mountcarmel.org.uk)

**Address:** 12 Aldrington Road, Streatham SW16 1TH

Provides abstinence based residential and day (3 months and 6 months) programmes open to all ages.

## National Drugs Helpline

**Tel:** 0800 77 66 00

**Website:** [www.urban75.com/Drugs/helpline.html](http://www.urban75.com/Drugs/helpline.html)

24-hour helpline for drug users and solvent mis-users, their families, friends and carers.

## Release

**Tel:** (020) 7729 5255

**Email:** [ask@release.org.uk](mailto:ask@release.org.uk)

**Website:** [www.release.org.uk](http://www.release.org.uk)

Offers a wide range of specialist services to professionals and the public concerning drugs, the law and human rights, including The Legal Helpline (0845 4500 215) which is managed by a team of lawyers and offers expert legal advice to people directly or indirectly affected by drugs; The Heroin Helpline (0845 4500 215) which is managed by one of the UK's leading experts on all aspects of heroin use, supported by trained volunteers. The Helplines are open from 10.00am to 5.30pm, Monday to Friday.

## Re-Solve

**Tel: 0808 800 2345**

Information and support for anyone concerned about solvent abuse

## Talk to FRANK

**Tel: national drugs helpline: 0800 77 66 00**

**Email: [frank@talktofrank.com](mailto:frank@talktofrank.com) Open 24 hours every day**

**Talk to FRANK** is a confidential, anonymous, discreet and well-informed friend, ready to offer advice, information and support about drugs

## Wandsworth Drug Project

**Tel: (020) 8875 4400**

**Email: [enquiries@wdp-drugs.org.uk](mailto:enquiries@wdp-drugs.org.uk)**

**Website: [www.wdp-drugs.org.uk](http://www.wdp-drugs.org.uk)**

**Address: 86 Garratt Lane, London SW18 4DB**

The Wandsworth Drug is a Westminster Drug Project service and offers free and confidential information and advice.

## Advisory Centre for Education (ACE)

**Tel:** 0808 800 5793 (General advice line)

**Tel:** (020) 7704 9822 (Exclusion line)

**Fax:** (020) 7354 9069

**Email:** [enquiries@ace-ed.org.uk](mailto:enquiries@ace-ed.org.uk)

**Website:** [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

**Address:** 1c Aberdeen Studios, 22 Highbury Grove, London N5 2DQ

ACE is an independent advice centre for parents, offering information about state education in England and Wales for 5-16 year olds. They offer free telephone advice on many topics like exclusion from school, bullying, special educational needs and school admission appeals.

## Care to Learn – Childcare for Advisers and Providers

The aim of Care to Learn is to give financial support to teenage parents (including dads) who want to continue their education or training and need help with the cost of their childcare. A young parent can get help with their childcare if they are: aged under 20 years; on a course that they started before they were 20; on a course that receives some public funding; at a college, school or other course or; a non-employed trainee on work based learning.

If parents want to apply for Childcare support for courses that begin after they are 20, they should contact their local college or learn direct for courses in colleges [www.learnirect.co.uk](http://www.learnirect.co.uk). Telephone 0800 100 900.

If you do not have a particular course in mind you should contact learnirect on [www.learnirect.co.uk](http://www.learnirect.co.uk) or telephone 0800 100 900 or contact the school or college direct. For help or more information about courses call Connexions Direct (080 800 13219) or Learn Direct (0800 100 900).

## Connexions

**Tel:** (020) 8871 7609

**Website:** [www.centrallondonconnexions.org.uk](http://www.centrallondonconnexions.org.uk)

Connexions is a support and advice service for all 13-19 year olds. Personal Advisers are available in schools, colleges and the first stop facilities based in Battersea, Tooting and Roehampton. Other Personal Advisers will be available to young people referred to the Youth Offending Team or accessing services at Diversion from accommodation and the Independent Living Scheme. Provides information and help in getting a job, finding a course or training. Free benefits advice and registration for Jobseekers Allowance and Work-Based Training for 16-19 year olds. A list of vacancies is updated daily and computers are available for producing CVs.

There are three Connexions located at:

## **Connexions Battersea/Prospects**

**Tel: (020) 7326 8700**

**Website:**

**www.prospects.co.uk**

**Ground Floor, 17 Falcon  
Road, London, SW11 2PJ**

Monday and Friday: 9.30am  
– 4.30pm, Tues & Thurs:  
9.30am – 7.00pm, Wed:  
11.30am – 5.00pm

## **Roehampton Base**

**Tel: 0208 780 5253**

**Website: www.base.net.uk**

**33-35 Danebury Avenue,  
Roehampton SW15 4DQ**

Mon and Fri: 11am – 7pm\*,  
Tues and Thurs: 1pm – 9pm,  
1st Saturday of month:  
1pm – 5pm.

\*The 11am – 1pm slot is only  
open to young people who want  
to see a Personal Adviser. You  
can surf the net and meet your  
mates from 1pm onwards.

## **Tooting Base**

**Tel: 0208 682 9457**

**Website: www.base.net.uk**

**74-80 Upper Tooting  
Road, Tooting SW17 7PB**

Mon-Fri 1-9pm and every  
Saturday 1pm - 5pm

## **Information, Advice & Guidance (IAG)**

**Tel: (020) 8871 8723**

**Address: Wandsworth Children's Services, The Professional Centre, Franciscan Road,  
Tooting, London, SW17 8HE**

Provides general information from the Professional Centre's library, initial advice on  
Wednesday afternoons, Wednesday computer drop-in session for beginners 13:00-16:00.  
All Adults 19+.

## **Local Sure Start Programmes**

Sure Start local programmes aim to improve the health and well-being of families and  
children before and from birth, so children are ready to flourish when they go to school.  
They do this by:

- Setting up local services to improve services for families with children under four.
- Spreading good practice learned from local programmes to everyone involved in  
providing services for young children.

There are two local programmes in Wandsworth:

### **SureStart Battersea**

**Katherine Low Settlement**

**108 Battersea High Street, London,  
SW11 3HP**

**Tel: (020) 7223 3509**

**Fax: (020) 7223 3313**

**Email: jstapleton@wandsworth.gov.uk**

### **SureStart Roehampton**

**166 Roehampton Lane**

**Roehampton, London, SW15 4HR**

**Tel: (020) 8789 0572**

**Mobile: 07789095708**

**Email: sforester@wandsworth.gov.uk**

## National Youth Advocacy Service

**Tel:** 0151 649 8700  
**Tel:** 0800 61 61 01 (helpline)  
**Fax:** 0151 649 8701  
**Email:** [help@nyas.net](mailto:help@nyas.net)  
**Website:** [www.nyas.net](http://www.nyas.net)

Information, advice and advocacy services for children and young people up to the age of 25. Legal service for any child or young person, through a network of advocates and in-house solicitors. Helpline for looked after children 9.00am-7.00pm weekdays. Specialist help in children's rights, leaving care, education, youth justice.

## Prospects

**Tel:** (020) 7326 8700  
**Website:** [www.prospects.co.uk](http://www.prospects.co.uk)

**Address:** Prospects Careers Service, 17 Falcon Road, Battersea, London, SW11 2PJ

Wandsworth residents have free access to information and advice. Services provided: Access to library facilities, prospectus, careers information and Adult Directions (a software package to help adults with career decisions). Opening hours: 10.30am-5.00pm Monday-Friday. Outreach sessions at Wandsworth Professional Centre, Tooting on Wednesday afternoons. Please phone for details.

## St Francis Xavier College

**Tel:** (020) 8772 6060  
**Website:** [www.sfx.ac.uk](http://www.sfx.ac.uk)

**Broadoak Training Centre, 11 Nightingale Lane, London, SW4 9AH**

Providing adult education and lifelong learning with an emphasis on quality and the personal touch. They offer a wide variety of general interest and leisure course.

## South Thames College

**Tel:** (020) 8918 7777 / Learning Support Office: (020) 8918 7478

**Website:** [www.south-thames.ac.uk](http://www.south-thames.ac.uk)

**Email:** [studentservices@south-thames.ac.uk](mailto:studentservices@south-thames.ac.uk),

**Address:** Wandsworth High Street, London, SW18 2PP

South Thames College is a college of Further and Higher Education and Community Adult Education based in Wandsworth. They offer courses from basic skills in literacy, numeracy, IT skills and ESOL up to degree and professional level in a wide range of subjects. They specialise in health, social care and childcare courses. They have childcare facilities at all four main centres and provide access and special facilities for people with physical and learning disabilities. The College offers community education for local people, funded by Wandsworth Council.

Main College sites:

Wandsworth Centre, Wandsworth High Street, London SW18 2PP

Putney Centre, 50-52 Putney Hill, London SW15 6QX

Tooting Centre, 71 Tooting High Street, London SW17 0EU

Roehampton Centre, 166 Roehampton Lane, London SW15 4HR

The Wandsworth Centre also provides an IAG service to potential students interested in doing a further education course, probably but not necessarily at South Thames.

Services provided: advice interviews and can be booked via Student Service teams (call (020) 8918 7777).

Sure Start local programmes aim to improve the health and well-being of families and children before and from birth, so children are ready to flourish when they go to school. They do this by:

Setting up local services to improve services for families with children under four.

Spreading good practice learned from local programmes to everyone involved in providing services for young children.

There are two local programmes in Wandsworth:

## Training and Resource Centre

**Tel:** (020) 8871 8530

**Fax:** (020) 8870 0948

**Address:** St Faith's, Alma Road, London, SW18 1AA

Provides information resources and training to young people and youth organisations to support youth provision across the borough.

## UCAS

**Tel:** 0870 11 222 11, Application Requests: Tel: 0870 11 222 00

**Fax:** 01242 544 942

**Email:** [app.req@ucas.ac.uk](mailto:app.req@ucas.ac.uk)

**Website:** [www.ucas.ac.uk](http://www.ucas.ac.uk)

**Address:** Rosehill, New Barn Lane, Cheltenham, Gloucestershire, GL52 3LZ

UCAS is the central organisation that processes applications for full-time undergraduate courses at UK universities and colleges.

## Wandsworth City Learning Centre

**Tel:** (020) 8875 1699 / (020) 8875 1382

**Fax:** (020) 8877 0517

**Website:** [www.wandsworthclc.org](http://www.wandsworthclc.org)

**Email:** [info@wandsworthclc.org](mailto:info@wandsworthclc.org)

**Address:** Southfields Community College, 337 Merton Road, London, SW18 5JU

Provides state-of-the-art ICT-based learning opportunities for the pupils at local schools as well as the surrounding community via adult education courses.

## **Advisory, Conciliation and Arbitration Service (ACAS)**

**Tel:** (020) 7396 0022

**Website:** [www.acas.org.uk](http://www.acas.org.uk)

**Address:** Euston Tower, 286 Euston Road London NW1 3JJ

Advice and information on employment legislation, rights and procedures. ACAS provides information and advice on a range of employment law matters. If you need further advice on flexible working rights or any other employment law matters contact 08457 47 47 47.

## **Department for Business Enterprise & Regulatory Reform**

**Tel:** (020) 7215 5000

**Fax:** (020) 7215 0105

**Email:** [enquiries@berr.gsi.gov.uk](mailto:enquiries@berr.gsi.gov.uk)

**Website:** [www.berr.gov.uk](http://www.berr.gov.uk)

The Department brings together functions from the former Department of Trade and Industry, including responsibilities for productivity, business relations, energy, competition and consumers, with the Better Regulation Executive (BRE).

## **Department for Work & Pensions (DWP)**

**Tel:** (020) 7712 2171

**Website:** [www.dwp.gov.uk](http://www.dwp.gov.uk)

DWP helps unemployed into work and provides State Benefits to those not in work.

## **Information, Advice & Guidance**

**Tel:** (020) 8355 5000

**Website:** [www.iaglondon.net](http://www.iaglondon.net)

Information for adults on learning and employment.

## **Institute of Employment Rights (Employment law and workers' rights)**

**Tel:** 0151 702 6925

**Fax:** 0151 702 6935

**Email:** [office@ier.org.uk](mailto:office@ier.org.uk)

**Website:** [www.ier.org.uk](http://www.ier.org.uk)

The Institute of Employment Rights is an independent organisation acting as a focal point for the spread of new ideas in the field of labour laws.

## Job Centres

**Website:** [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

If you are over 18, out of work, and seeking Job Seekers Allowance you should contact your local job centre. Young people under 18 will need to be registered with Connexions to get some of the benefits available. There is also a special professional team of Disability Employment Advisors who can help with a wide range of aspects of employment and training for those with disabilities. They are also able to provide employment equipment (this could include ramps, short rise lifts, stairlifts, hoists equipment for personal care etc.) on long-term loan. Contact the centre closest to your home.

### **Balham and Tooting Jobcentre Plus**

**Irene House**

**218 Balham High Road**

**Balham, SW12 9BX**

**Tel: (020) 8682 8000**

### **Wandsworth Jobcentre Plus**

**Arndale House**

**Arndale Walk**

**Wandsworth, SW18 4BX**

**Tel: (020) 8682 8000**

## **Nacro Resettlement Plus Helpline (Ex-offenders & families)**

**Tel: 0800 0181 259**

**Fax: (020) 7735 4666**

**Website: [www.nacro.org.uk](http://www.nacro.org.uk)**

Resettlement advice for ex-offenders, serving prisoners, their families, friends and those working with them. Help with problems disclosing convictions in relation to employment, insurance, travel, and emigration. Information on employment, housing, benefits. Information about specialist services and signposting to Nacro's training and housing services. Leaflets on Rehabilitation of Offenders Act, etc.

## Employment Law

Many people experience disputes, bullying or unfair treatment at some time during their working lives. In 2004, formal procedures for addressing employees' concerns were introduced and they apply to most employment-related disputes. All employers must comply with these procedures and provide their employees with written information about the procedure.

If your concerns are not addressed by raising them informally with your manager, you may wish to raise a formal grievance. You can use a grievance procedure to complain about certain aspects of your working life which are unfair. The procedure can be used if you are aggrieved about an action which your employer has taken or is threatening to take. In some circumstances, you must raise a formal grievance before you can complain to an employment tribunal.

If you have been dismissed from your employment, make sure that you have received your statutory notice or contractual notice pay, if longer, together with any other payments due to you such as commission, bonus holiday pay etc. If you are dismissed because you are found to have committed an act of gross misconduct, you will not be entitled to notice pay. Nevertheless, you should still receive a payment in lieu of any untaken holiday together with any other contractual payments owed to you.

If your employer dismisses you for gross misconduct, and you feel this is unjustified you may have been wrongfully and/or unfairly dismissed. In these circumstances you may be able to complain to an employment tribunal. Remember that the time-limit for doing so is 3 months from the effective date of termination. We recommend that you seek specific legal advice from a solicitor specialising in employment law before taking any steps.

## Advicenow

**Website:** [www.advicenow.org.uk](http://www.advicenow.org.uk)

Advicenow is an independent, not-for-profit website providing accurate, up-to-date information on rights and legal issues. The service brings together information on the law and rights from over 200 UK websites.

## Amnesty International UK

**Tel:** (020) 7033 1500

**Fax:** (020) 7033 1503

**Email:** [sct@amnesty.org.uk](mailto:sct@amnesty.org.uk)

**Website:** [www.amnesty.org.uk](http://www.amnesty.org.uk)

**Address:** The Human Rights Action Centre, 17-25 New Inn Yard, London EC2A 3EA

Amnesty International has two main ways of working to achieve human rights. Promoting general awareness of human rights – By carrying out a wide range of educational activities about human rights, promoting the values contained in the Universal Declaration of Human Rights and other international agreed human rights standards. Opposing specific abuses of human rights – By undertaking research and action focused on stopping abuses.

## Commission for Equality and Human Rights

**Tel:** (020) 3117 0235

**Fax:** (020) 7407 7557

**Email:** [info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)

**Website:** [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

On the 1st October 2007 the new Equality and Human Rights Commission was created by merging the Commission for Racial Equality; Disability Rights Commission and Equal Opportunities Commission. The new Commission for Equality and Human Rights (CEHR) champions equality, diversity, and human rights as defining values of society, encouraging all institutions to operate for the benefit of every individual.

## Government Equalities Office

**Tel:** (020) 7944 4400

**Email:** [ministers@dwp.gsi.gov.uk](mailto:ministers@dwp.gsi.gov.uk)

**Website:** [www.womenandequalityunit.gov.uk](http://www.womenandequalityunit.gov.uk)

**Address:** 5th Floor, Eland House, Bressenden Place, London SW1E 5DU

The new Government Equalities Office will take on responsibility for the Government's overall strategy and priorities on equality issues. This will include the Discrimination Law Review, the Single Equality Bill, and the Equality PSA and sponsorship of the Equality and Human Rights Commission. It will also be responsible for policy on gender equality, including the Minister for Women's priorities, and sexual orientation and for integrating work on race and religion or belief equality into the overall equality framework.

The office is responsible for the sponsorship of the following non-departmental public bodies: Equality and Human Rights Commission; Women's National Commission.

## Liberty

**Tel:** (020) 7403 3888

**Website:** [www.liberty-human-rights.org.uk](http://www.liberty-human-rights.org.uk)

**Address:** 21 Tabard Street, London SE1 4LA

Liberty works to promote human rights and civil liberties. It aims to ensure that all people can exercise their democratic and legal rights. It works on issues such as terrorism, torture, asylum, equality and free speech. Liberty lobbies the government about laws relating to civil liberties and human rights. It challenges laws by taking test cases to the English and European courts. It also provides advice to the public, voluntary sector organisations and lawyers through specialist phonelines, letters clinics and its advice website. Liberty is also known as the National Council for Civil Liberties. Founded in 1934, and are a cross party, non-party membership organisation at the heart of the movement for fundamental rights and freedoms in England and Wales. They promote the values of individual human dignity, equal treatment and fairness as the foundations of a democratic society. Liberty seeks to protect civil liberties and promote human rights for everyone. Liberty campaigns to protect basic rights and freedoms through the courts, in Parliament and in the wider community. They do this through a combination of public campaigning, test case litigation, parliamentary lobbying, policy analysis and the provision of free advice and information.

## **Prisoners Abroad**

**Tel:** (020) 7561 6581

**Email:** [volunteer@prisonersabroad.org.uk](mailto:volunteer@prisonersabroad.org.uk)

**Website:** [www.prisonersabroad.org.uk](http://www.prisonersabroad.org.uk)

**Address:** 89-93 Fonthill Road, Finsbury Park, London N4 3JH

Prisoners Abroad is a charity that helps British people who are imprisoned or detained overseas. The charity offers advice, information and support to prisoners and their families or friends with the aim of safeguarding the prisoner's welfare and basic human rights. The charity helps those who have been convicted, regardless of the crime, and those who have not. It also works with statutory and voluntary organisations to try to ensure that prisoners are not tortured or treated in an inhumane or degrading way, and it supports prisoners after they have been released.

## **Race Equality Council (Wandsworth)**

**Tel:** (020) 8682 3201

Confidential and independent advice and information to people who live or work in Wandsworth needing to overcome racial discrimination or harassment. They also provide race equality education and training to organisations, and carry out strategic policy work. Open Monday to Friday, 10.00am-3.00pm.

## **Race on the Agenda (ROTA)**

**Tel:** (020) 7729 1310

**Fax:** (020) 7739 6712

**Email:** [rota@rota.org.uk](mailto:rota@rota.org.uk)

**Website:** [www.rota.org.uk](http://www.rota.org.uk)

**Address:** Unit 101 Cremer Business Centre, 37 Cremer Street, London E2 8HD

Race on the Agenda (ROTA) is a social policy think tank set up in April 1997 to take over from Greater London Action on Race Equality which started in 1984.

They work with London's Black, Asian and minority ethnic (BAME) communities and others interested in race equality, towards achieving social justice by the elimination of discrimination and promotion of human rights, diversity and equality of opportunity. They achieve these aims by informing London's strategic decision-makers about the issues affecting the BAME third sector and the communities it serves and by making government policy more accessible to London's BAME organisations.

ROTA uses the term BAME to refer to all groups who are discriminated against on the grounds of their race, culture, colour or nationality.

## **YourRights.org.uk**

**Website:** [www.yourrights.org.uk](http://www.yourrights.org.uk)

This is Liberty's website to provide an easily understood guide to the Human Rights Act 1998, explaining its relevance and impact in many different areas of law ranging from rights of privacy to rights of peaceful protest. Your Rights is written by expert lawyers, but intended primarily for people who have no specialist legal knowledge. Liberty is an independent human rights organisation – we are not overseen or regulated by a representative or umbrella body.

## After Adoption

**Tel:** 0161 839 4932

**Fax:** 0161 832 2242

**Email:** [information@talkadoption.org.uk](mailto:information@talkadoption.org.uk)

**Website:** [www.afteradoption.org.uk](http://www.afteradoption.org.uk)

**Address:** Head Office, 12-14 Chapel Street, Manchester M3 7NH

After Adoption works with anyone whose life has been affected by adoption – children, families or adults – to offer support throughout the adoption process. This can involve helping a birth relative to deal with loss, helping all parties involved to search for a relative, or providing counselling and information to adoptive families, birth relatives and adopted people.

## Balham Community Centre

**Tel:** (020) 8767 9857

**Fax:** (020) 8673 9780

**Address:** 91 Bedford Hill, London, SW12 9HE

Offers information to families of children with or without disabilities. Also latchkey (Schools Out Club), holiday daycare, counselling, home school support service, youth club and youth groups. Please ring for details. Opening times: 10am – 6pm Monday to Friday.

## BLISS

**Tel:** 0500 618 140

**Website:** [www.bliss.org.uk](http://www.bliss.org.uk)

A national parent information service for families with babies in special care units.

## Careline

**Tel:** (020) 8514 1177

**Fax:** (020) 8478 7943

Crisis telephone counselling service for children, young people and adults on any issue, including relationship difficulties, depression, mental health, child abuse, bullying, rape and sexual assault, domestic violence, addictions, stress. Face to face counselling for adults. Referrals to other agencies and support groups throughout the country.

## ChildLine

**Tel:** 0800 1111 – 24 hours every day

**Fax:** (020) 7650 3201

**Website:** [www.childline.org.uk](http://www.childline.org.uk)

Helpline for children and young people in danger or distress. Telephone counselling for any child with any problem. Provides support and advice and refers children in danger to appropriate helping agencies. Freepost address for children and ChildLine, Freepost NATN1111, London E1 6BR. Also runs The Line for children living away from home 0800 88 44 44 (Mon-Fri 3.30pm-9.30pm, Sat and Sun 2.00pm-8.00pm.)

## Child Support Agency (CSA)

**Tel:** 08457 133 133

**Fax:** 08457 138 924

**Website:** [www.csa.gov.uk](http://www.csa.gov.uk)

The CSA is part of the Department of Work and Pensions (DWP). Their role is to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.

## Children's Legal Centre

**Tel:** 01206 872 466

**Fax:** 01206 874 026

**Email:** [clc@essex.ac.uk](mailto:clc@essex.ac.uk)

**Website:** [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

**Address:** University of Essex, Wivenhoe Park, Colchester, Essex C04 3SQ

A free and confidential legal advice and information service, covering all aspects of the law affecting children and young people. This service is open to children, young people and anyone with concerns about them.

## Contact A Family

**Tel:** (020) 8947 5260

**Fax:** (020) 8947 9506

**Email:** [Wandsworth@cafamily.org.uk](mailto:Wandsworth@cafamily.org.uk)

**Website:** [www.cafamily.org.uk](http://www.cafamily.org.uk)

**Address:** 1 Siward Road, London SW17 0LA

Contact a Family is a UK-wide charity providing support, advice and information for families with disabled children.

## Daycare Trust

**Tel:** (020) 7840 3350

**Email:** [info@daycaretrust.org.uk](mailto:info@daycaretrust.org.uk)

**Website:** [www.daycaretrust.org.uk](http://www.daycaretrust.org.uk)

Daycare Trust is the national childcare charity working to promote high quality affordable childcare for all. The childcare hotline provides free information and advice for parents – Call (020) 7840 3350 Mondays, Wednesdays and Fridays 10.00am-5.00pm.

## Families Anonymous

**Tel:** (020) 7498 4680

**Website:** [www.famanon.org.uk](http://www.famanon.org.uk)

For families and friends of alcohol and drug abusers.

## Family Mediators Association

**Tel:** 0117 946 7062

**Fax:** 0117 946 7181

**Website:** [www.thefma.co.uk](http://www.thefma.co.uk)

**Address:** Head Office, Grove House, Grove Road, Bristol, BS6 6UN

Membership organisation of mediators who specialise in working with couples involved in separation or divorce. Mediators offer support on problems including decisions about children, housing and financial arrangements. Charges for mediation are made although in some cases it may be possible to obtain Community Legal Service funding. Also provides training for mediators.

## **Gingerbread (Advice line for lone parents)**

**Tel:** 0800 018 5026

**Website:** [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

Advice Line offers confidential, expert advice on anything from childcare to domestic violence. They can tell you exactly how your financial situation will be affected if you are moving off benefits and into work and answer queries about higher education, housing or childcare. The advice line is open 9.00am to 5.00pm on Mondays to Fridays, and calls are free.

## **Home-Start (Head Office)**

**Tel:** 0116 233 9955

**Fax:** 0116 233 0232

**Website:** [www.home-start.org.uk](http://www.home-start.org.uk)

Supports over 320 local Home-Start schemes throughout the UK. Local volunteers offer regular support, befriending and practical help to families under stress with at least one child under 5. Families are visited in their own homes.

## **Imani Family Support Project**

**Tel:** (020) 7207 1117

**Fax:** (020) 7924 1491

**Address:** Battersea Central Mission, PO Box 17, London SW11 3QE

Parenting support to women and their children who have left or are living in abusive relationships. Provision of one-to-one solution based counselling, mutual self help life and social skills groups for women. Range of supportive groups for women, crèche and children's holiday services.

## **London Marriage Guidance Council**

**Tel:** (020) 8938 2431 / 0800 652 2342

**Email:** [info@counselling4london.com](mailto:info@counselling4london.com)

**Website:** [www.counselling4london.com](http://www.counselling4london.com)

Provides practical help for people with 'marriage difficulties'. Also support with family issues such as post-natal depression and improving communication skills.

## **Marriage Care (Head Office)**

**Tel: 0845 660 6000**

**Fax: (020) 7371 4921**

**Website: [www.marriagecare.org.uk](http://www.marriagecare.org.uk)**

Central office of Marriage Care. Counselling for those with marriage or relationship difficulties or those preparing for marriage. Marriage preparation courses and relationship education in schools. Telephone helpline offers information and listening for people with marriage or relationship difficulties.

## **Maternity Alliance**

**Tel: (020) 7588 8582, Information Line: (020) 7490 7638**

**Website: [www.maternityalliance.org](http://www.maternityalliance.org)**

This is a national charity working to end inequality and promote the well being of all pregnant women, new parents and their babies.

## **National Council for One Parent Families**

**Tel: 0800 018 5026**

**Website: [www.oneparentfamilies.org.uk](http://www.oneparentfamilies.org.uk)**

The National Council for One Parent Families provide a platform for lone parents, to enable them to have a voice. They offer information and advice lone parents can trust, through the telephone, their publications, through their website and special events. They act as a centre of expertise, and work with others to improve services, raise awareness and change attitudes. They promote a culture that is caring, tolerant, and respectful. Opens Monday to Friday 9am to 5pm.

## **National Family Mediation**

**Tel: 0117 904 2825**

**Fax: 0117 904 3331**

**Website: [www.nfm.org.uk](http://www.nfm.org.uk)**

Association of local family mediation services for separating or divorcing couples. Family mediation services help couples make decisions about issues including how to separate, what to say to the children, distribution of money and property, with a particular focus on arrangements for children. Provide details of 60 local affiliated services. Membership support and training.

## National Youth Agency

**Tel:** 0116 242 7350

**Fax:** 0116 242 7444

**Email:** [nya@nya.org.uk](mailto:nya@nya.org.uk)

**Website:** [www.nya.org.uk](http://www.nya.org.uk)

NYA's aims are to promote young people's personal and social development, and their voice, influence and place in society. Developed by the National Youth Agency; [www.Youthinformation.com](http://www.Youthinformation.com) is an invaluable resource for young people, youth workers and Connexions staff.

## NSPCC (Child protection helpline)

**Tel:** 0808 800 5000

**Website:** [www.nspcc.org.uk](http://www.nspcc.org.uk)

24-hour helpline for children and young people or anyone concerned about a child or young person at risk of abuse.

## One Plus One

**Tel:** (020) 7553 9530

**Email:** [kvsb@oneplusone.org.uk](mailto:kvsb@oneplusone.org.uk)

**Website:** [www.oneplusone.org.uk](http://www.oneplusone.org.uk)

One Plus One is an organisation that focuses on how to help couples and families to avoid discord and break-up. Founded by a psychiatrist, it conducts original research and monitors research across the UK and overseas. It produces videos and pamphlets for professionals and their website has a section on supporting family relationships and an information centre on relationships covering the following topics: Cohabitation; Divorce and Separation; Domestic Violence; Ethnicity; Family; Marriage; Remarriage; Parenthood; Sex and Work-life.

## Parent Line Plus (Practical help and information for parenting)

**Tel:** 0800 800 2222

**Fax:** (020) 7284 5501

**Website:** [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Helpline for anyone involved in caring for children, including stepfamilies. Offers listening, support, information and guidance on all issues of concern. Parenting classes and workshops for parents to share ideas and learn new skills. Website containing a range of information, including leaflets on family related issues.

## **Relate (Head Office)**

**Tel:** 0845 456 1310

**Email:** [enquiries@relate.org.uk](mailto:enquiries@relate.org.uk)

**Website:** [www.relate.org.uk](http://www.relate.org.uk)

Co-ordinates Relate centres across the country which offers counselling to adults with relationship difficulties, married or not. Some offer psychosexual counselling and mediation. Payment based on income. Relateline, phone help Mon-Fri 9.30am-4.30pm. RelateDirect 08451 304016 to book phone session. Schools counselling. Publications by mail order. Training and courses for professionals.

## **Samaritans**

**Tel:** 08457 90 90 90 – National

**Tel:** (020) 8789 9121 – Putney

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Website:** [www.samaritans.org](http://www.samaritans.org)

Telephone helpline offering emotional support for people who are experiencing feelings of distress or despair, including those that may lead to suicide.

## Action against Medical Accidents

**Tel:** (020) 8667 9065

**Tel:** 0845 123 23 52

**Email:** [advice@avma.org.uk](mailto:advice@avma.org.uk)

**Website:** [www.avma.org.uk](http://www.avma.org.uk)

**Address:** 44 High Street, Croydon, Surrey CR0 1YB

Action against Medical Accidents, a charity, gives advice to people harmed by medical treatment. Medical accidents, whether caused by negligence or not, can also occur because of failure to treat a person appropriately. The charity aims to help those who have been injured to get an explanation, support and, if appropriate compensation.

## Alzheimer's Society

**Tel:** (020) 7423 3500

**Fax:** (020) 7423 3501

**Email:** [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

**Website:** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Address:** 58 St Katharine's Way, London E1W 1JX

Provides care and research for people with dementia, their families and carers.

## Alzheimer's Society South West London Branch

**Tel:** (020) 8772 8755

**Fax:** (020) 8772 8733

**Email:** [info@swlondonalzheimers.org.uk](mailto:info@swlondonalzheimers.org.uk)

**Website:** [www.swlondonalzheimers.org.uk](http://www.swlondonalzheimers.org.uk)

**Address:** 46 Balham High Road, Balham, SW12 9AQ

Provides information and support to people with any type of dementia and their carers across the Boroughs of Wandsworth, Richmond and Merton. They offer the following services in the Borough of Wandsworth: an outreach worker; a carer support group; a support group for people with dementia; the Good Companions Scheme; the Poppy Café; and social events/outings. Open 9.00am – 5.00pm Monday to Friday. Visits by appointment only.

## Arthritis Care

**Tel:** (020) 7380 6500

**Tel:** 0808 800 4050 – Helpline free phone 9:00am – 5:00pm Monday-Friday

**Tel:** 0845 600 6868 – 24-hour Information Line

**Email:** [Info@arthritiscare.org.uk](mailto:Info@arthritiscare.org.uk)

**Website:** [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

**Address:** 18 Stephenson Way, London NW1 2HD

Aim to promote independence and empower people with arthritis to live positive lives.

## Association of Young People with ME

**Tel:** 08451 23 23 89

**Email:** [info@ayme.org.uk](mailto:info@ayme.org.uk)

**Website:** [www.ayme.org.uk](http://www.ayme.org.uk)

**Address:** Bank House, 4 Bouverie Square, Upper Third St, Central Milton Keynes, MK9 1EB

Provides support, advice and information.

## Asthma UK

**Tel:** (020) 7786 5000 or (020) 7786 4900

**Email:** [info@asthma.org.uk](mailto:info@asthma.org.uk)

**Website:** [www.asthma.org.uk](http://www.asthma.org.uk)

The National Asthma Campaign is dedicated to conquering asthma by funding research to improve treatments and find a cure for the future; offering independent help and advice to everyone affected by asthma; and campaigning for a better deal for people with asthma.

## BackCare

**Tel:** (020) 8977 5474, 0845 130 2704 – Helpline

**Fax:** (020) 8943 5318

**Website:** [www.backpain.org](http://www.backpain.org)

**Address:** 16 Elmtree Road, Teddington, Middlesex, TW11 8ST

BackCare, a charity, is a support network for people who have chronic back pain. Also known as the National Back Pain Association, the charity consists of 20 local support groups run by volunteers. At a national level, BackCare produces information, campaigns and runs a helpline. The local branches, in partnership with health professionals and therapists, offer such programmes as pain management and exercise. In addition, they organise hydrotherapy sessions, workshops and other activities.

## Beating Eating Disorders

**Tel:** 0870 770 3256

**Email:** [info@b-eat.co.uk](mailto:info@b-eat.co.uk)

**Website:** [www.b-eat.co.uk](http://www.b-eat.co.uk)

**Address:** 103 Prince of Wales Road, Norwich, NR1 1DW

BEAT is a national Charity providing information, help and support for people affected by eating disorders and, in particular, anorexia and bulimia nervosa.

## BIBIC (British Institute for Brain Injured Children)

**Tel:** 01278 684060

**Fax:** 01278 685573

**Email:** [info@bibic.org.uk](mailto:info@bibic.org.uk)

**Website:** [www.bibic.org.uk](http://www.bibic.org.uk)

**Address:** Floor 2 Downstream, 1 London Bridge, London SE1 9BG

BIBIC is a national charity offering practical help to families caring for children with conditions such as autism, cerebral palsy, Down's syndrome, developmental delay, traumatic and acquired brain injury and specific learning difficulties such as attention deficits hyperactivity disorder, dyslexia and dyspraxia.

## BLISS

**Tel:** (020) 7378 1122, Family Support Helpline: FREEPHONE 0500 618140

**Fax:** (020) 7403 0673

**Email:** [enquiries@bliss.org.uk](mailto:enquiries@bliss.org.uk)

**Website:** [www.bliss.org.uk](http://www.bliss.org.uk)

**Address:** 2nd & 3rd Floors, 9 Holyrood Street, London SE1 2EL

BLISS is the National Charity for the Newborn and offers support and information for families of 'special care babies'. They are committed to improving the conditions facing newborn babies by: supporting parents practically and emotionally – to help them become effective carers of their babies and to make confident and informed decisions.

## Blood Pressure Association

**Tel:** (020) 8772 4994

**Fax:** (020) 8772 4999

**Website:** [www.bpassoc.org.uk](http://www.bpassoc.org.uk)

**Address:** 60 Cranmer Terrace, London SW17 0QS

The Blood Pressure Association, a charity, works to help people who have high blood pressure. The charity provides information on issues such as medication, home monitoring

and lifestyle changes. It aims to educate and made blood pressure a priority both for individuals, especially those who are at high risk, and for the government.

It also tries to improve the detection, monitoring, management and treatment of the illness. It provides healthcare professionals with literature developed specifically to help patients, and it disseminates information about the latest developments in hypertension and how it may affect healthcare practice.

## **Breast Cancer Care**

**Tel:** 0845 092 0800

**Tel:** 0808 800 6000 – Helpline (Mon-Fri: 9.00am – 5.00pm)

**Email:** [info@breastcancercare.org.uk](mailto:info@breastcancercare.org.uk)

**Website:** [www.breastcancercare.org.uk](http://www.breastcancercare.org.uk)

**Address:** 5-13 Great Suffolk Street, London SE1 0NS

Breast Cancer Care provides information, practical assistance and emotional support for anyone affected by breast cancer. Every year they give direct support to over 22,000 people with breast cancer or breast health concerns through their helpline, peer support and other direct services. They are committed to campaigning for better treatment and support for people with breast cancer and their families.

## **British Heart Foundation**

**Tel:** (020) 7935 0185

**Website:** [www.bhf.org.uk](http://www.bhf.org.uk)

**Address:** 14 Fitzhardinge St, London W1H 6DH

The British Heart Foundation, a charity, fights against heart disease by supporting heart patients and funding research and education. The charity seeks to help people to lower the risk of dying prematurely from a heart-related disease.

## **British Lung Foundation**

**Tel:** 08458 50 50 20 – Helpline

**Website:** [www.lunguk.org](http://www.lunguk.org)

**Address:** 73-75 Goswell Road, London EC1V 7ER

The British Lung Foundation is a charity that works with people who have lung disease. The charity seeks to support those with any type of lung disease, from mild asthma to lung cancer. It has a national network of support groups for those who have lung disease or who are parents of children with lung disease.

## British Polio Fellowship

**Tel:** 0800 018 0586 – Freephone

**Fax:** (020) 8842 0555

**Email:** [info@britishpolio.org.uk](mailto:info@britishpolio.org.uk)

**Website:** [www.britishpolio.org.uk](http://www.britishpolio.org.uk)

**Address:** Eagle Office Centre, The Runway, South Ruislip, Middlesex HA4 6SE

Provides information and advice on all aspects of polio, including rights, housing issues, equipment and self-management courses.

## British Red Cross

**Tel:** 0870 170 7000

**Email:** [information@redcross.org.uk](mailto:information@redcross.org.uk)

**Website:** [www.redcross.org.uk](http://www.redcross.org.uk)

The British Red Cross is a member of a global humanitarian network – the International Red Cross and Red Crescent Movement. It is charity that responds to disasters and conflicts around the world and helps fellow Red Cross and Red Crescent societies to cope with emergencies and day-to-day aid in their own countries. It also tries to reunite those separated by war or disaster.

## British Stammering Association (BSA)

**Tel:** (020) 8983 1003, 0845 603 2001 – Helpline

**Fax:** (020) 8983 3591

**Email:** [mail@stammering.org](mailto:mail@stammering.org)

**Website:** [www.stammering.org](http://www.stammering.org)

The British Stammering Association's vision is of a world that understands stammering and is the first point of contact for more information.

## Brittle Bone Society

**Tel:** (01382) 204446, Freephone helpline: 08000 282459 (for advice only)

**Fax:** (01382) 206771

**Email:** [bbs@brittlebone.org](mailto:bbs@brittlebone.org)

**Website:** [www.brittlebone.org](http://www.brittlebone.org)

**Address:** Grant-Paterson House, 30 Guthrie Street, Dundee DD1 5BS

The Brittle Bone Society promotes research into the brittle bone diseases and provides practical support, advice and encouragement to people with brittle bones and their relatives.

## **Cancer BACKUP**

**Tel:** (020) 7696 9003

**Fax:** (020) 7696 9002

**Freephone helpline:** 0808 800 1234

**Website:** [www.cancerbackup.org.uk](http://www.cancerbackup.org.uk)

**Address:** 3 Bath Place, Rivington Street, London EC2A 3JR

Cancerbackup's mission is to give cancer patients and their families the up-to-date information, practical advice and support they need to reduce the fear and uncertainty of cancer.

## **Cancer Research UK**

**Tel:** (020) 7121 6699 – Support Services

(020) 7242 0200 – Switchboard

**Fax:** (020) 7121 6700

**Website:** [www.crc.org.uk](http://www.crc.org.uk)

**Address:** PO Box 123, Lincoln's Inn Fields, London WC2A 3PX

Cancer Research UK is a charity dedicated to research on the causes, treatment and prevention of cancer.

## **Cancer Resource Centre**

**Tel:** (020) 7924 3924

**Fax:** (020) 7978 6505

**Email:** [info@cancer-resource-centre.org.uk](mailto:info@cancer-resource-centre.org.uk)

**Website:** [www.cancer-resource-centre.org.uk](http://www.cancer-resource-centre.org.uk)

**Address:** 20-22 York Road, Battersea, SW11 3QE

The Centre provides support and complementary therapy to anyone affected by a diagnosis of cancer (people with cancer or carers/relatives). They provide telephone support, an information service (including a library of books and tapes, information leaflets), one-to-one therapy (counselling, massage and reflexology, healing, art therapy, hypnotherapy, and meditation) and group work (relaxation classes, support groups). There is also a home visiting service providing similar services for housebound people and their carers. Asian and Afro-Caribbean information and outreach workers provide support and information for these ethnic groups but anyone is welcome to attend. Ethnic minority outreach workers provide support and information for hard to reach groups. Anyone can make a referral for the Centre and home visiting. Courses, workshops and seminars are organised throughout the year. Open 10.00am – 1.00pm and 2.00pm – 5.00pm Monday, Wednesday and Thursday.

## Cardiac Helpline

**Tel:** (020) 8672 1255 (Bleep 6967)

**Address:** Cardiothoracic Outpatients, Atkinson Morley's Wing, St George's Hospital, Blackshaw Road, London SW17 0QT

A helpline and information service for people with cardiac conditions, operating from St George's Hospital

## Careline

**Tel:** (020) 8875 0500

**Website:** [www.careline.org.uk/](http://www.careline.org.uk/)

**Address:** PO Box 33439, London, SW18 1XH

Careline is a free telephone helpline funded by Wandsworth Council and Wandsworth Primary Care Trust. The service offers local health and social services information for people who live and work in the Borough, including: Telephone numbers and address; benefits booklets, community care literature and guides; local and national self-help groups and voluntary organisations; complaints procedures. Careline is open: 10.00am to 8.00pm Monday to Friday and 10.00am to 1.00pm Saturday. Phone lines are open weekday evenings and on Saturday morning.

## Carers UK

**Tel:** (020) 7490 8818, 080 8808 7777 – Carers Line

**Fax:** (020) 7490 8824

**Email:** [info@carersuk.org](mailto:info@carersuk.org)

**Website:** [www.carersuk.org](http://www.carersuk.org)

Information and advice on all aspects of caring for carers and professionals. Carers line providing advice on welfare rights, benefits and community care issues. Network of offices, branches and contacts offer support to carers. Campaign for action to support carers at all levels of national and local government and with service providers.

## Child & Adolescent Mental Health Services (CAMHS)

**Tel:** (020) 8682 6000

**Website:** [www.swlstg-tr.nhs.uk/services/camhs\\_wandsworth.asp](http://www.swlstg-tr.nhs.uk/services/camhs_wandsworth.asp)

**Address:** Springfield University Hospital, 61 Glenburnie Road, London SW17 7DJ

Based across four sites in Wandsworth, this service provides psychiatric advice, assessment and, if appropriate, treatment for children and young people up to 18.

The service is offered across four teams – Adolescent Team, Learning Disabilities, St. George’s Team and William Harvey Team.

## **Chinese Mental Health Association**

**Tel:** (020) 6613 1008

**Email:** [info@cmha.org.uk](mailto:info@cmha.org.uk)

**Website:** [www.cmha.org.uk](http://www.cmha.org.uk)

**Address:** 2/F Zenith House, 155 Curtain Road, London EC2A 3QY

The Chinese Mental Health Association, a charity, offers community-based mental health services to the Chinese community in the United Kingdom. The charity aims to encourage people of Chinese descent to access mental health services despite barriers that can arise from the stigma of mental health, especially in traditional Chinese society. Its services include providing medical information, counselling and advice. It has a helpline and publishes printed information about mental health in Chinese.

## **CLIC (Cancer and Leukaemia in Childhood)**

**Tel:** (020) 8752 2800, **Child Cancer Helpline:** 0800 197 0068

**Fax:** (020) 8752 2806

**Email:** [helpline@clicsargent.org.uk](mailto:helpline@clicsargent.org.uk)

**Website:** [www.clicsargent.org.uk](http://www.clicsargent.org.uk)

**Address:** Griffin House, 161 Hammersmith Road, London W6 8SG

Cancer and Leukaemia in Childhood offers advice, support and hand-on care for children and families.

## **CLIMB (Children Living with Inherited Metabolic Diseases)**

**Tel:** 0800 652 3181 / 0845 241 2172

**Fax:** 0845 241 2174

**Email:** [info.svcs@climb.org.uk](mailto:info.svcs@climb.org.uk)

**Website:** [www.climb.org.uk](http://www.climb.org.uk)

**Address:** Climb Building, 176 Nantwich Road, Crewe, CW2 6BG

Research, information, advice and support for Children Living with Inherited Metabolic Diseases.

## COB Foundation

**Tel:** (0)1908 569169

**Fax:** (0)1908 565665

**Email:** [info@cobfoundation.org](mailto:info@cobfoundation.org)

**Website:** [www.cobfoundation.org](http://www.cobfoundation.org)

**Address:** 76 High Street, Stony Stratford, Buckinghamshire, MK11 1AH

The Cystitis and Overactive Bladder Foundation provides information and support to sufferers of bladder problems, including Interstitial Cystitis, Bacterial Cystitis and Overactive Bladder.

## Coeliac Society

**Tel:** 01494 437 278, 0870 444 8804 – Helpline

**Fax:** 01494 474 349

**Website:** [www.coeliac.co.uk](http://www.coeliac.co.uk)

**Address:** Coeliac UK, Suites A-D Octagon Court, High Wycombe, Bucks HP11 2HS

The Coeliac Society supports members and aims to improve life for all coeliacs and those with dermatitis herpetiformis.

## Colostomy Association

**Tel:** 0118 939 1537, 0800 587 6744 or 0800 328 4257 – Helpline

**Fax:** 0118 956 9095

**Email:** [cass@colostomyassociation.org.uk](mailto:cass@colostomyassociation.org.uk)

**Website:** [www.colostomyassociation.org.uk](http://www.colostomyassociation.org.uk)

**Address:** Head Office, 15 Station Road, Reading RG1 1LG

The Colostomy Association was set up to provide support, reassurance and practical information to anyone who may be about to have, or already has a colostomy. Appropriate support and advice is also provided to families and carers both before and after surgery.

## Depression Alliance

**Tel:** 0845 123 23 20

**Email:** [information@depressionalliance.org](mailto:information@depressionalliance.org)

**Website:** [www.depressionalliance.org](http://www.depressionalliance.org)

**Address:** 212 Spitfire Studios, 63-71 Collier St, London N1 9BE

Depression Alliance, a charity, works to help people with depression. The charity aims to encourage people to seek treatment and support as soon as possible, and to raise awareness about the illness. It provides information and assistance to those who are affected by depression through publications and education. It offers training, support to individuals, and consultancy. It oversees a network of more than 60 self-help groups, many

of them run by volunteer group coordinators. The alliance also works with government agencies and healthcare professionals to improve services for people with depression. It seeks to publicise the illness by organising various events and initiatives, including Depression Awareness Week.

## **Diabetes UK**

**Tel:** (020) 7424 1000

**Fax:** (020) 7424 1001

**Email:** [info@diabetes.org.uk](mailto:info@diabetes.org.uk)

**Website:** [www.diabetes.org.uk](http://www.diabetes.org.uk)

**Address:** Macleod House, 10 Parkway, London NW1 7AA

Diabetes UK is the charity for people with diabetes, their family, friends and carers, funding research, campaigning and helping people to live with the condition.

## **Encephalitis Society**

**Tel:** 01653 699599

**Email:** [support@encephalitis.info](mailto:support@encephalitis.info)

**Website:** [www.encephalitis.info](http://www.encephalitis.info)

**Address:** 7B Saville St, Malton, North Yorkshire, YO17 7LL

The Encephalitis Society works with people who have encephalitis. It helps both those who have contracted encephalitis and those indirectly affected by it such as carers, family and friends. It also supports research into the condition, provides information, and seeks to raise awareness. Its services include a telephone helpline that offers support to adults, children and their families. It helps to organise family weekends and retreats, arranges conferences, seminars and retreats for professionals; and maintains a contact scheme for members who can join the society for free.

## **Epilepsy Action**

**Tel:** 0113 210 8800

**Fax:** 0113 391 0300

**Email:** [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)

**Website:** [www.epilepsy.org.uk](http://www.epilepsy.org.uk)

**Address:** New Anstey House, Gate Way Drive, Yeadon, Leeds, LS19 7XY

Epilepsy Action aims to improve the quality of life and promote the interests of people living with epilepsy.

## Genetic Interest Group

**Tel:** (020) 7704 3141

**Fax:** (020) 7359 1447

**Email:** [mail@gig.org.uk](mailto:mail@gig.org.uk)

**Website:** [www.gig.org.uk](http://www.gig.org.uk)

**Address:** Unit 4D, Leroy House, 436 Essex Road, London N1 3QP

GIG is a national alliance of organisations with a membership of over 130 charities which support children, families and individuals affected by genetic disorders. GIG's primary goal is to promote awareness and understanding of genetic disorders so that high quality services for people affected by genetic conditions are developed and made available to all who need them.

## Haemophilia Society

**Tel:** (020) 7831 1020, 0800 018 6068 – Freephone helpline

**Fax:** (020) 7405 4824

**Email:** [info@haemophilia.org.uk](mailto:info@haemophilia.org.uk)

**Website:** [www.haemophilia.org.uk](http://www.haemophilia.org.uk)

**Address:** The Haemophilia Society, First Floor, Petersham House, 57a Hatton Garden, London EC1N 8JG

The Haemophilia Society is working for people with haemophilia, von Willebrand's or a related bleeding disorder and their families to secure the best possible care, treatment and support. They provide information, advice and support services and they advocate and campaign to secure the best possible care and treatment.

## Headway

**Tel:** 0115 924 0800, 0808 800 2244 – Helpline

**Fax:** 0115 958 4446

**Address:** 4 King Edward Street, Nottingham, NG1 1EW

Headway's aims are to promote understanding of all aspects of brain injury and provide information and services to people with a brain injury, families and carers.

## Help the Aged – SeniorLine

**Tel:** (020) 7278 1114  
**Fax:** (020) 7278 1116  
**Email:** [info@helptheaged.org.uk](mailto:info@helptheaged.org.uk)  
**Website:** [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Telephone advice and information service for older people. Issues covered include welfare and disability benefits, community and residential care, housing options and adaptations, access to health and community services, and details of agencies offering local practical assistance.

## HemiHelp

**Tel:** 0845 123 2372 – Helpline  
0845 120 3713 – Office  
**Fax:** 0845 120 3723  
**Email:** [support@hemihelp.org.uk](mailto:support@hemihelp.org.uk)  
**Website:** [www.hemihelp.org.uk](http://www.hemihelp.org.uk)  
**Address:** Unit 1, Wellington Works, Wellington Road, SW19 8EQ

Provides information and support for children with Hemiplegia and their families. Offers a wide range of services for their members: a helpline; regular newsletters; leaflets; sports and activity days; workshops and conferences. The helpline is open 10.00am – 1.00pm Monday to Friday.

## Ileostomy and Internal Pouch Support Group

**Tel:** 0800 0184 724 (free) or 028 9334 4043  
**Fax:** 028 9332 4606  
**Email:** [info@iasupport.org](mailto:info@iasupport.org)  
**Website:** [www.the-ia.org.uk](http://www.the-ia.org.uk)  
**Address:** Peverill House, 1-5 Mill Road, Ballyclare, Co. Antrim, BT39 9DR

The IA is a UK registered charity whose primary aim is to help people who have to undergo surgery which involves the removal of their colon (colectomy) and the creation of either an ileostomy or an ileo-anal pouch.

## International Glaucoma Association (IGA)

**Tel:** (0)1233 64 81 70 – SightLine  
(0)1233 64 81 64 – Administration

**Fax:** (0)1233 64 81 79

**Email:** [info@iga.org.uk](mailto:info@iga.org.uk)

**Website:** [www.iga.org.uk](http://www.iga.org.uk)

**Address:** Woodcote House, 15 Highpoint Business Village, Henwood, Ashford, Kent TN24 8DH.

The IGA is a registered charity which offers advice and support to glaucoma sufferers, campaigns for improved glaucoma services for glaucoma patients and aims to increase public awareness of glaucoma.

## Lymphoma Association

**Tel:** 01296 619400

**Freephone helpline:** 08 08 808 5555

**Email:** [information@lymphoma.org.uk](mailto:information@lymphoma.org.uk)

**Website:** [www.lymphoma.org.uk](http://www.lymphoma.org.uk)

**Address:** The Lymphoma Association, PO Box 386, Aylesbury, Bucks HP20 2GA

The Lymphoma Association provides information and emotional support to anyone whose life has been affected by lymphoma (lymphatic cancer). The helpline is staffed by people who have had training in understanding lymphomas, their treatments and related issues.

## Macmillan Cancer Relief

**Tel:** (020) 7840 7840, 0808 808 2020m – CancerLine

**Fax:** (020) 7840 7841

**Email:** [cancerline@macmillan.org.uk](mailto:cancerline@macmillan.org.uk)

**Website:** [www.macmillan.org.uk](http://www.macmillan.org.uk)

**Address:** Macmillan Cancer Support, 89 Albert Embankment, London SE1 7UQ

The Macmillan Cancer Relief works towards helping people with cancer achieve the best quality of life.

## Marie Stopes

**Tel:** 0845 300 8090

**Email:** [services@mariestopes.org.uk](mailto:services@mariestopes.org.uk)

**Website:** [www.mariestopes.org.uk](http://www.mariestopes.org.uk)

Marie Stopes International (MS) is a provider of sexual and reproductive healthcare services. They are committed to providing all the help you need to make informed choices about your health.

## **ME Association**

**Tel:** 01280 818968

**Email:** [meconnect@meassociation.org.uk](mailto:meconnect@meassociation.org.uk)

**Website:** [meassociation.org.uk](http://meassociation.org.uk)

**Address:** The ME Association, 4 Top Angel, Buckingham, MK18 1TH

The ME Association provides information, support and practical advice for people who are affected by ME/CFS/PVFS (Myalgic Encephalopathy/Chronic Fatigue Syndrome/Post Viral Fatigue Syndrome) and their families and carers; funding and supporting research and providing education and training.

## **Men's Health Forum**

**Tel:** (020) 7388 4449

**Fax:** (020) 7388 4477

**Website:** [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

**Address:** Tavistock House, Tavistock Square, London WC1H 9HR

The Men's Health Forum works to improve the health and wellbeing of men in England and Wales. The forum aims to provide information, raise awareness and stimulate debate about the specific health issues of men. It seeks to encourage men to prioritise their own health and to access medical and other services.

It also campaigns for research, policy and projects that take account of men's health issues and the specific problems they face. It offers a bookshop, a library and a journal, and organises projects on issues such as men's fitness, prostate cancer, bowel cancer, medications and mental health.

## **Mental Health Foundation**

**Tel:** (020) 7803 1101

**Fax:** (020) 7803 1111

**Email:** [mhf@mhf.org.uk](mailto:mhf@mhf.org.uk)

**Website:** [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

**Address:** London Office, 9th Floor, Sea Containers House, 20 Upper Ground, London, SE1 9QB

The Mental Health Foundation aims to help people survive, recover from and prevent mental health problems by learning what makes and keeps people mentally well; communicating their findings to a wide range of people and turning their research into practical solutions that make a difference to people's lives.

## Migraine Trust

**Tel:** (020) 7436 1336

**Fax:** (020) 7436 2880

**Helpline:** (020) 7462 6601

**Email:** [info@migrainetrust.org](mailto:info@migrainetrust.org)

**Website:** [www.migrainetrust.org](http://www.migrainetrust.org)

**Address:** 55-56 Russell Square, London WC1B 4HP

The Migraine Trust seeks to empower, inform, and support those affected by migraine while educating health professionals and actively funding and disseminating research.

## MIND (Mental Health information)

**Tel:** (020) 8519 2122

**0845 766 0163 (Information Line)**

**Fax:** (020) 8522 1725

**Emil:** [contact@mind.org.uk](mailto:contact@mind.org.uk)

**Website:** [www.mind.org.uk](http://www.mind.org.uk)

Mind is a mental health charity and works to create a better life for everyone with experience of mental distress. The organisation advances the views, needs and ambitions of people with mental health problems and challenges discrimination and promotes inclusion. Their work promotes the values of autonomy, equality, knowledge, participation and respect.

## Miscarriage Association

**Tel:** 01924 200795

**01924 200799 – Helpline**

**Fax:** 01924 298834

**Email:** [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

**Website:** [www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)

**Address:** c/o Clayton Hospital, Northgate, Wakefield, West Yorkshire WF1 3JS

The Miscarriage Association, a charity, offers support to parents who have had a miscarriage. In addition to helping parents, it also supports and provides information to partners, other family, or to friends who have been affected by miscarriage. The charity has a helpline that provides support by telephone, letter or email. Its network of support volunteers, some of whom have had a miscarriage themselves, offers one-to-one support.

It has local support groups, publishes information, leaflets and fact sheets, and encourages research into the causes, management and prevention of pregnancy loss. In addition, the charity seeks to raise awareness about the issue and to lobby for improved services.

## Multiple Sclerosis Counselling Service

**Tel:** 01206 505444  
**Email:** [info@msrc.co.uk](mailto:info@msrc.co.uk)  
**Website:** [www.msrc.co.uk](http://www.msrc.co.uk)

Their 24 Hour Telephone Counselling Service is now available and can be reached by dialling the freephone number 0800 783 0518 and choosing Option 1.

## Multiple Sclerosis Society – Wandsworth Branch

**Tel:** (020) 8874 4373  
**Email:** [msswands@jackwood.demon.co.uk](mailto:msswands@jackwood.demon.co.uk)  
**Address:** c/o 9 Burntwood Grange Road, Wandsworth, SW18 3JY

The Wandsworth Branch provides help and advice for carers and sufferers, a monthly social meeting every fourth Wednesday (not November) – transport is provided, produce a monthly newsletter and arrange outings with transport. There is also an adapted seaside holiday home.

## MS Society

**Tel:** (020) 8438 0700, 0808 800 8000 – Helpline  
**Fax:** (020) 8438 0701  
**Website:** [www.mssociety.org.uk](http://www.mssociety.org.uk)  
**Address:** MS National Centre, 372 Edgware Road, London NW2 6ND

The MS Society funds research on multiple sclerosis, runs respite care centres, provides grants, education and training, produces publications and runs a freephone specialist helpline.

## National Asthma Campaign

**Tel:** (020) 7786 4900  
**Fax:** (020) 7256 6075  
**Email:** [info@asthma.org.uk](mailto:info@asthma.org.uk)  
**Website:** [www.asthma.org.uk](http://www.asthma.org.uk)  
**Address:** 70 Wilson Street, London, EC2A 2DB

Provides health information and advice to people with asthma, parents of children with asthma and health and education professionals.

## National Back Pain Association

**Tel:** (020) 8977 5474

**Helpline:** 0845 130 2704

**Fax:** (020) 8943 5318

**Website:** [www.backpain.org](http://www.backpain.org)

**Address:** 16 Elmtree Road, Teddington, Middlesex, TW11 8ST

The National Back Pain Association is a charity that helps people manage and prevent back pain by providing information, promoting self help, encouraging debate and funding research into better back health.

## National Childbirth Trust

**Tel:** 0870 444 8707 (9.00am to 5.00pm)

**Website:** [www.nct.org.uk](http://www.nct.org.uk)

The National Childbirth Trust offers support in pregnancy, childbirth and early parenthood. To speak to a breast-feeding counsellor call the Breast-feeding Line: 0870 444 8708 9.00am-6.00pm everyday. To speak to an antenatal teacher about issues relating to your pregnancy or your baby's birth, call the Pregnancy and Birth Line: 0870 444 8709, 10am to 8pm Monday to Friday.

## National Eczema Society

**Tel:** (020) 7281 3553, 0870 241 3604 – Helpline

**Fax:** (020) 7281 6395

**Website:** [www.eczema.org](http://www.eczema.org)

**Address:** Hill House, Highgate Hill, London, N19 5NA

The National Eczema Society provides practical information and support, campaigns for a better deal for people with skin conditions, and fund research into the causes of eczema.

## National Society for Epilepsy

**Tel:** 01494 601300, 01494 601400 – Helpline

**Fax:** 01494 871927

**Website:** [www.epilepsyse.org.uk](http://www.epilepsyse.org.uk)

**Address:** Chesham Lane, Chalfont St Peter, Bucks SL9 0RJ

The National Society for Epilepsy are committed to providing information and support to people with epilepsy, and provides care through medical and residential services.

## **NCYPE**

**Tel:** 01342 832243

**Fax:** 01342 834639

**Email:** [info@ncype.org.uk](mailto:info@ncype.org.uk)

**Website:** [www.ncype.org.uk](http://www.ncype.org.uk)

**Address:** St Piers Lane, Lingfield, Surrey, RH7 6PW

The National Centre for Young People with Epilepsy provides education, treatment and care for children and young people with severe epilepsy and other neurological disorders.

## **NHS Direct (Immediate and confidential health advice)**

**Tel:** 0845 4647

**Website:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

A 24-hour confidential helpline providing advice and information on what to do if you are feeling ill, have health concerns for you or your family, local health service or self-help and support organisations. NHS Direct can provide you with details of local GPs, including out-of-hours GPs, as well as dentists, pharmacists and optometrists on 0845 4647. These details can also be obtained from the Primary Care Agency (PCA) on (020) 8335 1330 and Careline on (020) 8875 0500.

## **NHS UK Gateway**

**Website:** [www.nhs.uk](http://www.nhs.uk)

This site connects you to local NHS services in England and provides national information about the NHS. You can find contact details on this website for services in your local area, including doctors, dentists, opticians and pharmacies (see search engine at bottom of webpage).

## **PALS Online**

**Website:** [www.pals.nhs.uk/](http://www.pals.nhs.uk/)

PALS Online is the website of the national network of NHS Patient Advice and Liaison Services, and provides information about the Patient Advice and Liaison Services through the England and how they can be contacted.

## **PALS (Patient Advice and Liaison Service)**

**St. George's Healthcare**

**Tel:** (020) 8725 2453

**Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

**Website:** [www.stgeorges.nhs.uk/pals](http://www.stgeorges.nhs.uk/pals)

**Address:** Main Entrance, Grosvenor Wing, St. George's Hospital.

This service aims to help users of St. George's Healthcare NHS Trust (includes St. George's and Bolingbroke Hospitals), their carers and families who require support, advice or assistance regarding any aspect of healthcare provision.

## **Parkinson's Disease Society**

**Tel:** (020) 7931 8080

**Email:** [enquiries@parkinsons.org.uk](mailto:enquiries@parkinsons.org.uk)

**Website:** [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

Provides support to people with Parkinson's Disease and their carers, outings, monthly meetings, welfare visitor provides home visits and benefits advice.

Helpline Freephone 0808 800 0303, 9.30am-5.30pm, Mon-Fri.

## **Prostate Cancer Charity**

**Tel:** (020) 8222 7622

**Fax:** (020) 8222 7639

**Email:** [info@prostate-cancer.org.uk](mailto:info@prostate-cancer.org.uk)

**Website:** [www.prostate-cancer.org.uk](http://www.prostate-cancer.org.uk)

**Address:** First Floor, Cambridge House, 100 Cambridge Grove, Hammersmith, London W6 0LE

The Prostate Cancer Charity offers support and information to anyone concerned about prostate cancer. Established in 1996, it operates a free helpline. It organises events and projects and seeks to raise public awareness about the disease. The charity's project include Prostate Cancer Awareness Week, an annual campaign. It also runs a project to raise awareness about the likelihood of Afro-Caribbean men contracting prostate cancer. In addition it has a programme that seeks to place nurses who are specifically trained in prostate cancer treatment in the NHS with the goal of improving practice at the local level.

## **SANE**

**Tel:** (020) 7375 1002, 0845 767 8000 – Saneline

**Fax:** (020) 7375 2162

**Email:** [info@sane.org.uk](mailto:info@sane.org.uk)

**Website:** [www.sane.org.uk](http://www.sane.org.uk)

**Address:** 1st Floor Cityside House, 40 Adler Street, London E1 1EE

SANE raises awareness and respect for people with mental health difficulties, undertakes research and provides information and emotional support.

## **Sickle Cell Society**

**Tel:** (020) 8961 7795

**Helpline:** 0800 001 5660

**Fax:** (020) 8961 8346

**Email:** [info@sicklecellsociety.org](mailto:info@sicklecellsociety.org)

**Website:** [www.sicklecellsociety.org](http://www.sicklecellsociety.org)

**Address:** 54 Station Road, London, NW10 4UA

The Sickle Cell Society aims to provide funding to educate health carers and other professionals about sickle cell.

## **South West London and St. George's Mental Health NHS Trust**

**Tel:** (020) 8682 6000

**Fax:** (020) 8767 7608

**Website:** [www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk)

**Address:** Springfield University Hospital, 61 Glenburnie Road, London, SW17 7DJ

South West London and St. George's Mental Health NHS Trust provides mental health services to local people who live in Wandsworth, Kingston, Merton, Richmond and Sutton.

## **Stroke Association**

**Tel:** (020) 7566 0300

**Helpline:** 0845 3033 100

**Fax:** (020) 7251 9096

**Email:** [info@stroke.org.uk](mailto:info@stroke.org.uk)

**Website:** [www.stroke.org.uk](http://www.stroke.org.uk)

**Address:** Stroke House, 240 City Road, London EC1V 2PR

The organisation's main focus is to prevent strokes and to give support to people who have had a stroke and their families through information and community services.

## **Together – Working for Wellbeing**

**Tel:** (020) 7780 7300

**Fax:** (020) 7780 7301

**Website:** [www.together-uk.org](http://www.together-uk.org)

Supports people with severe and enduring mental health needs and their carers. Formerly called Mental After Care Association (MACA).

## **Urostomy Association**

**Tel:** 01889 563191

**Fax:** 01889 568222

**Email:** [secretary.ua@classmail.co.uk](mailto:secretary.ua@classmail.co.uk)

**Website:** [www.uagbi.org](http://www.uagbi.org)

**Address:** Central Office, 18 Foxglove Avenue, Uttoxeter, Staffs, ST14 8UN

The aims of the Urostomy Association is to assist those who are about to undergo or who have undergone surgery which results in a urinary diversion; to improve the quality of life of people who have undergone urinary diversion surgery and those who care for them and to undertake such research as the membership feels is necessary to enhance the life of members.

## **Wandsworth MIND**

**Tel:** (020) 8875 9162 or (020) 8780 5920

**Email:** [admin@wandsworth-mind.co.uk](mailto:admin@wandsworth-mind.co.uk)

**Website:** [www.wandsworthmind.org.uk](http://www.wandsworthmind.org.uk)

Support for people suffering or recovering from long-term mental ill health. Encourage self-esteem by developing their skills, offering risk-free work experience, through an education programme.

Accident and emergency departments at local hospitals will treat serious injuries and sudden illness.

## **Bolingbroke Hospital**

**Tel:** (020) 7223 7411  
**Wakehurst Road**  
**SW11 6HN**

## **PALS (Patient Advice and Liaison Service)**

**St. George's Healthcare**  
**Tel:** (020) 8725 2453  
**Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)  
**Website:** [www.stgeorges.nhs.uk/pals](http://www.stgeorges.nhs.uk/pals)  
**Address:** Main Entrance, Grosvenor Wing, St. George's Hospital.

This service aims to help users of St. George's Healthcare NHS Trust (includes St. George's and Bolingbroke Hospitals), their carers and families who require support, advice or assistance regarding any aspect of healthcare provision.

## **Queen Mary's Hospital Roehampton (Minor Injuries Treatment Centre)**

**Tel:** (020) 8355 2450  
**Address:** Queen Mary's Hospital, Roehampton, London SW15 5PN

The new Queen Mary's Hospital provides out-patient rapid diagnostic and treatment facilities, mental health community services, a minor injuries unit, burns dressing clinic, limb fitting services, a sexual health clinic, 69 mental healthcare beds, 50 elderly and intermediate care beds and 20 rehabilitation beds.

## **St. George's Hospital (St George's Healthcare NHS Trust)**

**Tel:** (020) 8672 1255  
**Address:** Blackshaw Road, Tooting, London, SW17 0QT

St George's Hospital in Tooting is one of the biggest NHS hospitals in the country.

## **South West London and St. George's Mental Health NHS Trust**

**Tel:** (020) 8682 6000

**Fax:** (020) 8767 7608

**Website:** [www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk)

**Address:** Springfield University Hospital, 61 Glenburnie Road, London, SW17 7DJ

South West London and St. George's Mental Health NHS Trust provides mental health services to local people who live in Wandsworth, Kingston, Merton, Richmond and Sutton.

## **Wandsworth Primary Care Trust**

**Tel:** (020) 8672 1255

**Website:** [www.wandsworth-pct.nhs.uk](http://www.wandsworth-pct.nhs.uk)

The Trust provides a range of community nursing and therapy services from a variety of locations, including health centres and clinics, GP surgeries, schools and old peoples' homes. Services include district nursing, health visiting, specialist nursing, school nursing, family planning, HIV services, haemoglobinopathies, community dentistry, occupational therapy, physiotherapy, speech and language therapy, dietetics, rehabilitation services, and a walk-in centre based in the grounds of St. George's Hospital, Tooting SW17.

## Big Issue Foundation

**Tel:** (020) 7526 3200

**Website:** [www.bigissueonline.com](http://www.bigissueonline.com)

**Address:** 1-5 Wandsworth Road, London SW8 2LN

The Big Issue Foundation supports over 2,000 vendors across the UK. They provide services that have helped vendors with re-housing, training, employment, health and education. They also have the 'move on fair' and run a number of courses over a week. They are joined businesses, agencies and teachers who help with things including: CV production, interview training, information on adult education and debt counselling.

## Centrepont

**Tel:** 0845 466 3400

**Website:** [www.centrepont.org.uk](http://www.centrepont.org.uk)

Charity working with and for young homeless people. National Development Unit offers consultancy, training and information to local agencies to help improve local housing and advice services for young people. Runs emergency shelters, hostels and other accommodation schemes for homeless young people. Research, information and publications on youth homelessness.

## Counsel and Care (Advice and Help for Older People)

**Tel:** 0845 300 7585

**Fax:** (020) 7267 6877

**Website:** [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

Advice and information on a range of issues for older people, their carers and involved professionals, including finding suitable residential accommodation, arranging care at home, benefits and sources of charitable help. Range of fact sheets.

## Elderly Accommodation Counsel

**Tel:** (020) 7820 1343

**Fax:** (020) 7820 3970

**Website:** [housingcare.org](http://housingcare.org), [www.hoop.eac.org.uk](http://www.hoop.eac.org.uk)

Telephone helpline for older people, families and agencies. Guidance, advice and information to help callers to choose and fund the accommodation most suited to their needs. Maintain a national database of all forms of accommodation for older people – sheltered housing for sale and rent, residential care homes, nursing homes and close care schemes.

## Housing Advice Service

**Tel:** (020) 8871 6840

**Fax:** (020) 8871 7580

**Email:** [housingadvice@wandsworth.gov.uk/housing](mailto:housingadvice@wandsworth.gov.uk/housing)

**Website:** [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

**Address:** Wandsworth Council Housing Department, 17-27 Garratt Lane, Wandsworth, London SW18 4AE

The Housing Advice Service provides housing advice and assistance to residents and landlords in the private sector and assesses the needs of homeless households, providing temporary accommodation where necessary.

## HousingCare

**Website:** [www.housingcare.org](http://www.housingcare.org)

HousingCare.org, a site for older people and all who provide housing, care or support to them. This site aims to help older people make decisions about where to live, and any support or care they need. It will help you maintain, adapt or improve your home; find care or home help services; or move to retirement, or extra care housing, or to a care home. It is a partnership venture, led by the charity Elderly Accommodation Counsel.

## Message Home Helpline

**Tel:** 0800 700 740

**Fax:** (020) 8487 8297

**Website:** [www.messagehome.org.uk](http://www.messagehome.org.uk)

Helpline for people who have left home or run away. Enables callers to send a message to their families or carers. Also offers advice and can help callers access a place of safety if appropriate.

## Nacro Resettlement Plus Helpline (Ex-offenders & families)

**Tel:** 0800 0181 259

**Fax:** (020) 7735 4666

**Website:** [www.nacro.org.uk](http://www.nacro.org.uk)

Resettlement advice for ex-offenders, serving prisoners, their families, friends and those working with them. Help with problems disclosing convictions in relation to employment, insurance, travel, and emigration. Information on employment, housing, benefits. Information about specialist services and signposting to Nacro's training and housing services. Leaflets on Rehabilitation of Offenders Act, etc.

## Refuge

**Tel:** (020) 7395 7700, 0808 2000 247 (24 Hour Crisis Line)

**Fax:** (020) 7395 7721

**Website:** [www.refuge.org.uk](http://www.refuge.org.uk)

Helpline offering counselling, support and welfare rights advice for women and children escaping domestic violence. Referrals to own network of refuges and to Women's Aid refuges across the UK. Play facilities and specialist support available in most refuges.

## Shelter

**Tel:** 0845 458 4590

**Fax:** (020) 7505 2030

**Email:** [info@shelter.org.uk](mailto:info@shelter.org.uk)

**Website:** [www.england.shelter.org.uk](http://www.england.shelter.org.uk)

Shelter's website, Housing Aid Centre, helpline, email advice service and housing support projects give free, confidential, expert advice to more than 170,000 people in housing need every year. Free Housing Advice helpline: 0808 800 4444.

## Threshold Housing Advice Centre (THAC)

**Tel:** (020) 8333 6947/8

**Fax:** (020) 8378 5373

**Minicom:** (020) 8333 6945

**Email:** [gslater@thresholdhousingadvice.com](mailto:gslater@thresholdhousingadvice.com)

**Address:** Bedford House, 215 Balham High Road, Tooting, SW17 7BQ

THAC provides a comprehensive housing advice service to single people and couples without dependent children; and an outreach advice service for elderly & disabled people. They also run Threshold Accommodation Project (TAPS) that helps people find private rented accommodation and an outreach service for elderly and disabled people.

Appointment necessary during opening times, please ring switchboard or call in. Opening times: Telephone Service: Monday 9am-7.30pm, Tuesday-Friday 9am-5pm, Saturday 9am-1pm. Drop-in Service: Monday 6pm-8pm, Wednesday, Thursday 10am-1pm & 2pm-4pm, Friday 10am-Noon.

## **Wandsworth Independent Living Scheme**

**Tel:** (020) 8871 6733/7271

**Fax:** (020) 7924 6266

**Website:** [www.raineronline.org](http://www.raineronline.org)

**Address:** 203 Lavender Hill, London SW11 5TB

Provides an assessment, preparation and supported accommodation service to young people who have been looked after by Wandsworth Adult Social Services. This service is run by Rainer, a national charity that work with disadvantaged and under supported young people.

## **Wandsworth Women's Aid**

**Tel:** (020) 8870 8580

**Helpline:** (020) 8871 2664

**Fax:** (020) 8870 6850

**Email:** [support@wandsworthwa.org.uk](mailto:support@wandsworthwa.org.uk)

**Website:** [www.wandsworthwa.org.uk](http://www.wandsworthwa.org.uk)

**Address:** PO Box 620, London, SW15 6QN

Advice, counselling, support and emergency accommodation for women and their children who are the victims of domestic violence.

## **Women's Aid Federation England**

**Tel:** 0808 2000 247 (Helpline)

**Fax:** 0117 924 1703

**Email:** [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

**Website:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

Telephone helpline for women experiencing physical, emotional or sexual violence in the home. Provide advice, information and support and can refer callers to local refuges and emergency and temporary accommodation across England. All calls charged at local rates.

## **Private Renting and the New Tenancy Deposit Scheme**

For people renting property from private landlords, these are people with a short hold assured tenancy; there is a scheme that was introduced in April 2007 that protects your deposit. The Tenancy Deposit Scheme has been set up to ensure that where people are entitled to get a full refund of their deposit, this actually happens. It also aims to reduce disputes between landlords, agents and tenants.

At the beginning of your tenancy, you still pay a deposit but this is then put into a deposit scheme and you will be provided with the details of this scheme within 14 days. If your landlord or agent has not put your deposit in a scheme you can apply to the County Court who will force them to do so or to refund the deposit to you.

Remember to go through the inventory with your landlord or agent when you first move in and take photographs of any damaged items. At the end of the tenancy check through the inventory with your landlord or agent and take photographs of the state in which the property is left. Allow for fair wear and tear and check that you have paid rent up to date and other expenses i.e. bills etc that are not included. Then agree with the landlord or agent how much of the deposit should be return. i.e. the full deposit if no damage or outstanding bills.

The agreed amount should be received by you within 10 days of this agreement.

There are 3 tenancy deposit schemes and these can be checked out at the following sites:

### **TENANCY DEPOSIT SOLUTIONS LTD**

[www.mydeposits.co.uk](http://www.mydeposits.co.uk)

[info@mydeposits.co.uk](mailto:info@mydeposits.co.uk)

### **THE TENANCY DEPOSIT SCHEME**

[www.tds.gb.com](http://www.tds.gb.com)

0845 226 7837

### **THE DEPOSIT PROTECTION SERVICE**

[www.depositprotection.com](http://www.depositprotection.com)

0870 707 1707

## Asylum Aid

**Tel:** (020) 7377 5123

**Tax:** (020) 7247 7789

**Website:** [www.asylumaid.org.uk](http://www.asylumaid.org.uk)

Legal advice and assistance for refugees and asylum seekers in the UK. Prioritises marginalised and vulnerable clients such as those refused asylum, women and asylum seekers with disabilities. Advice line, outreach services and visits to people in detention centres. Training for community groups and advice services. Campaigns on behalf of refugees and asylum seekers.

## Asylum Support Tribunal

**Tel:** (020) 8588 2500 or 0800 389 7913 (freephone for appellants only)

**Fax:** (020) 8588 2519

**Website:** [www.asylum-support-tribunal.gov.uk](http://www.asylum-support-tribunal.gov.uk)

**Address:** Christopher Wren House, 113 High Street, Croydon, CR0 1QG

The Asylum Support Tribunal provide an independent appeal mechanism for Asylum Seekers whose applications for support have been refused or discontinued.

## Immigration Advisory Service

**Tel:** 0844 974 4000

**Fax:** (020) 7378 0665

**Website:** [www.iasuk.org](http://www.iasuk.org)

**Address:** 190 Great Dover Street, London SE1 4YB

The Immigration Advisory Service (IAS) is a charity providing representation and advice in immigration and asylum law. These services are free to people who are eligible and they also offer a fee-paying (non-profit) service. They are independent from the Government and their asylum and immigration advice is provided confidentially. You will need to register to obtain a slot for drop-in service. You can pre-register by calling 0844 974 4000 for the drop-in service on either the Monday (9:00am), Tuesday (12.30pm) or Thursday (9:00am) sessions.

## Migrant Advisory and Advocacy Service

**Tel:** (020) 8571 7950

**Fax:** (020) 8571 7886

**Email:** [southalllegalcentre@msn.com](mailto:southalllegalcentre@msn.com)

**Website:** [www.reap.org.uk](http://www.reap.org.uk)

Information, advice and advocacy services for migrants and refugees on immigration and nationality issues, asylum and refugee law, welfare benefits, employment and housing rights. Representation at appeals and tribunals and in the County Court.

## Refugee Council

**Tel:** (020) 7346 6700, (020) 7346 6777 (London Advice line)

**Fax:** (020) 7346 6701

**Email:** [info@refugeecouncil.org.uk](mailto:info@refugeecouncil.org.uk)

**Website:** [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

**Address:** 240-250 Ferndale Road, Brixton, London SW9 8BB

Head Office for the Refugee Council. Telephone advice on education, employment, housing, health and welfare issues on (020) 7346 6777 (Mon, Tues, Thurs, Fri 10.00am-4.00pm, Wed 2.00pm – 4.00pm). Produces briefings, fact sheets, research reports and leaflets in refugee community languages. Builds links with refugee community organisations.

## Refugee Legal Centre

**Tel:** (020) 7780 3220 (Advice line)

**Fax:** (020) 7780 3201

**Email:** [ric@refugee-legal-centre.org.uk](mailto:ric@refugee-legal-centre.org.uk)

**Website:** [www.refugee-legal-centre.org.uk](http://www.refugee-legal-centre.org.uk)

**Address:** 153-157 Commercial Road, London E1 2DA

The Refugee Legal Centre (RLC) is an independent organisation offering legal advice and representation to asylum seekers and refugees.

## Refugee Support Centre

**Tel:** (020) 7820 3606

**Fax:** (020) 7820 3606

**Email:** [info@enabletogether.co.uk](mailto:info@enabletogether.co.uk)

**Website:** [www.enabletogether.co.uk](http://www.enabletogether.co.uk)

**Address:** 47 South Lambeth Road, London SW8 1RH

The Refugee Support Centre operates in London and provides free services in counselling and psychotherapy to refugees in their language of choice, activity groups for refugees who are 50+ and live the boroughs of Lambeth, Lewisham and Southwark, family therapy for refugee families or couples. Clients may be self-referred.

## South London Refugee Association (SLRA)

**Tel:** (020) 8646 6564

**Fax:** (020) 8542 3814

**Email:** [Michael.slra@yahoo.co.uk](mailto:Michael.slra@yahoo.co.uk)

**Website:** [www.slra.org.uk](http://www.slra.org.uk)

**Address:** St Mary's Church, Balham High Road, Balham SW12 9BS

SLRA runs a drop-in centre for refugees and asylum-seekers. Opens every Thursday from 12:30-3.30pm. For more information contact Jane Freimiller on Mobile: 07956 990671.

# TOP TIP from Wandsworth Citizens Advice Bureaux

## Immigration

The most common enquiry related to immigration that we get at the Wandsworth Bureaux is “how can I become a British Citizen?” There are two ways. The first is if you are the spouse or civil partner of a British citizen. The second way is to apply in your own right.

As the spouse or civil partner of a British citizen you must be settled in the UK and have lived here for at least three years. You must not have breached any immigration laws. You must be of good character and have sufficient knowledge of language and life in the UK. You must also be able to understand the nature of the application. i.e. be of full mental capacity.

To become a British citizen in your own right, you must have been free from any time limit on your stay during the 12 months immediately prior to making your application i.e. you have held indefinite leave to remain for more than a year etc. You must have been living in the UK for at least 5 years and not have breached any immigration rules during this time. You must be of good character and have sufficient knowledge of language and life in the UK. You must be of full mental capacity and intend to make your principle home in the UK.

According to the Home office being of good character includes “showing respect for the rights and freedoms of the UK, observing its laws and fulfilling one’s duties and obligations as a resident.”

The knowledge of language and life in the UK can be satisfied by taking a test called “Life in the UK” if you hold ESOL level 3 or above, or if you have not achieved ESOL Entry level 3 you will need to attend and pass the English language and citizenship classes held at several of the colleges in the borough.

Once you satisfy the above, fill in the application form AN available from the Home Office. Please check your application carefully before you send it, as the Home Office rarely refund the full cost of an application when the applicant has made mistakes.

At the time of going to press an application for Naturalisation is £655.00 for an adult and £400.00 for a child.

## Bankruptcy Advice Centre

**Tel:** 01293 459 798

**Fax:** 01293 459 787

**Address:** Suite 8, The Office Building, Gatwick Road, Crawley, RH10 9RZ

The Bankruptcy Advice Centre exists solely to assist those who are already bankrupt, are considering bankruptcy or are under the threat of bankruptcy. The BAC also offers a bankruptcy form filling assistance service, for further details please telephone: 08712 500305.

## Business Debtline

**Tel:** 0800 197 6026

**Website:** [www.bdl.org.uk](http://www.bdl.org.uk)

The helpline provides free, confidential and independent advice on how to deal with debt problems.

## Business Link

**Tel:** 0845 6000 787

**Email:** [info@blondon.co.uk](mailto:info@blondon.co.uk)

**Website:** [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

**Address:** Link House, 1st and 2nd Floor, 292-308 Southbury Road, Enfield, EN1 1TS

Business Link provides the information, advice and support and help you need to start, maintain and grow a business, increase cash flow and improve debt collection. It provides information and advice to help customers make the most of their opportunities.

## Capitalise

**Tel:** (020) 7392 2953

**Email:** [capitalise@toynbeehall.org.uk](mailto:capitalise@toynbeehall.org.uk)

**Website:** [www.capitalise.org.uk](http://www.capitalise.org.uk)

**Address:** Toynbee Hall, 28 Commercial Street, London E1 6LS

The Capitalise charity partnership will help you find solutions to your debt problems. Access their free and independent service for:

- One-to-one confidential debt advice with an advisor
- Support to manage your debt and knowing your rights
- Help to manage your money

All the information is free, impartial and confidential. Contact: The Wandsworth Carers Centre, 181 Wandsworth High Street, London SW18 4JE on telephone number: (020) 8877 1200 to book an appointment. Sessions are held the last Monday of every month.

## Community Money

**Puck Markham**

**Tel:** (020) 7697 8078

**Mobile:** 07970 868679

**Email:** [puck.markham@communitymoney.co.uk](mailto:puck.markham@communitymoney.co.uk)

Community Money CIC ([www.communitymoney.co.uk](http://www.communitymoney.co.uk)) is a non-profit micro finance company dedicated to addressing UK poverty and financial exclusion. They are a social enterprise which invests in people, business and communities by providing fair, affordable and accessible money solutions.

It offers

- Money & Debt Advice (Basic Money Skills, Dealing with Debt, Give Yourself A Job)
- Affordable Loans & Community Grants (expected launch in second half of 2008).
- Community Based Advisers Programme
- Financial Inclusion Training & Consultancy

The company works in partnership with housing associations, local authorities and other agencies, which are engaged in tackling financial exclusion.

It has also recently launched the regulated Community Lottery ([www.communitylottery.co.uk](http://www.communitylottery.co.uk)), the proceeds of which will fund a micro loan and grant fund.

## Consumer Credit Counselling Service

**Tel:** 0800 138 1111

**Website:** [www.cccs.co.uk](http://www.cccs.co.uk)

Free counselling and advice for people with multiple debt problems.

## Credit Action

**Tel:** (020) 7436 9937

**Email:** [office@creditation.org.uk](mailto:office@creditation.org.uk)

**Website:** [www.creditation.org.uk](http://www.creditation.org.uk)

Helpline for people having problems with money or debt. Run seminars on debt and produce publications (charges for leaflets and publications).

## Gamblers Anonymous

**Helpline: (020) 7384 3040**

**Website: [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)**

Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same. This site is about gambling addiction.

## GamCare

**Helpline: 0845 6000 133**

**Website: [www.gamcare.org.uk](http://www.gamcare.org.uk)**

**Address: 7-11 St John's Hill, London SW11 1TR**

For gamblers and those affected by problem gambling. Provides confidential counselling, advice and information for anyone affected by a gambling dependency.

## Money Advice Trust

**Tel: (020) 7489 7796**

**Fax: (020) 7489 7704**

**Email: [info@moneyadvicetrust.org](mailto:info@moneyadvicetrust.org)**

**Website: [www.moneyadvicetrust.org](http://www.moneyadvicetrust.org)**

**Address: 21 Garlick Hill, London EC4V 2AU**

The Money Advice Trust (MAT) is a charity formed in 1991 to increase the quality and availability of free, independent money advice in the UK. They work with government, the private sector and the UK's leading money advice agencies to:

- increase the availability of money advice;
- improve its quality; and improve the efficiency and effectiveness of its delivery.

## National Debtline

**Tel: 0808 808 4000**

**Website: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)**

The helpline that provides free confidential and independent advice on how to deal with debt problems.

## Payplan

**Tel: 0800 917 7823, Freephone: 0800 716239 (open 23 hours)**

**Website: [www.payplan.com](http://www.payplan.com)**

**Address: Payplan Ltd, Kempton House, Dysart Rd, Grantham, Lincolnshire NG31 7LE**

Help and support people to deal with their debt problems.

## Pensions Advisory Service

**Tel:** 0845 601 2923

**Fax:** (020) 7233 8016

**Email:** [enquiries@pensionsadvisoryservice.org.uk](mailto:enquiries@pensionsadvisoryservice.org.uk)

**Website:** [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

**Address:** 11 Belgrave Road, London SW1V 1RB

Advice and information on occupational and personal schemes. TPAS, the Pensions Advisory Service, is an independent non-profit organisation that provides information and guidance on the whole spectrum of pensions covering state, company, personal and stakeholder schemes. They can also help any member of the public who has a problem, complaint or dispute with their occupational or private pension arrangement. TPAS operates a national telephone helpline on: 0845 6012923.

## The Pensions Service

**Tel:** 0845 300 0168

**Website:** [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

**Address:** RPFT, Tyneview Park, Newcastle-upon-Tyne, NE98 1BD

The Government has set up The Pension Service, which is part of the Department for Work and Pensions. It has been set up to improve the service you receive, whether you are already a pensioner or are planning for your retirement, no matter how far off it might be.

## The Pensions Regulator

**Tel:** 01273 811800

**Fax:** 0870 241 1144

**Email:** [customersupport@thepensionsregulator.gov.uk](mailto:customersupport@thepensionsregulator.gov.uk)

**Website:** [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

The Pensions Regulator is the UK regulator of work-based pension schemes.

# TOP TIP from Wandsworth Citizens Advice Bureaux

## Creditors and Harassment

Creditors do harass people who owe them money. Many people expect it so they don't report harassment and it goes unchallenged. Section 40 of the Administration of Justice Act 1970 makes it an offence for a creditor to harass you by attempting to coerce payments from you in a way which alarms, humiliates or distresses either you or your family, due to their frequency, publicity or manner.

Whilst it is not illegal to have a creditor telephone you asking for payment if indeed you do owe them a debt, it is harassment if they misrepresent themselves, or the matter in hand. For example if they misinform you that they are a court official, or that non payment of the debt will be a criminal offence.

Harassment is illegal. You should report harassment to The Trading Standards Office. Their website is [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk) (see Page XX)

Creditors often contract out to 3rd party debt collectors, with commission incentives of up to 30% for collection. This incentive may lead some unscrupulous collectors to call and threaten all sorts of action and penalties to obtain payment. The good news is that the Office of Fair Trading (OFT) (see Page XX) states that creditors who employ external debt collectors must take responsibility for their conduct. So if making a report you should refer the person who phoned you and your creditor to The Trading Standards.

When an external debt collector calls you they need to keep within the 2003 debt collector guidelines from the OFT, whose telephone number is 08457 22 44 99 and website is [www.of.gov.uk](http://www.of.gov.uk). When they call they have to make clear who they are; who they work for; what their role is and the purpose of their contact. If they don't provide this information, when asked, you do not need to talk to them as they are breaking the OFT guidelines. If they continue to call and you are a BT customer, then you can get the callers number blocked. However, it is important to remember that if you do have a debt that you are not dealing with, that you obtain advice on what options are available for you. The Citizens Advice Bureau can provide guidance and their details can be found in this directory.

Not sure whether your creditor is a real creditor? If you think they are a loan shark call Consumer Credit Licensing on 0207 211 8608 and find out.

## Debt

The recent credit crunch and increase in fuel prices have left a lot of people in financial difficulties. More of us are seeking help with our finances and there are many options out there. So which is right for you?

Individual Voluntary Agreement or IVA's are agreements between yourself and your creditors. They allow for your necessary expenditure and they offer what is left to be split between your creditors. They run for a total of five years and when they finish, your debts that were included are cleared. However, they are legal agreements if you don't make any

## TOP TIP from Wandsworth Citizens Advice Bureaux

of the agreed payments in the 5 years your creditors could demand the full amounts back immediately or take you to court. It is important to consider the terms of the Agreement carefully. In theory they can write off up to 75% of your debt but in practice this is more likely to be around 30%. However, this does not mean that it is an easy way out of taking on too much debt. Always consider whether you will be in a position to pay back the credit if you take it out. Don't think about an IVA unless you are in stable employment as you need to make sure you meet the full amount due, every month, on time. Check out companies prior to setting up an IVA as many make large charges for this service. We suggest that you try organisations who charge no initial fee, like PayPlan 0800 716 239.

Bankruptcy is a court process in which you declare that you cannot meet your debts. It can write off a percentage or sometimes all of your debts and can be an option if you are not working or on low income, are not a home owner and have no assets of real value. However, if you own your own home, have a professional qualification, a highly paid job or other source of good income like a well paid pension, bankruptcy should not be your first avenue explored. It is also important to note that a person's bankruptcy needs to be declared in certain situations and will be on your credit record, affecting your credit rating and future ability to take on further credit (which includes mobile phone contracts) for some time. The Bankruptcy Advice Centre offers free advice to anyone who is contemplating bankruptcy 08712 500 300. Their website is [www.bankruptcyadvicecentre.co.uk](http://www.bankruptcyadvicecentre.co.uk)

Another option is to try negotiating with your creditors. Before you contact them (see Appendix for Example Debt Letter) you should look at your finances. This means drawing up a budget sheet (see Appendix for Example Budget Sheet) which shows what money you have coming in and what expenses you have going out. Once all of your necessary costs have been met, the money left over can be offered to your creditors. You need to make sure that you pay priority debts first. These are things like fuel bills, social fund debts, mortgage and rents arrears etc. Then once you have made arrangements with these creditors, any money left over can be paid towards your non-priority debts. Credit cards, unsecured personal loans and catalogue debts are all non-priority. Should you find yourself in a situation where your outgoings are exceeding your incomings then you may want to contact someone like the Consumer Credit Counselling Service, who are a charity that advise in relation to debt and they can help negotiation situations with your creditors to enable you to pay only what you realistically can afford. You can contact them on 0800 138 1111.

If you feel like tackling your creditors, "Dealing with your Debts" by the Money Advice Trust is a useful leaflet that gives an example budget sheet and templates for letters you can write. You can get a copy by calling 0808 808 4000 or pop in to your local Citizens Advice Bureau and pick one up.

Debt is overwhelming but please don't bury your head in the sand. Lots of people are in incredibly high level debt but they have used these methods to gain control over their finances. As a general rule, you need to contact your creditors so that you take control of the situation rather than them being in charge. They are usually more willing to help if you contact them and explain the situation rather than ignoring them. It is the first step to dealing with your debts and taking control of your own matters.

## Introduction from Age Concern Wandsworth

Age Concern Wandsworth (ACW), set up in 1963, is the principal voluntary sector organisation working with older people in the London Borough of Wandsworth. Our services are open to all older people and their carers through our office in Old York Road, SW18.

The mission of Age Concern Wandsworth is to promote the well-being of older people and to help make life a fulfilling and enjoyable experience. We recognise the positive contribution older people make to society but we recognise the difficulties older people in society face.

We aim to:

- Ensure older people have the same rights and equality as all people.
- Enable older people to participate fully in society, on equal terms with everyone else.
- Enable older people to have information about their rights and opportunities.

Sometimes it can be difficult to know who to turn to for help. This Advice Service Directory lists the many agencies working locally and nationally who can be contacted for advice and information. And Age Concern Wandsworth's First Stop Information Service is a good place to start. We aim to cut out the confusion and hassle when it comes to getting help.

The First Stop Information service at ACW helps older people to overcome the barriers that get in the way of making the most of the opportunities in life.

We know from experience that many older people in Wandsworth are worried about day-to-day living costs. Yet many are missing out on benefits they are entitled to. Age Concern Wandsworth and other organisations listed in this Directory can help pensioners get the advice and help needed to claim the money that is rightfully theirs.

We know that many pensioners are worried about the condition of their homes but are unsure how to get help to make improvements. And we also know that a growing number of older people in the Borough are homeless. Age Concern Wandsworth can help pensioners by informing them who they should approach to get the help they need.

And we know that many older people are struggling to keep their homes warm and to manage the every day tasks around the home which other people take for granted. Older people are looking for clear information and advice about the health and social services available to them. This Directory helps by giving details of the many organizations in Wandsworth who can provide help.

We welcome the publication of this Advice Service Directory and hope it will be useful in ensuring that wherever older people in the Borough go to for help they will get the accurate and straight forward information and advice they need.

**Richard May (Chief Executive Officer, ACW)**

## Age Concern Wandsworth

**Tel:** (020) 8877 8940

**Fax:** (020) 8877 8954

**Email:** [info@acwandsworth.org.uk](mailto:info@acwandsworth.org.uk)

**Website:** [www.ageconcernwandsworth.org.uk](http://www.ageconcernwandsworth.org.uk)

**Address:** 549 Old York Road, Wandsworth, SW18 1TQ

The First Stop Information Service offers information on a wide range of topics of interest to older people including money and benefits, housing, community care, health and disability, and consumer issues. The First Stop team can also signpost people to other Age Concern services or other local advice agencies. In addition to this service which operates 5 days a week, Age Concern Wandsworth runs appointments only advice and support sessions every Tuesday.

**The Agency Information Service** provides older people with information, help and support with arranging cleaning or care services at home privately. It provides:

- Information about private agencies that provide personal care and help with household tasks.
- A list of agencies that have signed our code of conduct.
- Assistance with identifying an agency that is able to provide the type of help that is required.
- Liaison with agencies and, if needed, explanation of terms and conditions.
- Support in registering a complaint about an agency.
- Information about other relevant services in the borough.

**Pension Service advice sessions:** Thursday by appointment 10:00am to 4:00pm.

**TaxHelp sessions:** independent tax advice for older people on a low income. By appointment.

**Opening Times:** 10am – 4pm Monday to Friday. Facilities: Disabled Access.

**Service Users:** Older People over 60.

## Elder Abuse Response

**Tel:** 0808 808 8141

**Email:** [aea@ace.org.uk](mailto:aea@ace.org.uk)

**Website:** [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

**Address:** Astral House, 1268 London Road, SW16 4ER

Information and support for anyone concerned about the abuse of older people.

## **Elderly Accommodation Counsel**

**Tel:** (020) 7820 1343

**Fax:** (020) 7820 3970

**Email:** [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

**Website:** [www.housingcare.org](http://www.housingcare.org)

Telephone helpline for older people, families and agencies. Guidance, advice and information to help callers to choose and fund the accommodation most suited to their needs. They maintain a national database of all forms of accommodation for older people – sheltered housing for sale and rent, residential care homes, nursing homes and close care schemes.

## **Help The Aged SeniorLine**

**Tel:** 0808 800 6565

**Email:** [seniorline@helptheaged.org.uk](mailto:seniorline@helptheaged.org.uk)

**Website:** [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

SeniorLine, is a free telephone advice service, which aims to promote independence by offering advice or information on a wide range of welfare right issues. Trained advice workers can help with issues such as: Claiming benefits; housing advice; getting help at home; entitlement to a bus pass. SeniorLine is unable to take individual cases or offer advice work and are not trained in counselling or legal matters, neither can they offer medical advice. SeniorLine is open Monday to Friday 9.00am-4.00pm.

## **Pensions Advisory Service**

**Tel:** 0845 601 2923

**Fax:** (020) 7233 8016

**Email:** [enquiries@pensionsadvisoryservice.org.uk](mailto:enquiries@pensionsadvisoryservice.org.uk)

**Website:** [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

**Address:** 11 Belgrave Road, London SW1V 1RB

Advice and information on occupational and personal schemes. TPAS, the Pensions Advisory Service, is an independent non-profit organisation that provides information and guidance on the whole spectrum of pensions covering state, company, personal and stakeholder schemes. They can also help any member of the public who has a problem, complaint or dispute with their occupational or private pension arrangement. TPAS operates a national telephone helpline on: 0845 6012923.

## **RISE (Reaching the Isolated Elderly)**

**Tel:** (020) 8780 9330 / 07774 116972

**Email:** [info@regenerate-rise.co.uk](mailto:info@regenerate-rise.co.uk)

**Website:** [www.regenerate-rise.co.uk](http://www.regenerate-rise.co.uk)

**Address:** 22 Felsham Road, London SW15 1DA

Regenerate-Rise reaches isolated older people in Putney and Roehampton and provides a service that includes lunches, activities, outings, support and a visiting service.

## **The Pensions Service**

**Tel:** 0845 300 0168

**Website:** [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

**Address:** RPFT, Tyneview Park, Newcastle-upon-Tyne, NE98 1BD

The Government has set up The Pension Service, which is part of the Department for Work and Pensions. It has been set up to improve the service you receive, whether you are already a pensioner or are planning for your retirement, no matter how far off it might be.

## **The Pensions Regulator**

**Tel:** 01273 811800

**Fax:** 0870 241 1144

**Email:** [customersupport@thepensionsregulator.gov.uk](mailto:customersupport@thepensionsregulator.gov.uk)

**Website:** [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

The Pensions Regulator is the UK regulator of work-based pension schemes.

## **Wandsworth Older People's Forum**

**Tel:** (020) 8672 5592

**Fax:** (020) 8672 5592

**Email:** [lilias.gillies@btinternet.com](mailto:lilias.gillies@btinternet.com)

**Website:** [www.wandpensforum.org.uk](http://www.wandpensforum.org.uk)

**Address:** c/o 6 Fircroft Road, London, SW17 7PS

Monthly meetings on topics of interest to older people. Quarterly newsletters sent by post to members and are available in libraries and community centres. Network of voluntary and community organisations that meet together to advocate on behalf of older people in Wandsworth. Sends representatives to Wandsworth Local Strategic Partnership for Wandsworth and many other bodies. Will provide speakers about older people's services and the work of the Forum and Network to any local organisation.

## Battersea Dogs and Cats Home

**Tel:** (020) 7622 3626

**Website:** [www.dogshome.org](http://www.dogshome.org)

**Address:** 4 Battersea Park Road, London, SW8 4AA

Home for lost and unwanted dogs and cats.

## Cats Protection Helpline

**Tel:** 08702 099 099

**Email:** [helpline@cats.org.uk](mailto:helpline@cats.org.uk)

**Website:** [www.cats.org.uk](http://www.cats.org.uk)

The Cats Protection Helpline is open Monday to Friday, 9am-5pm, answering general queries about cat care (non-veterinary related). You can phone them on the above or alternatively submit your question via email.

## Cinnamon Trust

**Tel:** (01736) 757900

**Fax:** (01736) 757010

**Email:** [admin@cinnamon.org.uk](mailto:admin@cinnamon.org.uk)

**Website:** [www.cinnamon.org.uk](http://www.cinnamon.org.uk)

**Address:** 10 Market Square, Hayle, Cornwall TR27 4HE

The Cinnamon Trust was founded for elderly people and their pets. Its services are also offered to terminally ill pet owners. Anyone of any age can make arrangements for pets that may outlive them to come into the Trust's care. The Trust also provides long term care for pets whose owners have died or moved to residential accommodation that will not accept pets. Arrangements are made between owners and the Trust well in advance, if possible, so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future. When a pet is in the Trust's care either short term or long term because the owner is in care, the owner is kept in touch with visits, if possible, or regular photos and letters.

## PDSA

**Tel:** 01952 290999

**Website:** [www.pdsa.org.uk](http://www.pdsa.org.uk)

**Address:** Head Office, Whitechapel Way, Priorslee, Telford, Shropshire TF2 9PQ

PDSA cares for the pets of needy people by providing free veterinary services to their sick and injured animals and by promoting responsible pet ownership.

## **Royal Society for the Prevention of Cruelty to Animals (RSPCA)**

**Tel:** 0870 55 55 999 (24 hour)

**Website:** [www.rspca.org.uk](http://www.rspca.org.uk)

Promotes animal welfare.

## **RSPCA London South (Putney) Animal Hospital**

**Tel:** 0870 908 5316, 24 Hour Emergency: (020) 8789 8252

**Address:** 6 Clarendon Drive, London SW15 1AA

Prevention of cruelty to animals.

## **Sighthound Welfare Trust**

**Tel:** (020) 8947 2776

**Website:** [www.sighthoundwelfaretrust.org.uk](http://www.sighthoundwelfaretrust.org.uk)

**Address:** 95 Celtic Crescent, Dorchester, Dorset DT1 2TD

Sighthound Welfare Trust (also known as SWT) is a registered charity that is committed to improving the welfare of sighthounds in the UK, Ireland and Spain. We promote responsible ownership; raise awareness of sighthound welfare issues and support the rescue, rehabilitation and rehoming of sighthounds.

## BPAS

**Tel:** 0845 365 5050

**Fax:** 0845 365 5051

**Website:** [www.bpas.org/index.php](http://www.bpas.org/index.php)

**Address:** 4th Floor, Amec House, Timothy's Bridge Rd, Stratford-upon-Avon, CV37 9BF

BPAS provides abortion service throughout the UK and also provide emergency contraception and services for those who want to be sterilised or have a vasectomy.

## Brook Advisory Centres

**Tel:** (020) 7284 6040

**Fax:** (020) 7284 6050

**Email:** [admin@brookcentres.org.uk](mailto:admin@brookcentres.org.uk)

**Website:** [www.brook.org.uk](http://www.brook.org.uk)

**Address:** 421 Highgate Studios, 53-79 Highgate Rd, London NW5 1TL

Brook Advisory Centres provide free and confidential sexual health advice and services for young people under 25 years old through specialist doctors, nurses, counsellors, and outreach and information workers.

## Crusaid

**Tel:** (020) 7539 3880

**Fax:** (020) 7539 3890

**Email:** [office@crusaid.org.uk](mailto:office@crusaid.org.uk)

**Website:** [www.crusaid.org.uk](http://www.crusaid.org.uk)

**Address:** 1-5 Curtain Road, London EC2A 3JX

Crusaid is a charity that works with poor and marginalised people affected by HIV and Aids in the UK and Africa. The charity provides grants and funding for individuals, projects and research. It aims to ensure that the money disbursed has the maximum impact in the fight against the disease.

Specifically, it provides grants from a hardship fund to poor people in Britain who have HIV or Aids. It also funds projects in Britain and Africa that offer information, education and services to support people with HIV. The projects range from outpatient clinics to back-to-work projects. The charity also funds research on new treatments for HIV and Aids.

## Friend

**Tel:** (020) 7837 3337

**Website:** [www.londonfriend.org.uk](http://www.londonfriend.org.uk)

Counselling and support for gay people, their relatives and friends.

## LGBT Voice of Wandsworth

**Tel:** 07967 101887 – Mobile  
**Email:** [Info@wandsworthlgbt.org.uk](mailto:Info@wandsworthlgbt.org.uk)  
**Website:** [www.wandsworthlgbt.org.uk](http://www.wandsworthlgbt.org.uk)

The LGBT Network aims to improve the lives of LGBT people in Wandsworth. It is open to all lesbian, gay, bi-sexual and transgendered people, who live, work, study, or socialise within Wandsworth.

## London Lesbian and Gay Switchboard

**Tel:** (020) 7837 7324  
**Website:** [www.queery.org.uk](http://www.queery.org.uk), [www.llgs.org.uk](http://www.llgs.org.uk)  
**Address:** PO Box 7324, Islington, London N1 9QS

24 hour helpline providing information, support and referral service for lesbians, gay men and bisexual people.

## Marie Stopes

**Tel:** 0845 300 80 90  
**Website:** [www.mariestopes.org.uk](http://www.mariestopes.org.uk)

Advice and information on unplanned pregnancy.

## National Aids Trust

**Tel:** (020) 7814 6767  
**Fax:** (020) 7216 0111  
**Email:** [info@nat.org.uk](mailto:info@nat.org.uk)  
**Website:** [www.nat.org.uk](http://www.nat.org.uk)  
**Address:** New City Cloisters, 196 Old Street, London EC1V 9FR

The National Aids Trust develops policies and campaigns to halt the spread of HIV and AIDS, and improve the quality of life of people affected by HIV, both in the UK and internationally.

## Positively Women

**Tel:** (020) 7713 0222  
**Fax:** (020) 7713 1020  
**Email:** [info@positivelywomen.org.uk](mailto:info@positivelywomen.org.uk)  
**Website:** [www.positivelywomen.org.uk](http://www.positivelywomen.org.uk)  
**Address:** 347-349 City Road, London EC1V 1LR

Positively Women is a charity that works with women affected by HIV and with their families. The charity aims to improve the life of women with HIV by offering support

services, including one-to-one and peer support, family work, a drugs and prison scheme, an immigration project and complementary therapies.

## **Sexual Health and Information Line**

**Tel:** 0800 567123 (Free phone 24 hours)

**Website:** [www.playingsafely.org.uk](http://www.playingsafely.org.uk) [www.playingsafely.org](http://www.playingsafely.org)

**Address:** Freepost PO Box 4000, Glasgow G3 8XX

## **Sexwise**

**Tel:** 0800 28 29 30

**Website:** [www.ruthinking.co.uk](http://www.ruthinking.co.uk)

Confidential help for teenagers on anything to do with sex, relationships and contraception. Helpline is open from 7am to midnight, seven days a week. The phones are answered by really friendly advisers who are used to working with young people. Calls from a landline are free and won't show up on the bill. For people with hearing impairments you can Textphone Sexwise on 0800 328 1651.

## **Stonewall**

**Tel:** (020) 7593 1850

**Fax:** (020) 7593 1877

**Email:** [info@stonewall.org.uk](mailto:info@stonewall.org.uk)

**Website:** [www.stonewall.org.uk](http://www.stonewall.org.uk)

Civil rights group working for legal equality and social justice for lesbians, gay men and bisexuals. Media liaison and information on any lesbian or gay issue or concern.

## **Terrence Higgins Trust**

**Tel:** (020) 7803 1660

**Fax:** (020) 7803 1661

**Email:** [info.waterloo@ttht.org.uk](mailto:info.waterloo@ttht.org.uk)

**Website:** [www.ttht.org.uk](http://www.ttht.org.uk)

**Address:** Lighthouse South London, 14-15 Lower Marsh, Waterloo, London SE1 7RJ

The Terrence Higgins Trust aims to reduce the spread of HIV, provide services which improve the health and quality of life of those affected, and campaign for greater public understanding.

## EDF

**Tel:** 0800 0280 247

**Website:** [www.edfenergy.com](http://www.edfenergy.com)

A supplier of electricity, gas, telephone and other home services.

## Energy Saving Trust

**Tel:** (020) 7222 0101

**Fax:** (020) 7654 2460

**Website:** [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

Energy saving advice for the general public. Runs regional centres throughout the UK. Advice on saving energy in the home on Energy Efficiency Hotline – 0845 7277 200.

## Energy Watch

**Tel:** 08459 06 07 08

**Website:** [www.energywatch.org.uk](http://www.energywatch.org.uk)

The independent gas and electricity watchdog, with a mission to get the best deal for energy consumers. This includes providing free and impartial advice – and taking up your case if you feel you're being treated unfairly by your gas or electricity supplier. They have a genuine understanding of the issues that affect consumers and we can help you get better service or proper redress when things go wrong.

## National Energy Action

**Tel:** 0191 261 5677

**Fax:** 0191 261 6496

**Email:** [info@nea.org.uk](mailto:info@nea.org.uk)

**Website:** [www.nea.org.uk](http://www.nea.org.uk)

Advice and information to low income households on energy efficiency. Advice on grants, insulation and energy tariffs. Promote energy efficiency and campaign around fuel poverty issues.

## Ofgem

**Tel:** (020) 7901 7000

**Fax:** (020) 7901 7066

**Website:** [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

Ofgem's first priority is protecting consumers. This is done by promoting competition and regulating the monopoly companies which run the gas and electricity networks. Ofgem cannot deal directly with consumer complaints on enquiries, as this is the job of energywatch.

## **Thames Water (Sewer Blockages – Private Property)**

**Tel:** 0845 920 0800, 0800 714 614 – Freephone Leakline

**Website:** [www.thameswater.co.uk](http://www.thameswater.co.uk)

## **Transco Gas Emergency Service**

**Tel:** 0800 111 999

**Website:** [www.nationalgrid.com/uk](http://www.nationalgrid.com/uk)

In case of emergency (gas escaping, no gas, etc) call Transco on Freephone 0800 111 999 (24 hour service).

## **TOP TIP from Wandsworth Citizens Advice Bureaux**

### **Utilities**

The current trend of increasing prices has caused a lot of people to get into arrears with their fuel bills. One major concern is where people have had estimated bills and these have been based on summer consumption levels, their actual usage is a lot higher than that they have been billed for. Estimated readings will have an 'e' next to the reading. Check this 'e' figure against your meter reading to see if your latest bill is too high or too low.

Most utility companies are members of the Energy Trust and they offer financial assistance for people who have got into short-term difficulties with the energy bills. If you are on benefits or in receipt of a low income it is worth checking whether your provider is registered with this scheme. Contact Charis Grants who run the scheme 01733 421 021 and they will be able to tell you. EDF and British Gas are both members and applications to their Energy Trust are made using their application form that can be downloaded or sent to you if you contact the application request line 01733 421 060.

**Alvering Library**

Tel: (020) 8871 6398  
Fax: (020) 8870 4599  
2 Allfarthing Lane  
London, SW18 2PQ

**Balham Library**

Tel: (020) 8871 7195  
Fax: (020) 8675 4015  
16 Ramsden Road  
London, SW12 8QY

**Battersea Library**

Tel: (020) 8871 7466  
Fax: (020) 7978 4376  
265 Lavender Hill  
London, SW11 1JB

**Battersea Park Library**

Tel: (020) 8871 7468  
Fax: (020) 7622 5459  
309 Battersea Park Road  
London, SW11 4NF

**Battersea Reference Library**

Tel: (020) 8871 7467  
Website: [www.wandsworth.gov.uk/Home/LeisureandTourism/Libraries/Details.htm](http://www.wandsworth.gov.uk/Home/LeisureandTourism/Libraries/Details.htm)  
Altenburg Gardens, London, SW11 1JQ  
Customer Groups: Public library open to all customers. Services provided: Information services.

**Earlsfield Library**

Tel: (020) 8871 6389  
276 Magdalen Road  
London, SW18 3NY

**Northcote Library**

Tel: (020) 8871 7469  
Fax: (020) 7228 6842  
155e Northcote Road  
London, SW11 6QB

**Putney Library**

Tel: (020) 8871 7090  
Fax: (020) 8789 6175  
5/7 Disraeli Road  
London, SW15 2DR

**Roehampton Library**

Tel: (020) 8871 7091  
Tel: (020) 8871 6947 for  
the Learning Centre  
Fax: (020) 8780 2719  
2 Danebury Avenue  
London, SW15 4HD

**Southfields Library**

Tel: (020) 8871 6388  
Fax: (020) 8780 9045  
300 Wimbledon Park Road  
London, SW19 6NL

**Tooting Library**

Tel: (020) 8871 7175  
Fax: (020) 8672 3099  
75 Mitcham Road  
London, SW17 9PD

**Wandsworth Library (Opens 2009)**

Tel: (020) 8871 6386  
Fax: (020) 8877 3476  
38 West Hill  
London, SW18 1RZ

**York Gardens Library + IAG Services**

Tel: (020) 8871 7471  
Fax: (020) 7223 0864  
34 Lavender Road  
London, SW11 2UG

Councillors hold surgeries every Saturday from 10am to 11am at the following libraries – Battersea Library (Lavender Hill, SW11); Putney Library (Disraeli Road, SW15) and Tooting Library (Mitcham Road, SW17).

Surgeries for Furzedown, Latchmere, Roehampton and Tooting wards will continue to be held locally at:

## **Furzedown**

Furzedown Project, 93 Moyser Road, SW16 – to be held on the 1st Saturday in each month between 11.30am and 12.30pm.

St. Alban's Church Hall, Pretoria Road, SW16 – to be held on the 3rd Saturday in each month between 11.30am and 12.30pm.

## **Latchmere**

York Gardens Library and Community Centre, York Gardens, SW11 – to be held on the 2nd Monday in each month between 6 and 7pm.

Wilditch Centre, 48 Culvert Road, SW11 – to be held on the 3rd Monday and the 4th Monday of each month between 6pm and 7pm.

## **Roehampton**

Roehampton Library, 2 Danebury Avenue, SW15 – second Saturday in each month (10am to 11am).

Councillors will make home visits to elderly and disabled members of the public who are unable to travel to surgeries or the Town Hall. Details of local surgeries and how to contact councillors in writing, by phone, fax or e-mail can be found on the Council's website at [www.wandsworth.gov.uk/Home/CouncilandGovernment/Aboutthecouncil/councillors.htm](http://www.wandsworth.gov.uk/Home/CouncilandGovernment/Aboutthecouncil/councillors.htm) and at libraries. Alternatively ring (020) 8871 6060 for information or to arrange a home visit.

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### **CLAY, Mrs C**

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### **COOPER, Mrs J**

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London, SW11 5LG

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Ward: *Shaftesbury* Party: *Conservative*

### **CUFF, Mr N**

Flat 8 Grangewood  
48-50 Upper Richmond Road  
London, SW15 2RN

Email: [ncuff@wandsworth.gov.uk](mailto:ncuff@wandsworth.gov.uk)

Ward: *West Hill* Party: *Conservative*

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# APPENDIX 1

## Example Budget Sheet

Everybody should at least try to complete a budget sheet. This helps you to see what you have coming in and where your money goes. Budget sheets help when we make financial decisions – they are also really handy in showing creditors exactly how much you can afford to pay when they make unreasonable demands.

<b>Income</b>	<b>£ month</b>	<b>Priority Debts</b>	<b>£ month</b>
Wage		Mortgage Arrears	
Partner's Wage		Rent Arrears	
Tax Credits		Gas Arrears	
Child Benefit		Electricity Arrears	
Other Benefits		Water Arrears	
Pensions		Council Tax Arrears	
Maintenance		Court Fine Arrears	
Other Income		Maintenance Arrears	
Total Income	Figure v	HP Arrears	
		Social Fund	
<b>Expenses</b>	<b>£ month</b>	Other	
Mortgage		Other	
Second Mortgage		Other	
Rent		<b>Total Priority Debts</b>	Figure y
Gas			
Electricity		Money for Creditors	
Water Rates		Figure x minus figure y = z	
Service charges			
Ground Rent		Figure z	
Council Tax			
Insurance		<b>Non-priority debts</b>	
Television licence etc	Creditor Balance Owed	Monthly Offer	
		Creditcard 1	
Housekeeping		Creditcard 2	
Travelling Expenses		Unsecured Loan	
HP Vehicle		Catalogue Debt	
Meals at Work/School		Other	
Telephone(s)		Other	
Health Costs		Other	
Clothing		Total	
Laundry			
Magistrate's Court Fines			
Maintenance payments			
Other			
Other			
<b>Total Expenditure</b>	Figure w		
Total Income	v		
Minus		(date)	Signed
Total Expenditure	w		
Money for Creditors	x		

*This is an accurate record  
of my financial position as of*

## APPENDIX 2

### Example Debt Letter

Your Name and Address

Creditor's Name and Address

Date

Dear Sir or Madam

Account Number/Reference:

Balance: £

I am writing to you as my financial circumstances have changed. I am no longer able to (maintain the monthly repayments) (pay the full debt as one lump sum) (etc). This is because I have (recently lost my job) (become ill) (become widowed) (etc)

I enclose a personal budget sheet showing my total income and expenditure. From this you can see that I only have £.... a month left for my creditors.

I have worked out offers on a (pro-rata basis) (token basis) and would be grateful if you would accept £.... per month for a period of (3 months) (6 months) (12 months)

If interest and/or charges are being added to my account, please freeze these so that my debt does not increase.

I look forward to hearing from you.

Yours faithfully

Name

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- 5** Please suggest further information that you would like to see included in a publication like this?

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**Christopher Blyth**  
Service Development Officer  
Economic Development Office  
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