BECAUSE....
PEOPLE WITH LEARNING DISABILITIES MATTER

Living life to the full in Hounslow

Information guide
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This information guide was written in 2009.

There are a lot of addresses and telephone numbers at the end of the guide. If any change we will try to put the new address or phone number onto our website.

Go to www.hounslow.gov.uk
Hello and welcome!

If you have learning disabilities this guide is for you.

It is about living life to the full in Hounslow - about things that make life good:

- having a nice home;
- having different things to do and places to go;
- people treating you well and listening to you;
- having a job, and money to spend;
- enjoying time with your friends and family;
- being healthy and well;
- having fun and relaxing; and
- having help when you need it.

This guide will help you with all of these things. It tells you about places you can go to in Hounslow …and about people who can help you.
It will help you make **choices**.

That’s what independence is about.

We all have things we are good at and things we need help with.

We all have things we like and things we don’t like.

We are all different.

**A good life is about what’s right for you.**

This guide tells you about places in Hounslow that are here for everyone to use, and some things that are especially for people with learning disabilities.

If you use any of them, you should be treated well.

**Speak up and tell someone if you aren’t.**

**Information for Young People**

There are two booklets for young people who use learning disability services.

One is called **You matter: Hounslow’s guide for young people with disabilities.**
Hello and welcome!

The other is called **Transition** and is an accessible, easy read booklet written by the Community Team for People with Learning Disabilities.

You can get both of these from the Community Team for People with Learning Disabilities.

There are special sections for young people on the Hounslow council web site at [www.hounslow.gov.uk](http://www.hounslow.gov.uk).

There is a service directory for children and young people with a disability. Further details are in the **Contacts** section on page 104.

**Information for Carers**

Your family might like to see the **Carer Support Pack (Learning Disability)**.

This would be given to them if they requested a carer’s assessment from the Carer’s Co-ordinator. The pack is given to a carer when being assessed.

**We hope you find this guide helpful.**

The information in this guide is also on the internet.

The address is [www.hounslow.gov.uk](http://www.hounslow.gov.uk)

At the end of every section there is information about services that may be helpful to you.

You will find the address and telephone number for those services at the **end** of the guide.
What does ‘living life to the full’ mean?

Members of Speak Out in Hounslow say that living life to the full is about…

- having a good time;
- having good friends;
- being accepted; and
- having a normal life.

The government says that people with learning disabilities should have the chance to do the same things as anyone else.

It says so in Valuing People Now.

Living life to the full is about doing things that make you happy – at home and away from home.

It’s about getting to do what you like to do.

It’s about getting out and about and being with people you like.
Have another look at the list of things that make life good on page 4.

Do you have all of these?

Living life to the full is really about you being in charge of your life........... living your life in the way that’s good for you.

What helps?

Sometimes it helps to talk about your life with people you are close to - your family, friends or people you really like.

There may be new things you want to do, or things you want to change.

You may want to:

• Meet new people.
• Move into a place of your own.
• Get a job.
• Help other people.
• Improve your health.
• Get a pet.
• Have a better wheelchair.
• Swim more often...

It could be anything!
Make a plan about how you want to improve your life. It can help a lot.

When you have a plan you can ask people to help you make things happen. It is called person-centred planning.

What about people who need a lot of support?

It is important that all people with learning disabilities have a good, full life.

It can be more difficult if people need a lot of support.

There are services in Hounslow to help.

You will find information about them in every part of this guide.

The Community Team for People with Learning Disabilities is also a good place to go for information.

Anything else?

Yes! It really helps to get involved in things in your local area.

You could:

- Join groups and clubs.
- Go to your local shops and cafes.
- Help out at local festivals.
There are a lot of things to do and places to go in Hounslow.

You can find out about some of them on pages 70 to 76.

**Do more!**
**Live life to the full.**

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**Things to do**

Think about your life. What’s good? What’s not so good? Tell people about the things you want to change.

Start your own person centred plan! There are different guides that will help you on the internet. You can find out how to get them below.

If you have a review meeting tell people what you want. Tell them what would make life better for you. If you have a plan, take it with you and show people. Ask them to help you make it happen.

You could look at the easy read leaflet about person centred reviews and person centred plans in Hounslow.
There is information about person-centred thinking at:  
www.helensandersonassociates.co.uk

or you can get a copy of a Personal Planning Book from www.learningdisabilities.org

> click on Publication;
> then letter P from the alphabet search line;
> then Personal Planning Book;
> then download the pdf document.

There is an easy to read leaflet about person-centred planning on the internet. It’s on the Valuing People website.

Go to www.valuingpeople.gov.uk for information about person-centred planning. You can get a copy of the Listen to Me! workbook by:

> clicking on Resources;
> then Person-centred approaches;
> then People with learning difficulties;
> then click on Listen to Me in the Useful Information section; and
> then download the pdf document.

If you want help to make a plan talk to your support worker or the Community Team for People with Learning Disabilities. The team has a Person Centred Planning workbook.

We Say You Say is a free newsletter for people with learning disabilities in Hounslow. If you would like a copy phone 0208 583 3001.
Speaking up and having a voice

What does ‘having a voice’ mean?

Having a voice is about people listening to you. The Government says it’s important to listen to people with learning disabilities. You have ideas. You have views. Speak up!

You may be asked what you think about services you have had. You may be invited to meetings to give your views. Tell people what you think. It helps them to do things better.

It is very important to tell people:

- if there are things you don’t like about your life;
- if you are unhappy;
- if someone treats you badly;
- if you are not getting the support you need;
- if someone frightens you or tries to hurt you; or
- if you see someone else being treated badly.
Sometimes people with learning disabilities do not get treated as well as other people. It is not right - the law says so.

The Disability Discrimination Act says that you must not be treated differently because you have a learning disability.

If you feel unhappy about the way you are treated tell someone you trust. Ask them to help you make a complaint.

If you are concerned for yourself or someone you know, do not ignore it.

Call the **Safeguarding Adults Co-ordinators** on 020 8583 4515, or email: adultprotection@hounslow.gov.uk.

Or you could call the **Police Community Safety Unit** on 020 8721 9104.

If you are unhappy with any service in Hounslow tell the manager. They will try to sort things out. If that doesn’t help there are more steps you can take. You can find information about making complaints in the list on page 17. Look in the section on **Keeping Healthy and Safe** as well.

It can help to talk to other people with learning disabilities and to speak up together.

**What helps?**

**Why not join Speak Out in Hounslow?**

They help people with learning disabilities to speak up about things that matter to them. They work together to make things better for people with learning disabilities in Hounslow.
Every area of the country has a group of people who meet together to make sure that people with learning disabilities are getting better lives. They are the Learning Disability Partnership Board.

The government says that people with learning disabilities and family carers must be members of the Board.

In Hounslow a group of people with learning disabilities go to the meetings. They are called the Hearsay group. They are speaking up for you and everyone with learning disabilities in Hounslow.

**What about people who can’t speak up for themselves?**

People who cannot speak show what they like and don’t like in other ways.

They may need their family and friends to speak up for them. It’s good if someone else also helps - an advocate.

The government says that, if people can’t make choices about the big decisions in their life, they must have someone to help them.

This might be a decision about where they live or what medical treatment is best for them. If they have no one to help them make this decision, a professional
working with them will contact the **Independent Mental Capacity Advocate (IMCA)** so that they can be offered support.

Some people carry a booklet to help other people talk to them – a ‘**Communication Passport**’. They have it with them all the time.

And there is a lot of equipment for people who cannot speak very well. The Speech Therapists in the Community Team for People with Learning Disabilities can tell you about these things.

**Anything else?**

**Of course!**

People who live in Hounslow can speak up and have a voice about things that are happening by voting in the local Council elections. You can only do that if your name is on the voting list – the register.

So, make sure your name is on it.

**Help to make Hounslow a good place to live for everyone.**

**Speak up!**
Because…People with Learning Disabilities Matter

Speaking up and having a voice

Things to do

Find out about your rights. There is easy read information on the Equality and Human Rights Commission website.

Go on a course to get used to speaking up.

Get an advocate if speaking up is hard for you.

Help to speak up

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<thead>
<tr>
<th>Organization</th>
<th>Description</th>
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<tbody>
<tr>
<td>Speak Out in Hounslow</td>
<td>One-to-one advocacy and speaking up groups</td>
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<tr>
<td>Action for Advocacy</td>
<td>Provides information and training about advocacy and Independent Mental Capacity Advocates</td>
</tr>
<tr>
<td>Ethnic Minority Access and Participation Project (EMAPP)</td>
<td>Support for carers of people from minority ethnic communities in Hounslow</td>
</tr>
<tr>
<td>Disability Network Hounslow</td>
<td>Advice and information for disabled people</td>
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## Information about your rights

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<thead>
<tr>
<th>Organization</th>
<th>Description</th>
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<tbody>
<tr>
<td>Equality and Human Rights Commission</td>
<td>Easy read leaflets, and advice. Go on to their website. Go to Publications, then Disability, then General advice and information</td>
</tr>
<tr>
<td>Hounslow Law Centre</td>
<td>General advice on legal matters</td>
</tr>
<tr>
<td>Hounslow Equalities and Diversity Unit</td>
<td>Provides information and advice</td>
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## Help with speech and communication equipment

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<th>Organization</th>
<th>Services</th>
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<tr>
<td>Speech and Language Therapists @ the Community Team for People with Learning Disabilities</td>
<td>Communication Passports, Choice boards, Easy to use timetables, Communication books</td>
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</table>

## Information and help to make a complaint

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<thead>
<tr>
<th>Organization</th>
<th>Description</th>
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<tbody>
<tr>
<td>Community Services Offices around the borough, and the Civic Centre.</td>
<td>Complaints leaflets for Hounslow Community Services (sometimes called social services). Ask for easy read forms.</td>
</tr>
<tr>
<td>The Patient Advice and Liaison Service NHS Hounslow</td>
<td>Complaints forms for Hounslow health services, and help with the process.</td>
</tr>
<tr>
<td>Customer Services, or the manager of any service you are not happy with in Hounslow</td>
<td>Most places have complaints forms. Ask for a form and help to fill it in.</td>
</tr>
<tr>
<td>Hounslow Citizens Advice Bureaux</td>
<td>General help and advice.</td>
</tr>
</tbody>
</table>
The Hounslow Learning Disability Partnership Board

**The Hearsay group**
@ Speak Out in Hounslow
Finding out what’s been discussed
Raising issues for discussion

Easy read information about speaking up

**The Royal College of Psychiatrists**
Books Beyond Words:
- Speaking up for Myself
- Michelle finds a voice
These books do not have words – just pictures.
People with learning disabilities from ethnic minorities speaking up
People who cannot speak being helped to have a voice

Voting

**Electoral Services Office**
Hounslow Civic Centre
To see if you are registered to vote in Hounslow

**Equality and Human Rights Commission**
Right to vote information pack (easy read)
Getting involved in a political party: Information for people with learning disabilities
Enjoying time with friends and family

Who do you mean?

Well, anyone really. It may be:

- parents, a cousin, grand-dad, an aunt;
- good friends;
- a wife or husband;
- a boyfriend or girlfriend;
- workmates; or
- people at your temple or church.

Who do you like to be with?

It’s good to spend time with people you like. It’s nice to make new friends. Life feels better when you see people you like.

But, a lot of people with learning disabilities do not have many friends. They need help to meet new people. Do you know someone who doesn’t have many friends? You could introduce them to some of yours.
Many people with learning disabilities live with their family or friends.

But things change as we go through life.

Most young people leave their parents and move to a home of their own.

Some live with friends.

Some get married.

Some have children.

Some people then move again to live with other people, or on their own.

People with learning disabilities are doing all of these things.

It’s important to live with people you like because you see them a lot.

If you want to change who you live with – do something about it.

Ask someone to help you.
Some people with learning disabilities have moved a lot. It’s easy to lose touch with people when you move.

To stay in touch you could:

- telephone;
- send cards;
- meet up from time to time; or
- email or leave a message on someone’s networking page.

As we go through life we may lose friends and family because they die. They are sad times.

We all need support when this happens. Tell people that you are feeling sad. It’s okay.

**What helps?**

You could go to places where you will meet new people. If you go again and again you will get to know people.

Why not go to a college class, or join a club or a group. The other people there want to do the same thing as you.

It’s a good start.
Enjoying times with friends and family

- Go to things that are for people with learning disabilities if you want to meet other people with learning disabilities.
- Go to places and groups that are for everyone if you want to make friends with people who don’t have learning disabilities.
- Don’t forget to be safe. Some people you meet may want to trick you or hurt you. Ask someone you trust what they think of the person. There’s more about being safe on pages 39 and 40.

What about people who need a lot of support?

People who need a lot of support want to be with people they like too!

But we know that many people who need a lot of support:

- have less friends;
- have less chances to meet new people;
- live a long way from their family; and
- have lost touch with people.
It is not good. The government has said that things must get better for people who need a lot of support. They must have better lives.

**Valuing People Now says so!**

If someone doesn’t speak they will still show us who they like and don’t like. They may be different with someone they don’t like. Some get angry or hurt themselves or run away. They may even hit people.

They are telling us that they are unhappy and that something is wrong. It is important to find out what it is.

There are people who can help at Hounslow’s **Community Team for People with Learning Disabilities**.

**Anything else?**

Having a relationship with a boyfriend or girlfriend, husband or wife, can make life feel good.

These days, more and more people with learning disabilities have relationships. And many more would like to have a boyfriend or girlfriend.

So, there’s good news!
A service called Stars in the Sky may be able to help you meet someone. The Triangle Resource Centre and Community Access Team help organise the club night “Moon River” at the Watermans Arts Centre three times a year. It is a good place to meet people! There’s information about them below.

But relationships are not easy. Things can go wrong.

People you are close to may do things you don’t like. If that happens, don’t keep quiet – talk to someone and ask them to help.

Spend time with people you like and who treat you well. It makes life good!

Things to do

Put photos on your wall of friends and family you don’t see much. It can help you remember to keep in touch with them.

Telephone a friend you haven’t seen for a while.

Ask people who support you to help you meet up with your friend in the evening. Choose a place that’s easy to get to.
### Help to make friends, and keep in touch

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start by asking your family or support workers to help.</td>
<td>Keeping in touch with people</td>
</tr>
<tr>
<td><strong>Befriending Service @ Volunteer Centre Hounslow</strong></td>
<td>Support and friendship. You must live in Hounslow, be over 18 years old, and live alone.</td>
</tr>
<tr>
<td><strong>Speak Out in Hounslow</strong></td>
<td>Social groups that go on trips. Chit Chat groups meet twice a week in cafes.</td>
</tr>
<tr>
<td><strong>The Community Access Team</strong></td>
<td>Provides a drop-in service during the day, access to sports activities, a social club in the evening and a football team. In partnership with the Triangle Day Resource Centre, helps arrange the Moon River club night three times a year at the Watermans Art Centre.</td>
</tr>
<tr>
<td><strong>Stars in the Sky</strong></td>
<td>A dating and friendship service for adults with learning disabilities. You must be over the age of 18 and live in London. There is a small charge to join.</td>
</tr>
<tr>
<td><strong>The Royal College of Psychiatrists Books Beyond Words</strong></td>
<td>Easy read information. No words. Just pictures.</td>
</tr>
<tr>
<td><strong>Falling in Love Hug Me Touch Me (only online)</strong></td>
<td></td>
</tr>
<tr>
<td>Have a look at Section 8</td>
<td>More ideas about places to meet people</td>
</tr>
</tbody>
</table>
## Problems with the people you love

| **Relate**  
Richmond, Kingston and Hounslow | Help if you have problems with your marriage or your relationship with a boyfriend or girlfriend |
| **The Police Domestic Violence Unit** | Help if someone you live with is violent to you |
| **The psychology and psychiatry service @ the Community Team for People with Learning Disabilities** | Help if you are really unhappy about your relationship with someone close to you. |
| **Consent** | Help for organisations and individuals on relationship and sexuality issues, such as:  
- informed choice  
- sexual health  
- working with people who have been sexually abused or who have sexually abused others.  
It is a specialist service for people with learning disabilities. |

## Help when someone dies

| **Bereavement Services For Hounslow and Brent** | The support is free, and people with learning disabilities are welcome. |
| **The Royal College of Psychiatrists Books Beyond Words** | Easy read information. No words. Just pictures.  
**When Mum died**  
**When Dad died**  
**When somebody dies** |
What does ‘a good home’ mean?

A good home is one that’s right for you. That’s about:

- where it is;
- what it’s near to;
- what it’s like inside and out;
- who you live with;
- feeling comfortable; and
- feeling safe.

A good home is one you are happy to be living in.

Are you happy in your home?

Around the country people with learning disabilities live in a lot of different ways.

Most people live in homes that are owned by other people. They pay rent to live there.

But more people are now buying their own home.
Some people live with family, some with friends. Some people live on their own.

It is important to think about this.

Who do you want to live with?

And it is important to plan for the future. If you live with your parents they will find it harder to support you as they get older.

You may need to move.

Think about what you want.

Make a plan with your family now.

Do you want to see what it’s like to live away from your family?

There is a flat in Hounslow where you can try it out. There are staff there.

They will help you learn to look after yourself and your home. The Community Team for People with Learning Disabilities can tell you more.

To find a new place to live in Hounslow you should:

- Find out about your rights. You have more rights when you rent or buy your home than when you live in a residential care home. Decide what’s important to you.
• Think about where you want to live. What do you want to be near:
  • a corner shop?
  • the bus stop to the town centre?
  • the temple or church?
  • the leisure centre?

Do you want a quiet or a busy area? Make sure people know what you want.

• Talk to the Hounslow Housing Needs Division or Adult Access Team about how to get onto the Housing Register. If you can join the Housing Register you will become a member of Locata, the choice based lettings scheme. They can also talk to you about other housing options including private rented accommodation.

• Talk to the Care Management team in the Community Team for People with Learning Disabilities. Ask for help to find a new home.

• Talk to organisations that have houses and flats. There is a list on page 34. It shows the main ones that people with learning disabilities use in Hounslow.

You can find out about registered residential homes and services on the website of the Care Quality Commission. (The Commission for Social Care Inspection became part of the Care Quality Commission in April 2009).
What helps?

It helps to have support. When you live on your own or with friends you may need support to:

- care for yourself;
- look after your home;
- pay bills;
- do the shopping and cooking;
- get furniture; or
- get repairs and decorating done.

You can get help with all of these. Have a look at the list on page 36.

Looking after yourself and your home is a big job. Most people with learning disabilities have support workers who help them at home.

Talk to the Community Team for People with Learning Disabilities. They may sort out support for you or they may offer you money – a Direct Payment.

With a Direct Payment you can get your own staff and be their boss. There is more about this on page 79.

Hounslow council are working out how they will offer people Personal Budgets or Self Directed Support.

They are working on this at the moment, with the aim that all new service users will be offered a Personal Budget from September 2009.

The government says that all people should be offered Personal Budgets to pay for the social care and support that a person needs.
Support workers are there to help you do things for yourself.

If you want to learn how to do things – like cooking - ask your support workers to teach you.

Or, why not go to a college class to learn with other people.

**What about people who need a lot of support?**

People who need a lot of support live in their own homes too!

The government says it’s good for people to live in a place of their own. This means that some people have staff helping them most of the time.

You need less support from staff if your home has things in it to help you. It could be a very loud door bell if you can’t hear well. Or an alarm that tells staff when you get out of bed. This is called Telecare.

You can find out about helpful things for your home from the Occupational Therapist at the Community Team for People with Learning Disabilities.
Some people who need a lot of support live in residential care homes or nursing homes. People from the Care Quality Commission check to make sure these are good.

People who are unhappy about a home should tell their Care Manager or the Commission.

There are plans for an Adult Placement Scheme in Hounslow to start during 2009. People offer the use of their home and are carers for someone who needs support.

This could be for someone who needs long term accommodation. It could also be for someone who needs support during the day or for a short break.

Anything else?

Do you feel safe at home? Do you feel safe in your local area? Hounslow has Neighbourhood Police that can help if you are being picked on. And there is a Home Security Scheme that can make your home safe.

Get help if your neighbours are causing you problems. Don’t get angry with them, ask for support. Talk to your landlord or the Council.

Having nice neighbours can help to make life good.

What can you do to be a good neighbour?
Things to do

Think ahead and do things now. It may take time to find the right place to live.

Join your local Neighbourhood Watch scheme to help make your area safe. Find out who runs it from the Citizens Advice Bureau.

Help at home. Learn to do more things for yourself like shopping, cooking and cleaning.

Help to find a place to live

<table>
<thead>
<tr>
<th>The Care Management Team in the Community Team for People with Learning Disabilities</th>
<th>Advice about housing options and support.</th>
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<tbody>
<tr>
<td>Housing Register Team Part of the Hounslow Housing Needs Division</td>
<td>To get onto the Register and become a member of Locata – the ‘choice-based lettings’ scheme set up by 6 west London Boroughs and 9 Housing Associations. There is a Locata scheme guide available on their web site, in a Makaton version and in an audio translation version.</td>
</tr>
</tbody>
</table>
Having a good home

<table>
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<tr>
<th>My Safe Home</th>
<th>Advice about shared ownership (part buy, part rent). Mortgage advice company for people with disabilities and support needs.</th>
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<tbody>
<tr>
<td>Community Team for People with Learning Disabilities</td>
<td>Information about the Hounslow Adult Placement Scheme (where you live with a family).</td>
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Accommodation

<table>
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<tr>
<th>OWL Housing Support For Living (Ealing Consortium)</th>
<th>All of these organisations support people with learning disabilities living in accommodation in Hounslow.</th>
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<td>Life Opportunities Trust</td>
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<tr>
<td>Voyage/Milbury</td>
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<td>Adepta/Dimensions</td>
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<tr>
<td>Mencap</td>
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<tr>
<td>Frances Taylor Foundation (Independent Living Scheme)</td>
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<td>Grove Care</td>
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<td>Clover Homes</td>
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<tr>
<td>Hounslow Homes Ltd</td>
<td>Information about housing that is managed by Hounslow Homes. They manage council housing accommodation for the council.</td>
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Registered Care Services and Nursing Homes

<table>
<thead>
<tr>
<th>Care Quality Commission Directory of Care Services (Formerly Commission for Social Care Inspection)</th>
<th>List of registered care services and nursing homes in Hounslow, and inspection reports.</th>
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</thead>
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<tr>
<td>Community Team for People with Learning Disabilities or Care Quality Commission</td>
<td>To say that you are unhappy about a registered care service or nursing home.</td>
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Advice if you have a housing problem

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<tr>
<th>Shelter London Housing Advice Centre</th>
<th>Both of these can help if you have a problem about housing.</th>
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<tbody>
<tr>
<td>Hounslow Citizens Advice Bureau</td>
<td></td>
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<tr>
<td>Hounslow Racial Equality Council</td>
<td>Free advice from a housing solicitor or people from ethnic minority communities. You can just turn up.</td>
</tr>
<tr>
<td>Hounslow Housing Advice Service</td>
<td>General advice about housing.</td>
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<tr>
<td>Part of the Housing Needs Division</td>
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Information

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<thead>
<tr>
<th><a href="http://www.housingoptions.org.uk">www.housingoptions.org.uk</a></th>
<th>A housing advisory service for people with learning disabilities, their families and their supporters.</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Association of Adult Placement Schemes (NAAPS)</td>
<td>Information and advice about Adult Placement Schemes.</td>
</tr>
</tbody>
</table>

Things to make life easier at home

<table>
<thead>
<tr>
<th>The Occupational Therapist in the Community Team for People with Learning Disabilities or The Adult Access Team</th>
<th>Equipment or adaptations to your home, and ‘Telecare’.</th>
</tr>
</thead>
</table>
Preparing to leave home

| Community Team for People with Learning Disabilities | Information about:  
• the flat where you can practice living away from your family, and bookings  
• planning for the future |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult and Community Education, Hounslow Council</td>
<td>To find out about classes to learn skills so you can do things for yourself</td>
</tr>
</tbody>
</table>

Looking after your home

<table>
<thead>
<tr>
<th>Hounslow Private Sector Housing Unit includes the Grant Team</th>
<th>Help with adaptations to your home, if you or your family own it, to make it suitable for you to live in.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care and Repair Hounslow</td>
<td>Help with repairs to your home if you or your family own it.</td>
</tr>
<tr>
<td>The Helping Hands Scheme</td>
<td>A gardening and decorating scheme which helps disabled people who live in their own or privately rented property.</td>
</tr>
<tr>
<td>Hounslow Community Transport Furniture Project</td>
<td>Second-hand furniture for people in need.</td>
</tr>
</tbody>
</table>

Home Safety

<table>
<thead>
<tr>
<th>Linkline</th>
<th>An emergency call system – you press a button when you need help at home and someone gets in touch to see what’s wrong.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neighbourhood Warden or Neighbourhood Police Team</td>
<td>Help with problems in the local area where you live.</td>
</tr>
<tr>
<td>Home Security Scheme</td>
<td>A free survey of your home by a Crime Prevention Officer. They will then put things into your home that make it more secure.</td>
</tr>
</tbody>
</table>
Keeping healthy and safe

What do you mean?

You are an important person.

You need to look after:
- your health;
- how you look;
- your safety; and
- your happiness.

If you don’t look after all of these it may stop you living life to the full.

You can help yourself to stay healthy by:
- not smoking;
- doing exercise; and
- eating healthy food.
You can get information from your Doctor. it is important to go for health checks. Everyone needs these. Sometimes people with learning disabilities get forgotten. Don’t let that happen to you.

Ask a Nurse at the Community Team for People with Learning Disabilities to help you make a plan to look after your health.

This is called a Health Action Plan. Put health checks in your plan. You might have a key worker as a Health Facilitator. They could help you update a plan if you already have one.

The nurse can also help if you need to:

• go to hospital; or
• find a dentist.

If you need help with what you eat ask to see the Dietician in the Team.

If you feel good and look good it can help you feel more confident.

Looking good helps if you want to:

• make new friends
• get a job
• be treated as an adult.
At times people don’t feel good about themselves. Sometimes people feel really unhappy. They may get very frightened or worried about things. All these can make people behave differently. If the feelings don’t go away the person may need some help.

They should go to their Doctor. Or they could ask to see the Psychiatrist or Psychologist at the Community Team for People with Learning Disabilities.

What helps?

Look after your safety!

It’s very important. Here are some things that help you to stay safe:

• wearing your glasses so you can see;
• using zebra crossings;
• having a fire alarm in your home; and
• asking to see people’s ID card.

Think about what you can do to be safe.
Some people with learning disabilities get picked on and bullied.

It’s against the law.

Some people get badly hurt.

If someone is hurting you, or you think they are going to hurt you, ask for help quickly.

Go to the Police, a Safeguarding Adults Co-ordinator or to Hounslow Community Services (social services).

They work with each other to stop people getting hurt – it’s called ‘safeguarding adults’.

It helps if you speak up!

- Ask your Doctor for help if you are worried about your health.
- Tell someone if a person treats you badly.
- Talk to family or friends if you feel unhappy.
- Ask if you need help with things.

If you are having problems getting help with your health talk to the Patient Advice and Liaison Service (PALS). They are there to help you.
What about people who need a lot of support?

Like everyone else they need to:

- exercise;
- eat healthily; and
- have health checks.

They need other people to make sure this happens.

Staff at the Hounslow **Community Team for People with Learning Disabilities** work with people who need a lot of support.

The **Physiotherapists** help people to exercise and they help people to get the right wheelchair or shoes.

The **Speech and Language Therapists** can help people who have problems eating and swallowing. It's important to get help. They may be in danger of choking.

As we get older it is harder to remember things. It can be a really big problem for some people. This happens to people with learning disabilities too.
Keeping healthy and safe

It may be a problem called dementia. Talk to your doctor or the Psychologist in the Community Team if you are worried.

Good equipment can help people do more on their own.

The Disability Living Centre in Feltham is a good place to go. There are Occupational Therapists there to help, and you can try things out.

Anything else?

Yes. Be proud of who you are.

Everyone is different.

Look after yourself – but look after each other too.
Things to do

If you take pills every day make sure you see your Doctor regularly.

Look at the Books Beyond Words in the list below.

Ask someone to help you make a Health Action Plan. The Community Team for People with Learning Disabilities is a good place to go for help.

Things to help yourself stay well

<table>
<thead>
<tr>
<th>Hounslow Stop Smoking Service</th>
<th>A service for anyone who wants to give up smoking.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthy Lifestyles Scheme</td>
<td>You can get 16 weeks of exercise and advice from a healthy lifestyle instructor at Feltham Airparcs Leisure Centre, Isleworth Recreation Centre and the Brentford Fountain Leisure Centre. Your Doctor can refer you.</td>
</tr>
<tr>
<td>Look on local notice boards or ask people in your local area</td>
<td>Groups to help you lose weight, such as Weightwatchers and Slimming World.</td>
</tr>
</tbody>
</table>
Keeping healthy and safe

<table>
<thead>
<tr>
<th><strong>Hounslow Adult Education</strong> - at various places around the borough</th>
<th>Fitness and Dance classes and Keeping Active classes (eg yoga; walks; exercise). Open to everyone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your local leisure centre or swimming pool</td>
<td><strong>Aqua fit</strong> classes – exercise in the pool.</td>
</tr>
<tr>
<td><strong>The Heston Movers Group</strong></td>
<td><strong>Exercises for older people</strong> with learning disabilities.</td>
</tr>
<tr>
<td><strong>Richmond Upon Thames</strong></td>
<td>The College runs a <strong>healthy living course</strong> for people with learning disabilities.</td>
</tr>
<tr>
<td>The Physiotherapist at the Community Team for People with Learning Disabilities</td>
<td>Provides a range of exercise classes</td>
</tr>
</tbody>
</table>

**Checking your health**

<table>
<thead>
<tr>
<th><strong>Your GP or local health centre</strong></th>
<th>Health checks.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community nurses for people with learning disabilities @ the Community Team for People with Learning Disabilities</strong></td>
<td>Support to make a <strong>Health Action Plan</strong>. Help with appointments.</td>
</tr>
<tr>
<td>The Patient Advice and Liaison Service (PALS)</td>
<td>Information about local health services, and help if you are finding it hard to get the health support you need.</td>
</tr>
<tr>
<td>Department of Health</td>
<td>Good practice and guidance. Information about health action planning and health facilitation.</td>
</tr>
</tbody>
</table>

**Support if you have health problems**

All of the following are at the Community Team for People with Learning Disabilities. Easy read leaflets are available.

| **Community nurses for people with learning disabilities**       | General advice and support, and help if you go into hospital.                                 |
Speech and Language Therapists for people with learning disabilities
Help with eating and swallowing difficulties.

Physiotherapists for people with learning disabilities
Help when someone has problems walking or moving.

Dietician for people with learning disabilities
Advice about eating well.

Continence Service
Help if you have problems with wetting yourself.

Hydrotherapy pool
Good for people with walking or moving problems.

NHS Direct advice line
For quick health advice when you can’t talk to a Doctor.

Easyhealth.org.uk
Health information that is easy to understand.

Support with feelings, behaviour and mental health

All of the following are at the Community Team for People with Learning Disabilities

Psychologists and Psychiatrists for people with learning disabilities
Support with how you are feeling and your mental health.

The Challenging Needs Team
Help if someone’s behaviour is worrying.

Feltham Open Door Project
Drop-in centre for mental health
Counselling service, advice and support.

Respond Psychotherapy Service
A place to talk: Therapy services for people with learning disabilities.
### Help with equipment

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled Living Foundation</td>
<td>Information about helpful aids and equipment.</td>
</tr>
<tr>
<td>Synergy managed equipment</td>
<td>Wheelchair repairs.</td>
</tr>
<tr>
<td>Hounslow Wheelchair Service</td>
<td>Wheelchairs or buggies for people who have lived in Hounslow for six months and have a permanent mobility problem.</td>
</tr>
<tr>
<td>Disability Living Centre,</td>
<td>Advice and information on equipment for independent living. You can see, try out and explore things with experienced Occupational Therapy staff.</td>
</tr>
<tr>
<td>Hounslow</td>
<td></td>
</tr>
<tr>
<td>The Calen Centre, Hounslow</td>
<td>Advice and information on equipment for people who are blind or partially sighted and for people who are deaf or hard of hearing. There are daily living aids and low vision/hearing equipment for you to try.</td>
</tr>
</tbody>
</table>

### Help if you have been hurt by someone

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Police or Hounslow Safeguarding Adults Coordinators or The Care Management team @ the Community Team for People with Learning Disabilities</td>
<td>To report that you have been hurt and to get help.</td>
</tr>
<tr>
<td>Hounslow Safeguarding Adults toolkit</td>
<td>Easy read leaflet that tells you how to report if you have been abused or think it’s happening to someone else.</td>
</tr>
<tr>
<td>Victim Support (24 hours) Tel: 0845 3030 900</td>
<td>Help if you have been a victim of crime.</td>
</tr>
</tbody>
</table>
**Voice UK**
Support and information for people with learning disabilities who have been abused and hurt, and for their families and carers. They can put you in touch with lawyers who deal with cases of abuse and crimes against people with learning disabilities.

**Respond**
Supporting people with learning disabilities, their families, carers and professionals affected by trauma and abuse.

Voice UK and Respond both have information about disability hate crime.

**The Royal College of Psychiatrists**

**Books Beyond Words**
Easy read information. No words. Just pictures. See especially:
- Mugged.
- I can get through it.
- Jenny Speaks Out.

**Beverley Lewis House**
A place of safety in London – a refuge for women with learning disabilities who are being abused.

---

**Things to keep yourself safe**

**Home Security Scheme**
To make sure your home is safe.
We like that!

Yes! Spending money is fun! But, most people with learning disabilities do not have much money.

So how can you get money? Here are the best ways

Get a paid job.

Do you worry that it will affect the money the government gives you - your benefits? There is a Benefits Adviser at the Community Team for People with Learning Disabilities. The Adviser will tell you how many hours to work so you are better off.

Leaders Employment Service can also help you.

Make sure your benefits are right.

You may be missing out on something. The Benefits Adviser can check for you.

Put your savings in a bank or a Credit Union.

This will make more money for you. It is called ‘earning interest’. People may tell you that you can’t have a bank account. This is not true. Ask the bank to help you. There is an easy read guide about banking in the list at the end.
What helps?

It helps to plan how you will use your money. This is called budgeting putting money aside for the things you have to pay for.

You may have to pay for:

- where you live;
- what you eat;
- what you wear; and
- things in your home.

What’s left is your money to spend on having fun. Things like going to the café, buying CDs, going on holiday.

Here are some other things that will help.

- Use cards that make things cheaper for you, like the Hounslow Leisure Card.
- Big shops have cards that give you some money back, like Boots, Tesco’s, and other big supermarkets. Ask for a ‘reward card’.
- Get a Freedom Pass and travel free on buses, trains, and the tube around London.
The Hounslow Taxicard and Capital Call Scheme makes it cheaper for you to use black taxis and minicabs if you cannot use buses and trains.

Some places charge you less if you do not work. Some will let a person supporting you in free, or cheaper. Ask when you go to pay.

Some people have a card to get their money from the Post Office. You have to remember a number that goes with the card.

If you find it hard have a look at the leaflet about ‘Chip and Pin cards’ in the list below.

What about people who need a lot of support?

There are some people with learning disabilities who cannot make decisions about their own money.

The government says they must have a person to make decisions about their finances for them if they are unable to themselves.

A Court of law has to decide who it will be. The person is called a Deputy.

It is important that families and carers know about this.
There is a booklet and CD in the list below, or they could talk to a Care Manager in the Community Team for People with Learning Disabilities.

**Anything else?**

Keep your money safe! This means:

- your purse or wallet;
- your bank card; and
- the papers your bank sends you.

Do not give people the number that goes with your bank card.

Do not let them see your number when you put it into the machine.

Look after your money.

It helps you to live life to the full.
Getting money - and spending it

Things to do

If you help someone ask them if they will do something helpful for you in return. It’s fair, and it saves both of you money.

Get a small safe for your home. Keep your passport and bank book in it.

If you live with your family make sure you have your own money - but pay your share of the bills. That’s what adults do.

Help with your benefits

| Benefits Adviser @ the Community Team for People with Learning Disabilities | To make sure you are getting all the benefits you can, and to see what will happen with your benefits if you get a paid job. |
| Hounslow Welfare Benefits and Money Advice Unit | General help with benefits and making your money go around. |
| Benefit Enquiry Helpline for disabled people | General help with benefits. |
Disability Living Allowance Helpline  Information and help about Disability Living Allowance.

Disability Alliance - Rights Advice Line General help with benefits. They publish a disability rights handbook.

To get cheaper travel and entry costs

Hounslow Leisure Card  A card for cheaper entry to sport and leisure centres in Hounslow.

Hounslow Taxicard Scheme  A card that makes it cheaper for disabled people to use black cabs.

Capital Call  This makes it cheaper to use minicabs.

Freedom Pass Unit  A card so that disabled people can travel free on buses and tubes.

The Ticket Office @ any mainline train station  Disabled Person’s Railcard – for cheaper travel on trains.

The Hospital Travel Costs Scheme  Help with travel costs if you have a hospital or clinic appointment and are getting Income Support. Your carers costs are paid too. You need form HC1.

DVLA Swansea  So that you don’t pay road tax on your car. You need form V188 from a Post Office.
### Getting money - and spending it

<table>
<thead>
<tr>
<th>Congestion Charge unit</th>
<th>So that you don’t pay the London Congestion Charge. You need to have a disabled person’s parking badge.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cinema Exhibition Association</td>
<td>You can get a Cinema Card so that two people can go to a film for the price of one. It lasts for 3 years. There is a small charge.</td>
</tr>
</tbody>
</table>

### Banking information

| Valuing People website | Easy read guides on:  
| | • Chip and Pin cards  
| | • Banking Matters to Me  |
| Thamesbank Credit Union | A community bank for anyone in Hounslow. They give you help to save, loans at fair rates of interest, and advice on managing your money. |

### Looking after money for people who can’t

<table>
<thead>
<tr>
<th>Office of the Public Guardian</th>
<th>Information about the Mental Capacity Act, with good examples about money decisions: Making Decisions: An Easy Read Guide (and CD).</th>
</tr>
</thead>
</table>
Families planning their wills

<table>
<thead>
<tr>
<th>Mencap Wills and Trusts Team</th>
<th>Your family can get advice from a wills and trusts solicitor, and information booklets.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Options</td>
<td>Helpful factsheets about setting up Trusts, and more.</td>
</tr>
</tbody>
</table>
Having a job and helping others

We want to do that!

A lot of people with learning disabilities want to work and lots want to help others.

The good news is that more and more people are doing just that!

In Hounslow people with learning disabilities are working in warehouses, schools, shops, hospitals… and they are getting paid.

The government wants more people with learning disabilities to get paid jobs.

You should have the same chance to work as everyone else.

Some people have staff who support them at work.

The staff help them to learn the job.
You can get help to travel to work, and equipment to help you do your job.

There is one called **Skills for Working Life**. It helps you try some jobs.

And there’s one called **Work Step for young adults**. It helps people get a job when the course ends. Both of these are at West Thames College.

**Job Centres** and the **Leaders Employment Service** can tell you more about these things.

Ask the Leaders service for their **information for Jobseekers**.

You could also talk to your Keyworker or Care Manager.

Some people don’t want to be paid. They want to help for free.

They are volunteers.

Volunteers do all kinds of things.

Talk to the **Volunteer Bureau** or the **Supercare Volunteering Project** if you want to find out more.

You could also talk to staff who work in the **Life Opportunities Services (day services)** or **Community Access Team**.

You could talk to **Speak Out in Hounslow** who have a volunteering project that supports people to be involved in their local community.

They will help **you** to help others.
What helps?

Do you want to get a job? Here are some things you could do.

Go on a course.

There is one called **Skills for Working Life** at West Thames College. It helps you try some jobs. And there’s one called **Workstep** for young adults. It helps people get a job when the course ends.

Southall and Richmond Colleges also have courses that help you get ready to work.

Go to the Job Centre

Tell them you want help to find a job. Ask to see a Disability Employment Adviser.

Talk to Leaders Employment Service.

They provide training about employment and getting a job. They will help you think about what you want to do - and then help you to find a job. They will support you in your job until you are used to it, and help keep your job.

Talk to the Benefits Adviser at the Community Team for People with Learning Disabilities.
Find out how many hours to work so that you are better off.

**What about people who need a lot of support?**

The government wants people who need more support to have paid work and to be volunteers too.

People can:

- Work together to cover all the parts of a job. One person may not be able to do it all on their own.

- Be their own boss. They are paid by other people for doing something they are good at. It’s called ‘working for yourself’, or having your own business. If you want to do this talk to Leaders.

- If you go to a day service in Hounslow the staff there will talk to you about getting a job. They will talk to your family too if you want. Why not ask your Keyworker about it?

**Anything else?**

Many people with learning disabilities do things to help the people they live with.

When it is a lot of help they are called ‘carers’.
If you are caring for someone you may be able to get support. You may be able to get:

- help with the things you do for the person;
- money - called a Carers Allowance;
- a break from caring;
- a direct payment;

Make sure that your Doctor and Hounslow Community Services know what you do for the person you are living with.

Things to do

Think about what you like doing and what you are good at. Try to get a job that matches those things.

Join a group that’s doing things to help people in the area where you live.

If you want a job, tell people. Ask them to help.
### Courses that help you get ready to work

<table>
<thead>
<tr>
<th>Institution</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Thames College</td>
<td>Skills for Working Life, Workstep and Entry to Employment courses. For information about courses and support contact the <strong>Admissions Advice and Guidance Service</strong>.</td>
</tr>
<tr>
<td>Southall and West London College</td>
<td>Skills for work course.</td>
</tr>
<tr>
<td>Richmond College</td>
<td>Workwise course for young people with learning disabilities aged 16 – 21. Preparing you for work, 4 days a week for 2 years. Students can help to run the Apple Tree Café, and learn about running a business.</td>
</tr>
</tbody>
</table>

### Help with finding work

<table>
<thead>
<tr>
<th>Organization</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaders Employment Service</td>
<td>Leaders supports people with learning disabilities to find paid work, and then supports them at work. They also run a 36 week programme and a 20 week programme to help you into work.</td>
</tr>
<tr>
<td>JobCentrePlus offices</td>
<td>Disability Employment Advisers are based at these offices. They can get you equipment through the Access To Work scheme.</td>
</tr>
<tr>
<td>Reed In Partnership</td>
<td>They help people into work.</td>
</tr>
</tbody>
</table>
### Having a job and helping others

| **Prospects Employment Service** | A specialised employment service for people with autism and Asperger syndrome. They help people get jobs and offer support at work. They also run a 10 week **Access to Employment Course** for adults who are interested in work. The course is held in central London so people need to be able to travel to the offices. The course is free and any travel costs are given back. |
| **The Shaw Trust** | Offers one to one support with looking for a job - preparing a CV, making applications, what to do in interviews, and job skills. Gives grants and financial help and ongoing support once in work. |
| **Your keyworker at your day service, your housing support service or the Community Access Team** | This person will help if you think you might want to get a job. |

### Help to become a volunteer

| **The Volunteer Bureau @ the Volunteer Centre Hounslow** | They all work with people in Hounslow who need a little extra help to get involved with volunteering. |
| **Supercare Volunteering Project** |  |
| **Speak Out In Hounslow** |  |
Help for young people

**Learning & Skills Council**

**Nextstep** offers information and advice to help young people make decisions about their future. It helps you link your personal interests and skills to a job and to work out what skills you may need. The LSC also helps with funding if you want to go to college when you leave school.

**Connexions**

Young people aged 14 are linked with a Connexions Personal Adviser at school to help them plan for their future. The Adviser can help people with learning disabilities until they are 25 years old. They can help young people find college courses and support to get work.

Information about your rights

**Equality and Human Rights Commission**

An easy read leaflet called Your Rights at Work. There’s a DVD too.
Going out and doing things

We like that!

Yes, most people do.

Going out can make life feel good and help you to meet new people.

In Hounslow we want people to have a more ordinary life, like anyone else.

Stop! Think!

- Where do you go?
- What do you do when you go out?
- Are you doing the things that you want to do?
What about learning something new, or getting a job? Are there other places you would like to go?

Tell people and ask them to help you.

There’s a lot to do in Hounslow. On pages 70 - 76 there is a list of places to go and things to do. But it’s not everything.

You can find out about more by:

- Looking in the Hounslow Matters newspaper. It is delivered to your house every other month or you can get it from the library. It tells you what’s on.

- Looking in local shops and the library. They have information about things that are happening.

- Asking people if they know where you can do something.

Some people use day services in Hounslow that support people with learning disabilities. They are called Life Opportunities Services. They support people in different ways, that include:

- access to education;
- employment opportunities;
- access to ordinary facilities in Hounslow and London;
- social and leisure opportunities; and
- providing a variety of sessions based at the resource centres.
The government wants more people to use services like:

- The Stepping Out course at the Acorn Training and Life Skills Centre in Heston. It is all about getting out and about in Hounslow.

- The Community Access Team, based at the Triangle day resource centre in Hounslow. It is all about supporting people to do things in ordinary places and to get involved with their local community.

What helps?

Learn how to do more things on your own.

You could do a certificate in Life Skills at one of the colleges in Hounslow.

It gives you confidence and you can be more independent.

Going to classes gives you the chance to meet new people.

Going to classes at a college means you can use the cafe and sports facilities with other students.

Classes can be fun!
It helps if you can get around easily.

A lot of people with learning disabilities can travel free on buses and the Dial-a-Ride service.

The Travel Buddy service can help you learn how to get around.

Look at the list on page 70 to find out more about transport.

There are ideas about places to go and things to do in all the parts of this booklet.

You have the right to use the same places and services as anyone else in Hounslow.

If you have problems getting in, or people treat you badly ask for help to complain.

Do not put up with it!

Tell Speak Out in Hounslow - they will help.

If you need support to get out and do things talk to a Care Manager (social worker) in the Community Team for People with Learning Disabilities.

There is more about how to get support in the next section.
What about people who need a lot of support?

Most people who need a lot of support do not get out as much as other people.

Three things can really help:

- People can do more if they have someone to help them.
  Having a Direct payment means that people can get a helper of their own. It makes a difference.
- If people find it hard to walk they can get help to buy their own car.
- Some people need to be changed when they are out.
  They need private places with equipment. This is a problem in Hounslow. You can help to do something about it. Have a look at the information about the Changing Places campaign in the list below.

With a helper, a car and good changing places people can go to clubs and groups, classes, leisure centres…

They can get out and do more, and live life to the full.
Anything else?

Look at the list on page 70.

There’s a lot of activities on it, but there’s much more you could do.

Do things that you like doing, but try new things as well.

And......Have fun!

Things to do

Do you want to try something new? Find out if anyone you or your family knows already does it. If you find someone, ask if you can go along with them.

Sign up for an evening class with a friend. You may be able to get support in the class. Talk to the Learning Support Coordinator at Hounslow Adult and Community Education.

If you want to go on holiday make a plan and save your money. You could visit a travel agent or look on line.
**College courses and classes**

| **Hounslow Adult and Community Education** | Information about classes taking place all around Hounslow - arts, sports, crafts, local history – lots of different things. You could also contact Richmond Upon Thames college, Southall and West London college or West Thames college directly. |
| **The LEAP Service** | A specialist college for Students with autism and Asperger syndrome, run by the National Autistic Society. It is based in Acton on a mainstream college campus. The aim of the service is to provide further education and training that helps learners achieve their full potential and independence. |
| **Acton and West London College: The Gatehouse** | For students aged 16 and over with Asperger syndrome. Person-centred learning plans, with support to attend mainstream courses at any of the four sites. |

**Help with transport and getting around**

| **Travel Buddy service** | One to one support for people aged 16 + who want to be able to use public transport to get around the borough. There is also a group buddy service for people living in the same area and going to the same place. |
| **Dial A Ride** | A free door-to-door service for disabled people. Journeys have to be booked in advance. |
| **Motability Car Scheme**  
**Motability Wheelchair and Scooter Scheme** | Motability helps disabled people and their families to lease or buy a car, powered wheelchair or scooter. People use the mobility part of their Disability Living Allowance (DLA). |
|---|---|
| **Transport Inclusion Unit**  
**Hounslow Community Services** | To get a disabled person’s Parking Badge (a blue badge). |
| **Hounslow Community Transport** | Provides hire of minibuses, scooters and manual wheelchairs |
| **Transport for London Travel Assistance Scheme** | Offers disabled people help with planning a journey on public transport. Provides someone to go with you the first few times you use a low floor bus, tube route or train service. The service is offered Monday to Friday from 8am to 6pm and is free of charge. |
| **London Travel Information** | **Out and About in London: My guide (also on cd).**  
A guide for people with learning disabilities that covers different ways of traveling, including bus, cab, Tube, train, Docklands Light Railway and tram. It helps you keep yourself and your belongings safe, and shows you what to do if things go wrong.  
Look on page 53 to find out about ways of making travelling cheaper. |
### Information, CDs, DVDs

<table>
<thead>
<tr>
<th>Hounslow Libraries</th>
<th>There are many libraries in Hounslow. They are free to join and you can use the computers for free. You can borrow books, CDs, DVDs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library at Home Service</td>
<td>There is also a Home Library Service. If you can’t use your local library because you are ill or disabled you can use this service.</td>
</tr>
</tbody>
</table>

### Fun things to do

<table>
<thead>
<tr>
<th>Changes Night Club</th>
<th>All these are night clubs for adults with learning disabilities in or near Hounslow. They are run and managed by people with learning disabilities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>West 6 Funky Nights</td>
<td></td>
</tr>
<tr>
<td>Wild Bunch Club Nights</td>
<td></td>
</tr>
<tr>
<td>Moon River Club Nights</td>
<td></td>
</tr>
<tr>
<td>The Beautiful Octopus club</td>
<td>This club puts on arts and cultural events by artists with learning disabilities.</td>
</tr>
</tbody>
</table>

### Cinema, Theatre, Arts and Crafts

<table>
<thead>
<tr>
<th>Cineworld</th>
<th>There are 2 spaces in all screens for people using wheelchairs. It's cheaper on Tuesdays.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Watermans Arts Centre and Cinema</td>
<td>Watermans is for everyone. There is easy access and a welcome for people with learning disabilities.</td>
</tr>
<tr>
<td>Impact Theatre Company</td>
<td>Impact is based in Finchley, North London. It is proud of being a community group that never turns anyone away, so long as they are willing to have a go.</td>
</tr>
</tbody>
</table>
# Active things to do

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heathrow Bowl Feltham Leisure Park</td>
<td>Ten pin bowling. Open to all.</td>
</tr>
<tr>
<td>Ealing Riding School</td>
<td>Riding – including sessions for people with learning disabilities.</td>
</tr>
<tr>
<td>Companion Cycling Scheme</td>
<td>Cycling – cycle hire, including cycling sessions for people with learning disabilities. You need to book.</td>
</tr>
<tr>
<td>London Borough of Hounslow Fusion leisure services</td>
<td>Swimming, keep fit, gym sessions and sports at Hounslow’s 6 leisure centres.</td>
</tr>
<tr>
<td>Brentford Fountain Leisure Centre</td>
<td>Brentford Fountain has a hoist.</td>
</tr>
<tr>
<td>Feltham Airparks Leisure Centre</td>
<td>Check with individual leisure centres for female only sessions.</td>
</tr>
<tr>
<td>Heston Community Sports Hall</td>
<td></td>
</tr>
<tr>
<td>Isleworth Recreation Centre</td>
<td></td>
</tr>
<tr>
<td>New Chiswick Pool</td>
<td></td>
</tr>
<tr>
<td>Heston Pool</td>
<td></td>
</tr>
<tr>
<td>Feltham Bees</td>
<td>Football team – for players with disabilities. Training on Saturday mornings.</td>
</tr>
</tbody>
</table>
Going out and doing things

<table>
<thead>
<tr>
<th>Ealing Dance Studio</th>
<th>A good way to keep fit.</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Square Dancing Club</td>
<td>A class for people with learning disabilities.</td>
</tr>
<tr>
<td>Sports and exercise class at Heston Community Sports Hall</td>
<td>A class open for all.</td>
</tr>
</tbody>
</table>

More gentle things to do

<table>
<thead>
<tr>
<th>Holly Lodge Centre Richmond Park</th>
<th>Runs activities to stimulate the senses. People do things to find out about what’s around them. All sessions are for two hours and activities are particularly adapted for people with special needs. Includes photography walks for people with learning disabilities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heston Movers Group @ Heston Sports Hall</td>
<td>Movement and exercise class open for all.</td>
</tr>
<tr>
<td>Hounslow Snooker Hall Twickenham Snooker Hall</td>
<td>Places to play snooker.</td>
</tr>
<tr>
<td>Hounslow Urban Farm</td>
<td>City Farm and Centre for rare breeds of animal. Opportunities for voluntary work.</td>
</tr>
<tr>
<td>Reflections @ Urban Farm</td>
<td>A unit with music, smells and sounds specifically for disabled children and adults.</td>
</tr>
<tr>
<td>Disabled Bowmen of Perivale</td>
<td>Archery club that meets on Sundays.</td>
</tr>
<tr>
<td>Over 50s Club, Brentford</td>
<td>Bingo, raffles, days out. Open to all. Small charge to attend.</td>
</tr>
<tr>
<td>Short Mat bowls</td>
<td>Open to all. You need to wear soft-soled shoes or slippers. Small charge to attend.</td>
</tr>
<tr>
<td>Hounslow Indoor Bowls Club</td>
<td>Open every day in winter, Open to all. A range of costs.</td>
</tr>
<tr>
<td>Scale Model club</td>
<td>For anyone interested in making scale models. Meets last Monday of each month.</td>
</tr>
</tbody>
</table>
**Feltham Open Door Project**
A place to drop in to if you have mental health problems. You can meet other people with similar problems and get support.

**Sing Anything Club**
A singing group lead by a singing teacher and open to all.

**Nimble Fingers**
An arts and crafts group open to all.

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**Community Support**

**Community Access Team**
They provide one to one person centred support to help people become more involved with their community. Runs a drop-in service for people with learning disabilities on a week day from 10:00 - 4:00. They do much more as well! Most people get to use the services after they have had a community care assessment by a Care Manager.

**Community Team for People with Learning Disabilities**
Information about how to get a Direct Payment.

---

**Day services for people with learning disabilities**

The Community Team for People with Learning Disabilities can refer you to the services below. Tell them what you want the service to help you with: what you want to achieve.

**Harle House**
Day sessions for older people with a learning disability. The service is run by Hounslow WestMencap.
## Going out and doing things

<table>
<thead>
<tr>
<th><strong>Life Opportunities Services</strong>  &lt;br&gt;<strong>(Hounslow Council)</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Acorn Training and Life Skills Centre</strong></td>
<td>A place to learn new skills. Has a Stepping Out course about getting out and about in your local area.  &lt;br&gt;<strong>Acton Lodge</strong>  &lt;br&gt;<strong>The Triangle</strong>  &lt;br&gt;<strong>Two Bridges</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Day services for people with learning disabilities. Staff will use person-centred planning to find out what your interests are and what you need. They then develop opportunities for you to do these things.</td>
<td></td>
</tr>
<tr>
<td><strong>Ladbroke Grove Autism Centre National Autistic Society</strong></td>
<td>Day, employment and outreach services for people with autism or Asperger syndrome.</td>
<td></td>
</tr>
</tbody>
</table>

## Clubs for people with learning disabilities

| **Hounslow Gateway Club** | A Friday night club for people with learning disabilities. |  |  |
| **The Dolphin drop-in club** | Drop in to see friends and meet people. You can play snooker and games. The club is supported by staff from the Community Access Team. |  |  |
| **Hounslow Extra Club** | Holiday activites for young disabled people aged 11 - 21 years. |  |  |
| **Tuesday Club** | A Tuesday night club for people with learning disabilities. |  |  |
| **Hounslow East Society** | A local society to meet the needs of people with learning disabilities and their carers. Monthly organised events. |  |  |
We all need help and support. Some people need support every day.

We get support from other people.

Who do you get support from?

- Who do you go to when you have a problem?
- Who helps you to do things?
- Who gives you advice?
- Who helps you plan what to do?

All those people are giving you support.

You may be able to get more support if you need it.

Talk to Hounslow Community Services.

They used to be called social services.

Ask someone to talk to them for you if you can’t do it yourself.
A worker will ask you what you need help with. This is called an assessment.

They will talk to your family as well if you say they can.

You should be given a copy of your assessment.

Community Services have rules about who they can support.

They will tell you about other services in Hounslow if they cannot help you.

A lot of people with learning disabilities get help from the Community Team for People with Learning Disabilities.

The team has staff from Hounslow Community Services and staff who can help you with your health.

Have a look at the section about health. It tells you more about the staff in the team.

What helps?

- Think about what you need help with. This is called self-assessment. It’s important to tell Community Services about everything you need help with. Then you will get the right support.

- Community Services may offer you money to pay a support worker or Personal Assistant.
This is a Direct Payment. It means you will be the boss of your support worker. It’s good because you can tell the worker what you want them to do for you.

Speak Out in Hounslow has a computer game about Direct Payments. It’s called “What’s right for me?” Ask to have a look at it.

- You might also be offered opportunities to live in different types of accommodation and receive support that meets your needs. You can discuss your Person Centred Plan with your Care Manager. You can discuss the support you need to make your plan happen.

- Hounslow council are working out how they will offer people Personal Budgets and Self-Directed Support.

They are working on this at the moment, with the aim that all new service users will be offered a Personal Budget from September 2009.

The government says that all people should be offered Personal Budgets to pay for the social care and support that a person needs.

- It’s important that young people and their families get help to plan what they will do when they leave school, and what support they will need. This should start when they are 14 and still at school.
The Children with Disabilities Team or the Transition Team in the Community Team for People with Learning Disabilities will help.

What about people who need a lot of support?

The best place people can go for help is the Community Team for People with Learning Disabilities.

There is information about the team in all parts of this booklet.

Some people need special support because they can’t see or hear. The Sensory Impairment Team may be asked to help.

People who need a lot of support may be able to get money from the Independent Living Fund.

The money helps them to pay for more support. It is like a direct payment - people can pay for their own personal assistant.

Having a personal assistant means that people can get out and about more.

Anything else?

Yes, there is.

Most people with learning disabilities get a lot of support from their family. It’s important that they get support too.
• The Ethnic Minority Access and Participation Project (EMAPP) may be able to help you and your family if you are from one of Hounslow’s ethnic minority communities. People there speak Hindi, Urdu, and Punjabi.

• When you live with your family you sometimes need a break from each other. Your family may want to find out about other support available to them. You could go away to stay for a few days, or you could get support to go out more from home. It’s sometimes called ‘short breaks’. More details are in the information section below.

• To get help your family should ask Community Services for a Carers Assessment. They need to say what they do for you, and what they think will help them. They should speak to your care manager.

Getting the support you and your family need is really important. It will help you all live life to the full.
Getting support

Things to do

Ask people who have a Direct Payment about how it has helped them.

Join a group where you can help and support each other.

Ask West London College or Adult and Community Education about the support they can give you if you join a class.

Money to get your own staff

<table>
<thead>
<tr>
<th>Independent Living Fund (or the Community Team for People with Learning Disabilities for help to apply)</th>
<th>Extra money to get your own Personal Assistant. There are some rules to decide if you can receive the money.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Out in Hounslow</td>
<td>What’s right for me? A computer game about Direct Payments</td>
</tr>
</tbody>
</table>
An easy read guide for people on Direct Payments who wish to employ a Personal Assistant

To see if you can get a Direct Payment

This service will give you help and support if you want a Direct Payment. An easy read guide is available

An assessment of your needs

If you need general support but have not had an assessment you should get in touch with this team.

If you need support with things to do with your health you should get in touch with this team.

Support for your family

If you family would like a break from caring for you they should talk to this person. They also run a carers’ surgery after the Carers’ Forum meetings. You can also talk to the Carer’s Information Officer or your Care Manager about other short break services

This service is run by Support for Living

This unit is in Staines. It is for people with complex health needs.
## Getting support

<table>
<thead>
<tr>
<th>Your family Doctor</th>
<th>Your carers can ask the Doctor to note they are a carer and refer them for a carer’s assessment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hounslow Crossroads Care Scheme</td>
<td>A free service that gives carers a break by providing paid, trained Support Workers to take over the caring role for short periods on a regular basis. There may be some changes to this service during 2009. From July 2009 you or your carers will have to talk to your Care Manager to access this sort of support.</td>
</tr>
<tr>
<td>EMAPP</td>
<td>This local Project supports families from ethnic minority communities who have a member with learning disabilities.</td>
</tr>
<tr>
<td>Carers Development Manager London Borough of Hounslow</td>
<td>This person works to develop better services for carers. They run different carers forums. One of them is for family carers of people with learning disabilities which takes place during the day during the week. Your family should contact this person if they want something talked about at the Hounslow Learning Disability Partnership Board.</td>
</tr>
<tr>
<td>Carers Information Officer</td>
<td>They keep the carers register up to date and send out information and the ‘Caring in Hounslow’ newsletter to carers.</td>
</tr>
<tr>
<td>Carers Voucher Scheme</td>
<td>Carers need to talk to your care manager about this. Carers can have vouchers when they are assessed as needing a break. They can use the vouchers to buy the kind of breaks they want.</td>
</tr>
</tbody>
</table>
Support and information for people with extra difficulties

<table>
<thead>
<tr>
<th><strong>Sensory Impairment Team</strong></th>
<th>Help for people who can’t see and people who can’t hear.</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Borough of Hounslow</td>
<td></td>
</tr>
</tbody>
</table>

Help to find a support worker if you have money to pay for one

<table>
<thead>
<tr>
<th><strong>Care Manager @ Community Team for People with Learning Disabilities</strong></th>
<th>Some people want to organise their own support. They should discuss this with their care manager.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hounslow Direct Payments Team</strong></td>
<td>This service will tell you who can get a direct payment, how the assessment works, and how to employ Personal Assistants. There is a leaflet called <strong>An introduction to direct payments</strong>. You can get it from Community Services offices, the Civic Centre, Libraries and Citizen’s Advice Bureaux.</td>
</tr>
<tr>
<td><strong>Care Manager @ Community Team for People with Learning Disabilities</strong></td>
<td>They can explain how a carer might be entitled to a direct payment.</td>
</tr>
<tr>
<td><strong>Shop4Support</strong></td>
<td>A new national website where you can look for Personal Assistants, and find all kinds of other services to buy as well.</td>
</tr>
<tr>
<td><strong>Care Quality Commission (CSCI become part of the Care Quality Commission from April 2009)</strong></td>
<td>The Commission has a directory of care services that they have inspected and rated. You can get free independent reports on the quality of services to help you make an informed choice about the services you feel you need. The Commission calls support in your home or community ‘domiciliary care’.</td>
</tr>
</tbody>
</table>
Help for young people to plan what to do after school or college ends

<table>
<thead>
<tr>
<th><strong>Children with Disabilities Team</strong></th>
<th>This team works with disabled children and their families to plan support as they become adults.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connexions</strong></td>
<td>All young people with learning disabilities have a Connexions Personal Adviser to help them think about what they want to do when they leave school. The adviser contacts each person during year 9 at school to arrange a meeting. They will attend a person’s annual review meeting during their school years. They arrange other times to meet with the young person to find out what is important to them.</td>
</tr>
<tr>
<td><strong>Transitions Team @ the Community Team for People with Learning Disabilities</strong></td>
<td>The team includes care managers and health staff. They work with young people who need support from adult services, and their families. They start working with a young person from the age of 14. They make sure that plans and support are in place.</td>
</tr>
</tbody>
</table>
Contacts

Listings of services, facilities and/or resources in this directory does not imply a recommendation.

Checks and inspections were not carried out for the purpose of this directory.

Accessible Property Register
www.accessible-property.org.uk

Acorn Training and Life Skills Centre
New Heston Rd, Heston, TW5 0LW
Telephone: 020 8570 6585

Action for Advocacy
PO Box 31856, Lorrimore Square, London, SE17 3XR
Telephone: 020 7820 7868
Email: info@actionforadvocacy.org.uk
www.actionforadvocacy.org.uk

Acton & West London College
The Gatehouse, Gunnersbury Lane, Acton, London, W3 8EA
Telephone: 020 8231 6340 (ext 5371)
www.wlc.ac.uk

Acton Lodge Day Resource Centre
84 London Rd, Brentford, TW8 8JJ
Telephone: 020 8560 7579

Adepta/Dimensions (West London)
14th Floor, York House, 1 Empire Way, Wembley, Middlesex, HA9 0PA
Telephone: 020 8900 1281
Email: info@adepta.org.uk

Adult Access Team
41 New Heston Rd, Heston, TW5 0LW
Telephone: 0208 583 3100
Email: adultsocialcare@hounslow.gov.uk

Adult and Community Education
The Learning Information Centre
Hounslow Manor School, Cecil Road
TW3 1NE
Telephone: 020 8583 6000
E-mail: courses@hounslow.gov.uk

Aiming High for Disabled Children (AHDC) – Transition resources
www.everychildmatters.gov.uk/resources-and-practice
Contacts

American Square Dancing Club
Blue School, New Hall, South St, Isleworth, TW7 7BG
Telephone: 020 8897 0723

Beautiful Octopus Club
The Albany, Deptford
Telephone: 020 8692 4446
www.heartnsoul.co.uk/BOC.html

Befriending Service @ Volunteer Centre Hounslow
Volunteer Centre Hounslow, 45 Treaty Centre, Hounslow, TW3 1ES
Telephone: 020 8583 2626
Email: info@volunteerhounslow.org.uk
www.volunteerhounslow.org.uk

Benefit Enquiry Helpline for disabled people
Telephone: 0800 88 22 00
www.dwp.gov.uk

Bereavement Services For Hounslow and Brent
Market Building, 195 High Street, Brentford, Middlesex, TW8 8LB
Telephone: 020 8459 6818
www.brentbereavement.org

Beverley Lewis House
part of East Living
(www.east-living.co.uk)
Offices, Oakhouse, PO Box 7312
Telephone: 0800 432 0457

Brentford and Chiswick CAB
Chiswick Town Hall, Heathfield Terrace, London, W4 4JN
Telephone: 0844 4994 113
www.adviceguide.org.uk

Brentford FC Community Sports Trust
Half Acre House, 37 Half Acre, Brentford, TW8 8BH
Telephone: 0845 262 9495
Email: enquiries@brenfordfccst.com
www.brenfordfccst.com

Brentford Fountain Leisure Centre
658 Chiswick High Road, Brentford TW8 0HJ
Telephone: 0845 456 6675
Email: hounslow@fusion-lifestyle.com
www.hounslow-leisure.com

British Institute of Learning Disabilities (BILD)
www.bild.org.uk

Calen Centre
Harlington Rd West, Feltham, TW14 0JJ
Telephone: 020 8583 6122/6125

Capital Call
For registration form ask at the Civic Centre or contact the Transport Coordination Centre
c/o HCT, Ash Grove Bus Depot, Mare St, London, E8 4RH
Telephone: 020 7275 2446
www.tfl.gov.uk/gettingaround
Care and Repair Hounslow
London Borough of Hounslow, Civic Centre, Lampton Road, Hounslow, TW3 4DN
Telephone: 020 8583 3878
www.hounslow.gov.uk

Care Quality Commission (CQC) National Office
(The Commission for Social Care Inspection became part of the Care Quality Commission on 1st April 2009)
St Nicholas Building, St Nicholas Street, Newcastle Upon Tyne, NE1 1NB
Telephone: 03000 616161
Email: enquiries@cqc.org.uk
www.cqc.org.uk

Carers Development Manager
London Borough of Hounslow, Civic Centre, Lampton Rd, Hounslow, TW3 4DN
Telephone: 020 8583 3085

Carers Information Officer
London Borough of Hounslow, Civic Centre, Lampton Rd, Hounslow, TW3 4DN
Telephone: 020 8583 5704

Carers UK
20 Great Dover Street, London, SE1 4LX
Telephone: 020 7378 4999
Fax: 020 7378 9781
Email: info@carersuk.org
www.carersuk.org

Challenging Behaviour Foundation
www.thecbf.org.uk

Changes Night Club
Zoom Leisure Sports and Social Club, Harrow View, Harrow, HA2 6QQ
Telephone: 020 8427 1957
or
The Inclusions Project
020 8427 1957
www.changesnightclub.org

Care Quality Commission
(Local Office until end of July 2009)
4th Floor, Caledonia House, 223 Pentonville Road, London, N1 9NG,
Telephone: 0207 239 0330
Email: enquiries.london@cqc.org.uk
www.cqc.org.uk

Care Quality Commission
(Local Office from beginning of August 2009)
Finsbury Tower, 103-105 Bunhill Row, London, EC1Y 8TG
Telephone: 03000 616161
Email: enquiries.london@cqc.org.uk
www.cqc.org.uk

Carers UK
20 Great Dover Street, London, SE1 4LX
Telephone: 020 7378 4999
Fax: 020 7378 9781
Email: info@carersuk.org
www.carersuk.org

Challenging Behaviour Foundation
www.thecbf.org.uk

Changes Night Club
Zoom Leisure Sports and Social Club, Harrow View, Harrow, HA2 6QQ
Telephone: 020 8427 1957
or
The Inclusions Project
020 8427 1957
www.changesnightclub.org
Contacts

Cinema Exhibition Association
The Card Network, Network house, St Ives Way, Sandycroft, CH5 2QS
Telephone: 0845 123 1292
www.ceacard.co.uk

Cineworld
Leisure West, Air Park Way, Feltham, TW13 7LX
Telephone: 0871 220 8000
www.cineworld.co.uk

Club 2000
Heston Community Sports Hall, Heston Road, TW5 0QZ
Telephone: 020 8570 6544 or 07944 394270 after 4pm

Community Access Team
Triangle Resource Centre, Whitton Rd, Hounslow, Middlesex, TW3 2DB
Telephone: 020 8583 6161

Community Team for People with Learning Disabilities
Open: Monday -Thursday 9.00am - 5.00pm; Friday 9.00 am - 4.45 pm; Not open at weekends or public holidays.
Berkeley Centre, 27 Cranford Lane, Heston, Middlesex, TW5 9EP
Telephone: 020 8583 3529/30
Email: CTPLD_Admin@hounslow.gov.uk

Companion Cycling Scheme
Busby Park, near Hampton Court Road
Telephone: 07961 344545
Email: info@companioncycling.org.uk
www.companioncycling.org.uk

Congestion Charge unit
PO Box 2982, Coventry, CV7 8WR
Telephone: 0845 900 1234

Connexions Drop-in Centre
Treaty Centre Library, High Street, Hounslow, TW3 1ES
Telephone: 020 8577 5478
Email: connexions@hounslow.gov.uk
www.connexions-direct.com

Consent
Woodside Road, Abbots Langley, Herts, WD5 0HT
Telephone: 01923 670796
Fax: 01923 670796
Email: consent.ESU@hertspartsft.nhs.uk

Continence Service
Brentford Health Centre, Boston Manor Road, Brentford, TW8 8DS
Telephone: 0208 630 3296

Department of Health
www.dh.gov.uk

Dial UK
Disability Information and Advice Line
Telephone: 01302 310123
www.dialuk.org.uk
Disability Alliance - Rights Advice Line  
Universal House, 88-94 Wentworth St, London, E1 7SA  
Telephone: 020 7247 8763

Disability Living Allowance Helpline  
Mon to Fri 7:30am to 6:30pm.  
Telephone: 0845 712 3456  
(local call rates apply).

Disability Living Centre  
The Calen Centre at The Coach House, Harlinton Road West, Feltham, TW14 0JJ  
Telephone: 020 8583 6122/6125

Disability Network Hounslow  
Appointments at the office or at the Gurdwara in Central Hounslow, or get information by phone or email.  
9.00 – 5.30 Monday – Friday  
Inclusive Living Centre, 121 High Street, Brentford, Middlesex, TW8 8AT  
Telephone: 020 8758 2048  
Email: mail@disabilitynetworkhounslow.org  
www.disabilitynetworkhounslow.org

Disability Sport England  
Solecast House, 13-27 Brunswick Place, London N1 6DX  
Telephone: 020 7490 4919  
www.disabilitysport.org.uk

Disabled Bowmen of Perivale  
Perivale Community Centre, Horsenden Lane South, Greenford, Middlesex, UB6 7NP  
Telephone: 01895 253439  
Email: bowmenofperivale@btopenworld.com

Disabled Living Foundation  
Monday to Friday, 10am to 1pm; Visits to the office by appointment only.  
380-384 Harrow Road, London, W9 2HU  
Telephone: Helpline 0845 130 9177  
www.dlf.org.uk

Dolphin drop-in session  
Weekday 7 – 9 p.m.  
@ the Triangle Resource Centre, Whitton Rd, Hounslow, TW3 2DB  
Telephone: 020 8583 6161

Douglas Bader Rehabilitation Centre  
Specialist trainers available to work with people with disabilities in the Gym  
Wandsworth PCT, Queen Mary’s Hospital, Roehampton Lane, London, SW15 5PN  
Telephone:  
Main switchboard: 020 8487 6000  
RSL switchboard: 020 8487 6045  
Fax: 020 8487 6805  
www.wandsworth-pct.nhs.uk
Contacts

Downs Syndrome Association
www.downs-syndrome.org.uk

Ealing Dance Studio
96/98 Pitshanger Lane, Ealing
W5 1QX
Telephone: 020 8898 2283
www.ealingdance.co.uk

Ealing Mencap
(includes the Supercare Volunteering Project)
173a Uxbridge Rd, London, W7 3TH
Telephone: 020 8567 9185
www.ealingmencap.org.uk

Ealing Riding School
17-19 Gunnesbury Avenue, Ealing,
W5 3XD
Telephone: 020 8892 3808
www.ealingridingstables.biz

Easyhealth
Generate, 73 Summerstown, Tooting,
London, SW17 0BQ
Telephone: 020 8879 6333
www.easyhealth.org.uk

Electoral Services Office
Civic Centre, Lampton Road,
Hounslow, TW3 4DN
Telephone: 020 8583 2000

Epilepsy Action
www.epilepsy.org.uk

Equalities and Diversity Unit
The Civic Centre, Lampton Road,
Hounslow, TW3 4DN
Telephone: 020 8583 2566
www.hounslow.gov.uk

Equality and Human Rights Commission
Telephone: 0845 604 6610
www.equalityhumanrights.com

Ethnic Minority Access and Participation Project (EMAPP)
Ealing Community Resource Centre,
Lido Centre, 63 Mattock Lane
London, W13 9LA
Telephone: 07939 539737

Feltham Airparcs Leisure Centre
Uxbridge Road, Hanworth, TW13 5EG
Telephone: 0845 456 6675
Email: hounslow@fusion-lifestyle.com
www.hounslow-leisure.com

Feltham Bees
Feltham Community College Sports Hall,
Browells Lane, Feltham,
Middlesex, TW13 7EF
Telephone: 020 8831 3032

Feltham CAB
2nd Floor The Centre, Feltham High Street,
Middlesex, TW13 4GU
Telephone: 0844 4994 113
www.adviceguide.org.uk
Feltham Leisure Park  
Leisure West, Air Park Way, Feltham, TW13 7LX

Feltham Open Door Project (Drop In Centre)  
1-3 Hanworth Road, Feltham, TW3 5AF  
**Telephone:** 020 8844 0309

Foundation for People with Learning Disabilities (FPLD)  
Sea Container’s House, 20 Upper Ground, London SE1 9QB  
**Telephone:** 020 7803 1100  
[www.learningdisabilities.org.uk](http://www.learningdisabilities.org.uk)

Frances Taylor Foundation  
St Raphael’s, The Butts, Brentford, Middx, TW8 8BQ  
**Telephone:** 020 8560 3745

Frances Taylor Foundation (Head Office)  
Independent Living Scheme  
Maryfield Convent, Mount Angelus Rd, Roehampton, London, SW15 4JA  
**Telephone:** 020 8788 8345

Freedom Pass (Hounslow)  
Hounslow Civic Centre, Lampton Rd, Hounslow, TW3 4DN  
**Telephone:** 020 8583 3073 or 020 7747 4858

Email:  
mobility@londoncouncils.gov.uk  
freedom.pass@hounslow.gov.uk  
[www.freedompassport.org](http://www.freedompassport.org)

Grove Care (Head Office)  
6 Park Rd, Hampton Hill, London, TW12 1HB  
**Telephone:** 020 8614 6995  
**Email:** info@gcpcare.com

Harle House  
Cardinal Rd, Feltham, Middlesex, TW13 5AL  
**Telephone:** 020 8890 1617  
**Email:** harlehouse@tiscali.co.uk

Healthy Lifestyles Scheme  
Ask at the Feltham Airparcs Leisure Centre, Isleworth Recreation Centre and the Brentford Fountain Leisure Centre

Heathrow Bowl  
Airport Bowl, Bath Rd, Harlington, Hayes, Middlesex, UB3 5AL  
**Telephone:** 020 8759 7246

Helen Sanderson Associates  
Development, consultancy and training team with a focus on person centred approaches in social care.  
34 Broomfield Road, Heaton Moor, Stockport SK4 4ND  
**Telephone:** 0161 442 8271  
[www.helensandersonassociates.co.uk](http://www.helensandersonassociates.co.uk)
Helping Hands Scheme
@ the Volunteer Centre Hounslow,
Advice Centre, 45 Treaty Centre,
Hounslow, TW3 1ES
Telephone: 020 8583 2626
Email: info@volunteerhounslow.org.uk

Hospital Travel Costs Scheme
Go to www.direct.gov.uk for the HC1 form or go to www.jobcentreplus.gov.uk
Telephone: 0800 0556688 for advice

Heston Community Sports Hall
(including Heston Movers Group)
Heston Road, Heston, TW5 0QZ
Telephone: 020 8570 6544
Email: enquiries@hestoncs.hounslow.sch.uk
www.hounslow.gov.uk

Hounslow Citizens Advice Bureaux
45 Treaty Centre, High Street,
Hounslow, Middlesex, TW3 1ES
Telephone: 0844 4994 113
www.adviceguide.org.uk

Heston Movers Group
Friday mornings. For Information contact the Community Access Team

Heston Sports Hall
Heston Pool
New Heston Road, Heston, TW5 0LW
Telephone: 0845 456 6675
Email: hounslow@fusion-lifestyle.com
www.hounslow-leisure.com

Hounslow Community Services (social services)
Civic Centre, Lampton Rd, Hounslow, London, TW3 4DN
Telephone: 020 8583 3100 or 2000
www.hounslow.gov.uk

Holly Lodge Centre
Richmond Park, TW10 5HS,
Telephone: 020 8948 3209 ext 236
www.thehollylodgecentre.org.uk

Home Security Scheme
Contact Hounslow’s Crime Prevention Officer
Telephone: 020 8147 6423

Hounslow Community Transport Furniture Project
Carnegie Hall, Northcoare Avenue, Isleworth, TW7 7JQ
Telephone: 020 8744 0615
Hounslow Community Transport (HCT)
includes Shopmobility
9, Montague Rd, Hounslow, TW3 1JY
Telephone: 020 8572 8204 or 020 8570 3343
Email: enquiries@hounslowct.org.uk
www.hounslowct.org.uk

Hounslow Crossroads Care Scheme
82 New Heston Rd, Heston, TW5 0LJ
Telephone: 020 8572 8834.
Email: info@hounslowcrossroads.org
www.hounslowcrossroads.org

Hounslow East Society
c/o 22 Clayponds Avenue, Brentford, TW8 9QG
Telephone: 020 8560 4784 or 020 8568 9730

Hounslow Extra Club
Holiday activities for young disabled people aged 11-21 years
Oaklands School, Woodlands Rd, Isleworth, TW7 6HD
Telephone: 07949 246 309
Email: ksimik@hotmail.com

Hounslow Gateway Club
Dukes Rd, Chiswick
Telephone: 020 8747 1999

Hounslow Homes
Customer Service Centre, Ashmead Road Depot, Ashmead Road,
Feltham, Middlesex, TW14 9NN
Telephone: 0800 0856575
www.hounslowhomes.org.uk

Hounslow Housing Needs Division

Housing Advice Service
Telephone: 020 8583 3842

Private Sector Housing Unit
including the Grants Team
Telephone: 020 8583 3874/
3876/3877

The Housing Register Team
The Civic Centre, Lampton Road, Hounslow, Middlesex, TW3 5DP
Telephone: 020 8583 4422
www.hounslow.gov.uk

Hounslow Indoor Bowls Club
50 Sutton Lane, Hounslow, TW3 3BD
Telephone: 020 8570 2530

Hounslow Law Centre
Open Mon – Fri morning to 1.00 p.m.
51 Lampton Rd, Hounslow, TW3 1LY
Telephone: 020 8570 9505
Email: info@hounslowlawcentre.org.uk
www.hounslowlawcentre.org.uk
Contacts

**Hounslow Leisure Card**
Ask at any leisure centre or Hounslow Civic Centre

**Hounslow libraries and the Library at Home Service**
Telephone: 0845 456 2796
www.hounslow.info/libraries

**Hounslow Multi-Agency Safeguarding Adults**
Heston House Gardens, 201-209 Vicarage Farm Road, Heston, TW5 0AH
Telephone: 020 8583 4515
Email: adultprotection@hounslow.gov.uk
www.hounslow.gov.uk

**Hounslow Racial Equality Council**
45 Treaty Centre, Hounslow, TW3 1ES
Telephone: 0208 583 2525
www.hounslowrec.org.uk

**Hounslow Stop Smoking Service**
Drop-In Clinic
West Middlesex Hospital, Outpatient Department 2 (Chest Clinic), Twickenham Road, Isleworth, Middlesex, TW7 6AF
Telephone: 0845 111 0155
www.west-middlesex-hospital.nhs.uk

**Hounslow Strikers football Team**
Contact the Community Access Team based at the Traingle for details of training sessions and matches at weekends.

**Hounslow Urban Farm**
Faggs Rd, Feltham, TW14 0LZ
Telephone: 020 8571 0850

**Hounslow Welfare Benefits and Money Advice Unit**
Community Services, Civic Centre, Lampton Road, Hounslow, TW3 4DN
Telephone: 020 8583 5016

**Hounslow Wheelchair Service**
Heart of Hounslow Centre for Health, 92 Bath Rd, Hounslow, TW3 3EL
Telephone: 020 8630 1277/3994

**Housing Options**
Stonelaw House, Sutton Lane, Witney, Oxon
Telephone: 0845 4561497
www.housingoptions.org.uk

**Impact Theatre Company**
Telephone: 020 8343 7657

**In Control**
Carillon House, Chapel Lane, Wythall, West Midlands, B47 6JX
Telephone: 01564 821650
Email: admin@in-control.org.uk
www.in-control.org.uk

96 Because…People with Learning Disabilities Matter
Independent Living Fund (ILF)
PO Box 7525, Nottingham, NG2 4ZT
Telephone: 0115 945 0945
www.ilf.org.uk

Isleworth Recreation Centre
Twickenham Road, Isleworth,
TW7 7EU
Telephone: 0845 456 6675
Email: hounslow@fusion-lifestyle.com
www.hounslow-leisure.com

Jobcentre Plus
Hounslow Job Opportunities,
Hanworth Rd, Hounslow, TW13 5DD
Telephone: 020 8250 4300
www.jobcentreplus.gov.uk

Kingscroft Short Break Service
Fairmead, Worple Road, Staines,
Surrey, TW18 1ED
Telephone: 01784 465134

Ladbrooke Grove Autism Centre National Autistic Society
73C St Charles Square, London,
W10 6EJ
Telephone: 020 8962 3010
Fax: 020 8962 3011
Email: lgautismcentre@nas.org.uk

Lampton Sports Centre
Lampton Avenue, Hounslow,
TW3 4EP

Leaders Employment Service
Acton Lodge, 84 London Road,
Brentford, TW8 8JJ
Telephone: 020 8583 6144 or 6141

Learning and Skills Council
Central House, Lampton Road,
Hounslow, TW3 1HY
Telephone: 0845 0194164

Life Opportunities Trust (Head Office)
Hempstead House, 1 Hempstead Rd,
Kings Langley, Herts, WD4 8BJ
Telephone: 01923 299770
Email: info@lot-uk.org.uk

Linkline
London Borough of Hounslow
Telephone: 020 8583 4400

Locata Housing Scheme and Services
Hounslow Housing Needs Unit is a contact point for Locata in Hounslow
PO Box 294, Ruislip, HA4 9LP
Telephone: 01895 277 899
www.locata.org.uk

London Borough of Hounslow Fusion leisure services
Check with individual services for female only sessions and availability of hoists.
Telephone: 0845 456 6675
www.hounslow-leisure.com
<table>
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<th><strong>Contacts</strong></th>
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| **London Dial A Ride**  
Progress House, 5 Mandela Way,  
London, SE1 5SS  
**Telephone:** 0845 999 1999 |
| **London Travel Information**  
**Telephone:** 020 7222 1234  
(24 hours a day) |
| **Mencap**  
123 Golden Lane, London,  
EC1Y 0RT  
**Telephone:** 020 7454 0454  
**Fax:** 020 7608 3254  
**Email:** help@mencap.org.uk  
[www.mencap.org.uk](http://www.mencap.org.uk) |
| **Mencap wills and trusts team**  
**Telephone:** 020 7696 6925  
**Email:** willsandtrusts@mencap.org.uk |
| **Mobilise**  
Promotes mobility for disabled drivers, passengers, public transport users, wheelchair and scooter users, families and carers.  
Mobilise, National Headquarters,  
Ashwellthorpe, Norwich, NR16 1EX  
**Telephone:** 01508 489449  
[www.mobilise.info](http://www.mobilise.info) |
| **Motability Car Scheme**  
Motability Operations, City Gate House, 22 Southwark Bridge Road,  
London, SE1 9HB  
**Telephone:** 0845 456 4566 |
| **Motability Wheelchair and Scooter Scheme**  
Route2mobility, Montgomery House,  
Newbury Road, Andover, Hampshire,  
SP11 6JS  
**Telephone:** 0845 60 762 60 |
| **My Safe Home**  
1 Sycamore Court, Birmingham Road, Coventry, CV5 9AU  
**Telephone:** 08000 121333  
[www.mysafehome.info](http://www.mysafehome.info) |
| **National Association of Adult Placement Schemes (NAAPS)**  
6 The Cotton Exchange, Old Hall Street, Liverpool, L3 9LQ  
**Telephone:** 0151 227 3499  
[www.naaps.org.uk](http://www.naaps.org.uk) |
| **National Autistic Society**  
Ladbroke Grove Autism Centre, 76c St Charles Square, London, W10 6EJ  
**Telephone:** 020 8962 3012  
[www.nas.org.uk](http://www.nas.org.uk) |
| **National Development Team for Inclusion**  
A not for profit organisation promoting inclusion and equality for people who risk exclusion and who need support to lead a full live.  
Business Centre, 2nd Floor Redbridge House, Lower Bristol Road, Bath BA2 3EW  
**Telephone:** 01225 787982  
[www.ndt.org.uk](http://www.ndt.org.uk) |
National Forum for People with Learning Difficulties
The National Forum has the job of telling the Government how Valuing People is working for people with learning difficulties
www.nationalforum.co.uk

National Learning Disability and Ethnicity Network
www.lden.org.uk

New Chiswick Pool
Edensor Road, Chiswick, W4 2RG
Telephone: 0845 456 6675
Email: hounslow@fusion-lifestyle.com
www.hounslow-leisure.com

NHS Direct advice line
Telephone: 0845 4647

NHS Hounslow
Phoenix Court, 531 Staines Road, Hounslow, TW4 5DP
Telephone: 020 8630 1000
www.hounslowpct.nhs.uk

Nimble Fingers
St Pauls Church, St Paul Road, Brentford, TW8 0PN
Telephone: 020 8568 7442

Norah Fry Research Centre
Aims to make a positive difference to the lives of disabled children, young people and adults – with a particular emphasis on issues for people with learning disabilities and their families.
University of Bristol, 3 Priory Road, Clifton, Bristol, BS8 1TX
Telephone: 0117 331 0987
www.bristol.ac.uk/norahfry

Office of the Public Guardian
For the easy read guide contact Customer Services
Telephone: 0845 330 2900
www.publicguardian.gov.uk

Over 50s Club, Brentford
St Paul’s Parish centre, St Paul’s Rd, Brentford, TW8 OPN,
Telephone: 020 85687442

OWL Housing
Grove House, 551 London Road, Isleworth, TW7 4DS
Telephone: 0208 569 9131
Email: Owl-admin@owl-housing.org
www.owl-housing.org.uk

Paradigm
www.paradigm-uk.org

Patient Advice and Liaison Service (PALS)
Hounslow Primary Care Trust, Phoenix Court, 531 Staines Road, Hounslow, TW4 5DP
Telephone: Freephone 0800 9530676
People First
People First is an organisation run by and for people with learning difficulties to raise awareness of and campaign for the rights of people with learning difficulties and to support self advocacy groups across the country.
www.peoplefirstltd.com

Personalisation Network
Information about personal budgets, examples, and more

Police Domestic Violence Unit
Telephone: 020 8247 5932

Prospects Employment Service
8 The Ivories, 6-8 Northampton Street, London, N1 2HY
Telephone: 020 7704 7450
www.autism.org.uk/prospects/london

Reed In Partnership
Ashley House, 86-94 High Street, Hounslow, TW3 1NH
Telephone: 020 8538 2830 or 0800 5118499
www.reedinpartnership.co.uk

Reflections @ Urban Farm
Faggs Rd, Feltham, TW14 0LZ
Telephone: 020 8893 2429

Relate Richmond, Kingston and Hounslow
Telephone: 020 8940 8578
Email: counselling@relaterkh.org

Respond Psychotherapy Service
3rd Floor, 24-32 Stevenson Way, London, NW1 2HD
Telephone: Freephone 0808 808 0700 or 020 73830700
www/respond.org.uk

Richmond Adult Community College
Clifden Road, Twickenham, TW1 4LT
Telephone: 020 8891 5907
Email: www.racc.ac.uk

Richmond Upon Thames College
Egerton Rd, Twickenham, TW2 7SJ
Information about support: the Inclusive Learning Manager or Disability Officer.
Telephone: 020 8607 8424
General enquiries
Telephone: 020 8607 8000
Email: courses@rutc.ac.uk
www.richmond-utcoll.ac.uk

Road Fund Exemption Unit
DVLA Swansea, SA99 1AR
Telephone: 0870 240 0010
Royal College of Psychiatrists
Books Beyond Words
From the web site:
> Publications
> Books beyond Words
www.rcpsych.ac.uk

Scale Model club
Feltham National Railway Club, 1 Harlington Rd East, Feltham, TW14 0AA
Telephone: 07740 519947

Sensory Impairment Team
c/o The Calen Centre, Harlington Road West, Feltham, TW14 0JJ
Telephone: 0208 8583 6122/6125

Shaw Trust
11 Neal’s Corner, 2 Bath Road, Hounslow, TW3 3HJ
Telephone: 0208 572 7000
www.shaw-trust.org.uk

Shelter London Housing Advice Centre
Telephone: 020 7014 1540

Shop4Support
Wigan Investment Centre, Waterside Drive, Wigan, WN3 5BA
www.shop4support.com

Short Mat bowls
St Paul’s Parish centre, St Paul’s Rd, Brentford, TW8 OPN
Telephone: 020 8568 7442

SignAlong Group
www.signalong.org.uk

Sing Anything Club
Chiswick Town Hall (The Hogarth Hall), Heathfield Terrace, London, W4 4JN
Telephone: 07710 245904
www.singanythingclub.com

Skill: National Bureau for Students with disabilities
Unit 3, Floor 3, Radisson Court, 219 Long Lane, London, SE1 4PR
Telephone: 020 7450 0620
www.skill.org.uk

Social Care Institute for Excellence (SCIE)
www.scie.org.uk

Southall and West London College
Beaconsfield Rd, Southall, Middlesex, UB1 1DP
Telephone: 020 8874 6188
www.wlc.ac.uk

Speak Out in Hounslow
Includes the Hearsay group
Centre for Inclusive Living, 121 High Street, Brentford, Middlesex, TW8 8AT
Telephone: 020 8758 2048 ext 6
www.speakoutinhounslow.co.uk
Contacts

Star Rd Respite Service  
49 Star Road, Isleworth, Middlesex, TW7 4HU  
Telephone: 020 8568 5133

Stars in the Sky  
First Floor Cara House, 341A Seven Sisters Road (Eade Road), Tottenham, London, N15 6RD  
Telephone: 020 8 809 4442  
Email: info@starsintheshy.co.uk  
www.starsintheshy.co.uk

Support For Living (formerly Ealing Consortium)  
Allied House, 154-156 Broadway, West Ealing, W13 0TL  
Telephone: 020 8354 5900  
Email: info@supportforliving.org.uk  
www.supportforliving.org.uk

Synergy managed equipment services  
Unit 4, McNicol Drive, Park Royal, London, NW10 7AW

Taxicard Scheme  
TEC taxicard, London Councils, 59½ Southwark Street, London, SE1 0AL  
Telephone: 020 7934 9791  
Email: taxicard@londoncouncils.gov.uk  
www.taxicard.org.uk

Teddingston Hydrotherapy Pool  
Richmond-Upon-Thames Leisure Services, open for booking to the general public  
Vicarage Road, Teddington Road, TW11 8EZ  
Telephone: Phone: 020 89779911  
Email: leisure@richmond.gov.uk

Thamesbank Credit Union Ltd  
Telephone: 020 8573 8010  
www.creditunionsolutions.org

The Learning Disability Helpline  
Provided by Mencap  
Telephone: 0808 808 1111 (Freephone)  
10am to 6pm Monday to Friday  
10am to 4pm on weekends and bank holidays.

Tizard Centre at the University of Kent  
An academic group working in learning disability and community care.  
The University of Kent, Canterbury, Kent, CT2 7NZ  
Telephone: 01227 764000  
www.kent.ac.uk/tizard

Transition Information Network  
For disabled young people in transition to adulthood, their families and people they work with  
www.after16.org.uk
Translation and Interpretation Unit
The Civic Centre, Lampton Road, Hounslow, Middlesex, TW3 5DP
Telephone: 0208 583 2299
www.hounslow.gov.uk

Transport for London Travel Assistance Scheme
Central Customer Services, 23rd Floor Empress State Building, Empress Approach, London, SW6 1TR
Telephone: 020 7222 5600
Email: enquire@tfl.gov.uk

Transport inclusion Unit
The Civic Centre, Lampton Rd, Hounslow, TW3 4DN
Telephone: 020 8583 4111/3037
Email: bluebadge@hounslow.gov.uk
www.hounslow.gov.uk

Travel Buddy service
Acton Lodge, 84 London Road, Brentford, TW8 8JJ
Telephone: 020 8583 6160

Triangle Day Resource Centre
Whitton Rd, Hounslow, YW3 2DB
Telephone: 020 8572 0933

Tuesday Club
St Bridgets Church Hall, South Street, Isleworth
Telephone: 020 8230 7854 or 020 8568 9730

Two Bridges Day Resource Centre
2a Marriot close, Bedfont, TW14 9PZ
Telephone: 020 8890 3480

Values Into Action
Oxford House, Derbyshire Street, London E2 6HG
Telephone: 020 7729 5436
Email: general@viauk.org
www.viauk.org

Valuing People website
www.valuingpeople.gov.uk

Victim Support (24 hours)
Telephone: 0845 3030 900

Voice UK
Rooms 100-106 Kelvin House, RTC Business Centre, London Road, Derby, DE24 8UP
Telephone: 0845 122 8695 or 01332 291042
Email: voice@voiceuk.org.uk
www.voiceuk.org.uk

Volunteer Centre Hounslow
45 Treaty Centre, High Street, Hounslow, TW3 1ES,
Telephone: 020 8570 5083 or 020 8583 2626
Email: www.volunteerhounslow.org.uk

Living life to the full in Hounslow
Contacts

Voyage Care (Milbury)
Regional Office
St James House, King James Way,
Henley on Thames, Oxon, RG9 1XL
Telephone: 01491 411633
Fax: 01491 413918
Email: info.s@voyagecare.com

Watermans Arts Centre and Cinema
40 High Street, Brentford, TW8 0DS
Telephone: 020 8232 1010
www.watermans.org.uk

West 6 Funky Nights
Irish centre, Blacks Rd,
Hammersmith, W6 9DT
Telephone: 020 8743 2949
www.luminousfrenzy.com

West Thames College
The Admissions Advice service is open Monday to Friday, 9am to 5pm.
Evening appointments on request. To make an appointment
Main Campus, London Road,
Isleworth, Middlesex, TW7 4HS
Telephone: 020 8326 2000
www.west-thames.ac.uk

Wild Bunch Club Nights
Union Chapel, N1
Telephone: 020 7359 7443
www.wildbunchclub.com

More Information for Young People

www.hounslow.gov.uk
Follow links:
> Related Websites
> and click on either Hounslow Attic or Young Hounslow Directory
(or go straight to www.hounslowattic.org.uk)

Service Directory for Children and Young People with a Disability

To order a copy of the Directory, the contact is the Hounslow Children’s Information Service
Telephone: 0800 783 1696