



Newham Carers'

Handbook

A carer is someone...

... who takes care of a relative, child or friend who, because of a disability, illness or the effects of ageing, cannot manage without help. You may live with the person you care for, or you may care from a distance. The person being cared for may have a physical disability, sensory impairment, mental health need, or a learning disability. They may require help to do some or all the tasks involved with everyday life, for example washing, dressing, eating or going out. There are around 5.7 million carers in Britain – about one eighth of the population.

Carers and the people they care for can be any age. Some people take on caring responsibilities when they are still children: a large number of young people aged 18 years or under take care of a parent, grandparent, brother or sister. Many older people care for their long-term partner. Anyone in this position can get help from **Newham Social Services** by phoning the Council's **Contact Centre** on **020 8430 2000** (see page 12 for further details).

Whether you are suddenly thrown into a caring role because of an accident or illness or you have been taking care of someone for a number of years, it can be hard to know where to start getting the help you need. Some carers are reluctant to speak up because they feel it is wrong to ask.

This handbook is for you!

Your friends and family might find it useful too. We asked some carers what they would find useful to know, and this handbook is based on what they said.

The handbook aims to help meet carers' needs by giving information about a broad range of services and pointing people to sources of further advice and support. You will find information and advice on a lot of subjects. You may not want to read the whole thing through at once, but you can dip into it when you want to. Some topics may be useful to you now. Some topics may be useful to you later on.

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Our intention is to...

'...foster a prosperous community in which people enjoy a better quality of life, safe and attractive neighbourhoods, good housing and local services; a community in which people are empowered to take responsibility for one another... [we seek] to enable people to optimise their own independence. We endeavour to work in partnership with individuals and families, to work within the natural support systems which exist within our communities. We will supplement informal support with high-quality, professionally-delivered social care where necessary, thereby providing a safety net for the community and preventing social exclusion.'

Newham Social Services' Commissioning Intentions 2001

Acknowledgements

Thank you to the Newham Carers Strategy Group whose help and guidance were instrumental in the production of this handbook.

Thanks are also due to Social Services who have funded the publication of the handbook, and to all those agencies that assisted in compiling it – in particular the Newham Carers Network.

Lastly to Helen Waterhouse, Taskin Saleem, Robert Maragh, Edward Roberts and other Social Services staff who all gave their help and assistance throughout this project.

This revised edition published November 2004



Newham 
Primary Care Trust

Monday - Friday
9am - 5pm



NPCT/04/1

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1

**About
Newham
Council
and Social
Services**

What you can expect from Newham Council as a carer, or if you are being cared for

Newham Council's policy is to provide a high quality individual service that is flexible and sensitive by working with carers and those they care for to meet their needs.

We take into account the background of both the carer and person being taken care of including cultural and religious needs, preferred language, and also the relationships within which the caring takes place.

Our aim is to provide the carer and person cared for with:

- as much individual choice and control as possible
- help to enjoy physical and emotional good health
- opportunities for emotional support and socialising
- good experiences and personal advantages
- individual support.

The starting point for deciding what support can be offered is a **Community Care Assessment** (sometimes called a **Needs Assessment**) for the person being cared for (see page 34), and a **Carers Assessment** for the carer (see page 34).

Newham Council aims to provide accessible services about which carers and those they care for can feel confident. To achieve this the Council works carefully and together with a number of other services and professionals, for example the NHS. We also fund services provided by the independent sector.

Where people receive a number of different services, the Council's role is to ensure that carers and those cared for experience reliable and coordinated support from all of the agencies involved, which encourages independence.

The Council is committed to continually improving the quality and choice of the services it provides based on what is needed now and in the future by all Newham's communities.

We are keen to hear from you about how you think we can improve our services, or about any new services that would help you.

Please send your comments to:

Eve Drayton Hill
Head of Integrated Commissioning
Newham Primary Care Trust/Newham Social Services
Unit 12 Stratford Office Village
4 Romford Road
London E15 4EA

Newham Social Services

1

Newham Social Services Department is part of Newham Council. Their work is mainly governed through laws passed by Central Government, for example the Carers (Recognition and Services) Act 1995, which gives carers a right to have their needs assessed.

The services we provide are intended to support and care for all members of the local population in Newham across all age groups and from the range of diverse communities living in the borough. We base the services we provide on the needs of the local population, the resources available, and local and national priorities.

Newham Social Services provides services for **adults** and for **children and families**.

Services for adults

Living independently can be difficult, especially if you have physical or sensory impairment, learning disabilities, mental health support needs or getting older means that you can't do as much as you once could.

Newham Council works with people in the NHS and other agencies to provide a wide range of services that will help you live independently.

High demand for services means that not everyone can receive our help, but if we cannot help you ourselves, we will direct

you to another organisation that may be able to help you.

Newham Social Services may have to charge for certain services, such as providing meals in your home, but the costs will always be explained to you in advance.

You may be provided with support to help you to continue living in your own home. Or we may be able to help you move to supported accommodation. If that isn't possible, we can offer a range of daytime activities including luncheon and social clubs and help with transport to get there. We can also help you access education or work.

For specific needs, such as a physical or sensory impairment, drug, alcohol or HIV or AIDS-related problems Newham Social Services offers specialist services such as occupational therapy, benefits advice or counselling. Adaptations and equipment in the home such as a stair lift or shower, and help with personal care can also be provided.

When we are contacted by someone who wants help, or wants to know how they can find help for another person, first we will try and find out as much as possible about the situation. This information enables us to make an initial assessment of the situation and gives us an idea whether we should be involved and how urgently help is needed.

Here are some examples of reasons why people contact Newham Social Services and what can be done in each situation:

Situation

- You are at risk of hurting yourself or others, or you are a victim of domestic violence
- Your home is unsafe, or does not have the equipment necessary to support your specific needs
- You cannot care for your dependants due to physical or mental health support needs
- You need urgent help to leave hospital safely or remain at home

Action which may be taken by Newham Social Services

We will immediately make sure that you are safe, and arrange any help you need to stay safe.

Some reasons why people contact Newham Social Services and what can be done

Situation

- You cannot live in your home without help, or someone who is essential to your support is no longer able to help
- You need rehabilitation services after an accident or illness
- You are experiencing severe physical or emotional stress
- Your home, or equipment needed to support your additional needs at home, is unsafe and puts you at risk

Action which may be taken by Newham Social Services

If you are likely to become worse quickly without our help, we will take immediate action. Otherwise we will help you within two working days and arrange longer-term services to support you.

Situation

- Your personal circumstances are changing and you may need different or extra support
- You need help to care for yourself at home, or your home needs adapting
- You are finding it difficult to get out and about, or feel isolated

Action which may be taken by Newham Social Services

We will talk to you or write to you within two working weeks, giving advice about help that you can have from us or other organisations. You may have to wait for some of the services provided by us because of high demand.

Services for children and families

1

Taking care of children and young people is a challenging business – they can be very demanding and they change so fast it can be hard to keep up with them.

Many parents and carers find it hard to cope and need support to make sure their children are safe and healthy.

Newham Council is one of the organisations that can help families deal with problems that arise. They work with other organisations such as the NHS to provide services for young people from when they are born up to the age of 18 and beyond.

Some people worry because they think that all Social Services does is take children away, whereas in fact we provide services so that families can stay together. Children are only taken into care in extreme circumstances when they are in danger because of physical or sexual abuse or neglect.

If you want to tell Newham Council that you, your child or someone else's child needs help, but are not sure who to ask, call the Council's **Contact Centre** on **020 8430 2000** and we will help you or tell you who else can help. (More details for the Contact Centre on page 13). You can also talk to people such as teachers, GPs (doctors) and nurses.

Newham Social Services will try to keep what a young person tells us confidential, as long as it does not put

them or other young children at risk. If you talk to us about your concerns for someone else's children your name will not be mentioned to anyone.

When it is evident that a young person needs help, we at the Council will find out as much as possible about the situation so we can identify who is best placed to help, and how urgent the problem is. In reaching a decision, the wishes of the young person will be taken into account as well as family circumstances, culture, language and any disability.

Here are some example of reasons people contact Newham Social Services and what we do in each situation:

Some reasons why people contact Newham Social Services and what can be done

Situation

- A child may hurt themselves or someone else, or could be hurt by another person
- Neglect is seriously affecting their health or safety
- Problems such as mental illness, alcohol or drugs are affecting the child's care or the family has a history of serious problems

Action which may be taken by Newham Social Services

In these cases the situation is serious but may not be urgent and we may arrange services that help a family to cope, depending on the circumstances.

Situation

- A child has been hurt or is likely to be hurt
- There is no one suitable to care for them
- A child's safety is at risk

Action which may be taken by Newham Social Services

We will immediately make sure the young person is safe. This may mean taking them into care. We will also provide the services needed to keep them safer in the longer term.

Situation

- A child is exposed to marital conflict or there is occasional punishment without physical injury
- A child places themselves at risk, for example by staying out late, or has some behavioural problems.

Action which may be taken by Newham Social Services

We will give advice about what to do and how to get help.

How to contact us

1

London Borough of Newham

Newham Council website

www.newham.gov.uk

Newham Council Contact Centre

☎ 020 8430 2000

Textphone 020 8430 2412

Fax 020 8430 2522

Email

customer.services@newham.gov.uk

Textphone 020 8430 2412

Monday–Friday, 8am–8pm

Saturday, 9am–1pm

Housing Department

Bridge House
320 High Street
Stratford

London E15 1EP

☎ 020 8430 2000

Textphone 020 8430 2412

Culture and Community Department

Central Office
292 Barking Road
East Ham

London E6 3BA

☎ 020 8430 2000

Textphone 020 8430 2412

Education and Lifelong Learning Department

Broadway House
High Street
Stratford

London E15 1AJ

☎ 020 8555 5552

Environmental Health Service

Alice Billings House
2–12 West Ham Lane
Stratford

London E15 4SF

☎ 020 8534 4545

Newham Town Hall East Ham

Barking Road
East Ham

London E6 2RP

☎ 020 8430 2000

Textphone 020 8430 2412

Debt problems

Dustbin enquiries

Graffiti removal

Street lighting

Noise (nuisance or complaints)

Racial harassment hotline

Trading Standards (Newham)

☎ 020 8430 2000

Textphone 020 8430 2412

Council Tax enquiries

☎ 020 8557 8800

Newham Social Services

If you need help for yourself or another person, or if you think a child or young person needs help please get in touch with us. Your calls will be confidential.

Newham Social Services is based at several different **Local Service Centres**. The office you should contact depends on where you live, the age of the person needing a service and services they need.

The Council's **Contact Centre** can give you information and advice, and help you find your **Local Service Centre**. You can get in touch with the Contact Centre by phone, fax, textphone or email. Or you can visit the Newham Council website.

Newham Council Contact Centre

☎ 020 8430 2000
Fax 020 8430 2522

Email
customer.services@newham.gov.uk
Textphone
020 8430 2412

Monday–Friday,
8am–8pm
Saturday, 9am–1pm

Newham Social Services out-of-hours emergency duty team

☎ 020 8552 9587

Newham Council website

www.newham.gov.uk

Local Service Centres

The Contact Centre staff can tell you which of Newham Council's Local Service Centres will deal with your enquiry:

☎ 020 8430 2000
Textphone
020 8430 2412

Beckton

1 Kingsford Way
Beckton
London E6 3JQ
Fax 020 8557 6118
Minicom 020 8557 6633

Canning Town

3 Beckton Road
Canning Town
London E16 4DT
Fax 020 8430 4088
Minicom 020 8430 6913

Forest Gate

4–20 Woodgrange Road
Forest Gate
London E7 OQH

Stratford

112–118 The Grove
Stratford
London E15 1NS
Minicom 020 8430 6913

Manor Park

685–689 Romford Road
Manor Park
London E12 5AD
Fax 020 8430 6913

Green Street

403–405 Green Street
London E13 9AU
Fax 020 8430 3439

Docklands

4 Pier Parade
Pier Road
North Woolwich
London E16 2LJ
Fax 020 8430 4124

East Ham

Town Hall Annexe
330–354 Barking Road
East Ham
London E6 2RT
Minicom 020 8430 6913

2

Healthcare in Newham

Help and advice on health matters

NHS Direct

☎ 0845 4647

Textphone 0845 606 4647

www.nhsdirect.nhs.uk

24-hours a day

NHS Direct operates a 24-hour phone line offering nurse advice and a health information service providing confidential information on:

- what to do if you or your family are feeling ill
- particular health conditions
- local healthcare services, such as doctors, dentists or late night opening pharmacies
- self help and support organisations.

You can also find out these kinds of information from the website.

Find-a-Doc

Newham Primary Care Trust

The Gatehouse

Plaistow Hospital

Samson Street

London E13 9EH

☎ 020 8586 6251

Fax 020 8586 6443

Email find-a-doc@newhampct.nhs.uk

Monday–Friday, 9am–5pm

Find-a-Doc is a telephone service helping people living in the East London area to find and register with a local GP. If you live in Newham they can help you.

Newham includes these postal areas:

E6, E7 (part), E12 (part), E13, E15 (part) and E16.

Find-a-Doc offers information and advice about local practices and sends out lists of local GPs. They can help if people are having difficulty finding a GP who will accept them, and they make sure that everyone is registered with a GP.

PALS (Patient Advice and Liaison Service)

Newham Primary Care Trust NHS Trust

☎ 020 8534 4217

East London and The City Mental Health NHS Trust

☎ 0800 783 4839

Newham University Hospital Trust

☎ 020 7363 9292

PALS staff listen to the needs of users of NHS services and help them address their concerns. They support patients, carers, friends of patients or members of the public in navigating the NHS system.

See also...

...the **Information and support** section of this handbook, beginning on page 46.

Emergencies

NHS Walk-in Centres deal with minor injuries (see page 17).

Newham General Hospital and the **Royal London Hospital** have accident and emergency (A&E) departments (see Local hospitals, page 16).

If you need an **ambulance**, or the **police**, or if there is a **fire**, call **999** and stay on the phone until the operator has all of the details they need.

Emergency textphone 18000



Local hospitals

Newham General Hospital

Glen Road
Plaistow
London E13 8RU

☎ 020 7476 4000

Fax 020 7363 8181

Provides accident and emergency (A&E), general medical and surgical, women's and cancer services.

Tube Plaistow Station is on the District and Hammersmith & City line. The hospital is a mile from the tube. If you wish to walk, turn right out of the station and walk to the end of the road (The Broadway/Greengate Street). Cross over at the traffic lights and continue along Prince Regent Lane. Glen Road is about 10 minutes walk along this road on the left hand side. Taxis can also be taken from the tube.

Buses 262, 473, 147 and 276 stop close to the hospital. Buses 5, 15, 15B and 330 can be taken to Barking Road – get off at the Greengate stop.

Mobility buses 903, 908 and 909 run to the hospital.

Parking Limited parking, with some disabled spaces. There is a charge for parking.

St Andrew's Hospital

Devas Street
Bow
London E3 3NT

☎ 020 7476 4000

Fax 020 7363 8181

Tube Bromley by Bow (short walk to the hospital) and Bow Road (about a 10-minute walk) are both on the District and Hammersmith & City Lines.

Docklands Light Railway Devon's Road stop is about 5 minute walk away from the hospital.

Buses S2 and 108 stop at the Bromley by Bow stop (5 minutes walk away from the hospital). Bus 25 can be taken to the Bromley High Street stop (10 minutes walk away from the hospital).

Parking Available on the hospital site together with disabled spaces. There is a charge for parking.

Plaistow Hospital

Samson Street
Plaistow
London E13 9EH

☎ 020 8586 6200

Provides services for elderly people including rehabilitation, a falls prevention clinic, activity centre and foot clinic.

Tube Upton Park

The Royal London Hospital

Whitechapel Road
London E1 1BB

☎ 020 7377 7000

Provides accident and emergency (A&E) and medical services, general surgery, cardiac and renal services, women's and children's services and clinical support services.

NHS Walk-in Centres

NHS Walk-in Centres provide treatment for minor injuries and illnesses seven days a week. You don't need an appointment and will be seen by an experienced NHS nurse.

Newham NHS Walk-in Centre

Glen Road
London
E13 8SH

☎ **020 7363 9200**

Monday–Friday, 7am–10.30pm

*Saturday, Sunday and bank holidays,
9am–10.30pm*

Situated near to the Newham General Hospital A&E department. Staffed by GPs and nurse practitioners.

Whitechapel NHS Walk-in Centre

174 Whitechapel Road
London E1 1BZ

☎ **020 7943 1333**

Monday–Friday, 7am–10.30pm

*Saturday, Sunday and bank holidays,
9am–10pm*

Situated next to the Royal London Hospital A&E department. The Centre works closely with A&E and the out-of-hours GP cooperative and in partnership with Social Services. Nurse-led with GP support. Provides improved access to primary care in terms of opening hours, convenience and disabled access. The approach to treatment is sensitive and appropriate to the cultural diversity of the area. Offers unrestricted access to primary care for people living in Tower

Hamlets who do not have a GP, and a new entry point for GP registration.

Finding a GP (doctor)

Registering with a GP

If you are entitled to NHS services, you are entitled to be registered with a GP, although you will not necessarily be able to choose which one.

First look at the maps on pages 20, 23, 25 and 26 to see which GP practices are near where you live. Then look for their contact details on pages 20–27. Contact them and see whether they will accept you onto their list, and which you feel will suit you best.

It may not be possible for you to be registered with the GP practice of your choice. This may be because:

- you are not in the 'catchment area' of the surgery
- GPs can decide not to accept an individual patient or patients – they are allowed to do this, and the Primary Care Trusts (PCTs) have no influence on this decision.

Getting help from Find-a-Doc

Find-a-Doc is a telephone service helping people living in the East London area to find and register with a local GP. If you live in Newham they can help you. Newham includes these postal areas: E6, E7 (part), E12 (part), E13, E15 (part) and E16.

2

Find-a-Doc offers information and advice about local practices and sends out lists of local GPs. They can help if people are having difficulty finding a GP who will accept them, and they make sure that everyone is registered with a GP.

Find-a-Doc

Newham Primary Care Trust

The Gatehouse
Plaistow Hospital
Samson Street

London E13 9EH

☎ 020 8586 6251

Fax 020 8586 6443

Email find-a-doc@newhampct.nhs.uk

Monday–Friday, 9am–5pm

Getting help from the Transitional Team

Transitional Primary Care Service

West Beckton Centre

2 Monarch Drive
London E16 3UB

☎ 020 7445 1118

Monday, 9am–6.30pm

Tuesday, Wednesday and Friday

9am–5pm

Thursday 8am–12 noon

This service is for asylum seekers, refugees, homeless people and people who are unable to register with a GP.

If no GP will accept you onto their list...

Find-a-Doc will help. When you contact them they will need certain information from you such as:

- details of the GP practices you have contacted

- full names, dates of birth and NHS numbers of everyone in your household who needs to register with a GP
- where you were born, and if this was outside the UK, when you entered the country
- if you (or anyone else in your household) have seen a GP in the UK and (if yes) their name and address
- any health issues that may make your case urgent.

This is information which either:

- the GP needs in order to register you as a patient, or
- Find-a-Doc needs so they can prioritise your case.

This information is confidential and will only be passed to the GP you register with and to the Registration Department so they can trace your medical records.

Find-a-Doc will then 'assign' you to a GP, following a procedure outlined in law, which guarantees that you will be registered with a GP. Neither the patient nor the GP has any choice about which patient goes to which GP.

The following factors would be taken into account:

- the distance between the GP practice and your home
- whether any doctor in the area has removed you from their list within the last six months.

Find-a-Doc aims to assign you to a GP **within ten working days** of you contacting them to say you have been unable to register yourself and Find-a-Doc receiving the necessary information.

If you have immediate health problems, your request will be dealt with more urgently.

If your medical needs are urgent...

Your medical needs may be too urgent for you to wait ten days to be found a GP. If so you can contact any surgery near where you live and ask to be provided with **immediately necessary treatment** (ask to be seen as an **emergency patient**).

If you are in the catchment area of the GP practice they will talk to you about your symptoms and problems and decide whether you need to be seen urgently. The decision is based on whether you have a medical problem which needs attention and which cannot wait. A GP is unlikely to see you urgently for matters such as issuing a medical certificate (for work or benefit purposes) or giving you travel vaccinations.

If you cannot find a practice to see you as an emergency patient and you feel that it is medically important that you are seen, you can:

- go to an **NHS Walk-in Centre** – there is one at Newham General Hospital (**020 7363 9200**) and one at the Royal London Hospital (**020 7943 1333**)
- call **NHS Direct** on **0845 4647** for healthcare advice and information 24 hours a day.

If you are removed from your GP's list...

Find-a-Doc can help you find another GP. You can ask your previous GP for an explanation of why you were removed from their list. You can also ask them if they would consider taking you back onto their list.

You have the right to make a complaint about the removal, but no one has the power to make a GP take you back onto their list. More advice and information from the **Find-a-Doc Service** on **020 8586 6298** or **PALS** (Patient Liaison and Advice Service) on **020 8586 6251**.

If you want to change GP...

You can ask Find-a-Doc for details of GPs in your area and then approach these practices to see if they would take you as a patient.

If you cannot find a practice willing to accept you as a new patient, you should contact the Find-a-Doc service for further assistance and advice.



GP practices in Newham

GP practices in Newham are grouped into **four patches**: North East, North West, South East and South West.

Some of the GP practices listed are located in the Ilford (IG1) area, but they accept patients living in Newham.

Please note The information given here was correct in August 2004. Please contact Find-a-Doc if you need more up-to-date details (see page 18)

North East Patch

9 Dr N Bhadra

778 Romford Road
Manor Park
London E12 5JG

☎ 020 8478 0533

Fax 020 8514 5403

2



3 Dr Chandra

31a Snowhill Road
Manor Park
London E12 6BE
☎ **020 8911 8378**
Fax **020 8911 8369**

17 Dr SK Dhariwal

688 Romford Road
Manor Park
London E12 5AJ
☎ **020 8478 0757**
Fax **020 8478 2416**

21 Dr P Graham & Partners

The Graham Practice
Wordsworth Health Centre
19 Wordsworth Avenue
London E12 6SU
☎ **020 8548 5960**
Fax **020 8548 5983**

68 Dr B Kohli & Partner

Church Road
Health Centre
30 Church Road
Manor Park
London E12 6AQ
☎ **020 8553 7470**
Fax **020 8470 4086**

56 Dr T Krishnamurthy

279 Katherine Road
London E7 8PP
☎ **020 8586 6555**
Fax **020 8470 1318**

31 Dr G Kugapala

243 High Street North
Manor Park
London E12 6SJ

☎ **020 8470 2500**
Fax **020 8470 2200**

26 Dr Dr Mahendran & Partners

Shrewsbury Road
Health Centre
Shrewsbury Road
London E7 8QR
☎ **020 8586 5111**
Fax **020 8586 5046**

37 Dr CM Patel

2 Jephson Road
Forest Gate
London E7 8LZ
☎ **020 8470 6429**
Fax **020 8470 5383**

40 Dr M Pillai

315 High Street North
Manor Park
London E12 6SL
☎ **020 8470 5520**
Fax **020 8470 1506**

53 Dr MK Shetty

997 Romford Road
Manor Park
London E12 5JR
☎ **020 8478 2711**
Fax **020 8553 4696**

55 Dr BK Sinha

Birchdale Road
Medical Centre
2 Birchdale Road
London E7 8AR
☎ **020 8472 1600**
Fax **020 8471 7712**

57 Dr M Sohi & Partners

57 Gladstone Avenue

Manor Park
London E12 6NR
☎ **020 8471 4764**
Fax **020 8472 3378**

57* Dr M Sohi & Partners

4 Granville Road
Ilford Essex
IG1 4JY
☎ **020 7270 0400**

69 Dr Trathen

Newham Transitional
Primary Care Team
The Centre
30 Church Road
Manor Park
London E12 6AQ
☎ **020 8553 7460**
Fax **020 8586 5034**

63 Dr S Wood & Partners

Claremont Clinic
459–463 Romford Road
London E7 8AB
☎ **020 8522 0222**
Fax **020 8522 0444**

36 Dr A Yesufu

279 Katherine Road
London E7 8PP
☎ **020 8552 2299**
Fax **020 8472 6464**

66 Dr Zamanthangi

Church Road
Health Centre
30 Church Road
Manor Park
London E12 6AQ
☎ **020 8553 7475**
Fax **020 8586 5011**

2

North West Patch

33 Dr P Abiola

Lord Lister Health Centre
121 Woodgrange Road
London E7 0EP

☎ 020 8250 7550

☎ 020 8250 7551

Fax 020 8250 7553

1 Dr A Ahmed & Dr Rahman

45 Westbury Road
Forest Gate
London E7 8BU

☎ 020 8472 4123

Fax 020 8552 5329

8 Dr I & Dr SK Basu

61 Plashet Road
London E13 0QA

☎ 020 8470 8186

Fax 020 8503 4989

11 Dr PR Bhowmik

401 Corporation Street
London E15 3DJ

☎ 020 8555 0428

Fax 020 8555 0641

12 Dr A Q Brohi

60 Leytonstone Road
London E15 1SQ

☎ 020 8534 1533

Fax 020 8534 4283

12* Dr A Q Brohi

Carpenters Road Practice
17 Doran Walk
Stratford
London E15 2LJ

☎ 020 8534 1533

Fax 020 8534 8078

14 Dr M Chang

121–123 The Grove
Stratford London E15 1EN

☎ 020 8534 5300

Fax 020 8555 5350

18 Dr N Driver & Partners

Lord Lister Health Centre
121 Woodgrange Road
London E7 0EP

☎ 020 8250 7510

☎ 020 8250 7513

Fax 020 8250 7515

54 Dr P T Jones

The Project Surgery
10 Lettsom Walk
Plaistow
London E13 0LN

☎ 020 8472 5234

Fax 020 8472 5345

28 Dr P Knight

55 Vicarage Lane
London E15 4HG

☎ 020 8519 6009

Fax 020 8519 9669

39 Dr Y Patel & Dr S Parmer

40 Woodgrange Road
Forest Gate
London E7 0QH

☎ 020 8250 7585

Fax 020 8250 7587

41 Dr A Qadri

157 Leytonstone Road
Stratford
London E15 1LH

☎ 020 8534 1026

Fax 020 8534 4415

42 Dr S Qureshi

17 Stopford Road, London
E13 0LY

☎ 020 8552 6858

Fax 020 8472 8532

43 Dr S Rafiq

162 Boleyn Road
London E7 9QJ

☎ 020 8472 8532

Fax 020 8586 9028

44 Dr A Rahman

69 Water Lane
Stratford
London E15 4NL

☎ 020 8519 6780

Fax 020 8522 0591

10 Dr R Samuel & Partner

97 Stopford Road
Plaistow
London E13 0NA

☎ 020 8472 3846

Fax 020 8552 1442

10* Dr R Samuel & Partners

60–62 Stephens Road
London E15 3JL

☎ 020 8534 2040

Fax 020 8534 0357

51 Dr AM & Dr SA Shah

50c Romford Road
Stratford

London E15 4BZ

☎ 020 8534 4133

Fax 020 8534 3860

52 Dr Shanker & Partners

Upton Lane
Medical Centre
75–77 Upton Lane
London E7 9PB

☎ 020 8471 6912

Fax 020 8471 3845

59 Dr R Swedan

Lord Lister Health Centre
121 Woodgrange Road
London E7 OEP

☎ 020 8250 7530

Fax 020 8250 7535

60 Dr W M Umrani & Dr M A Qureshi

Plasht Medical Centre,
152 Plasht Road
Upton Park
London E13 0QT

☎ 020 8472 0473

Fax 020 8471 2243

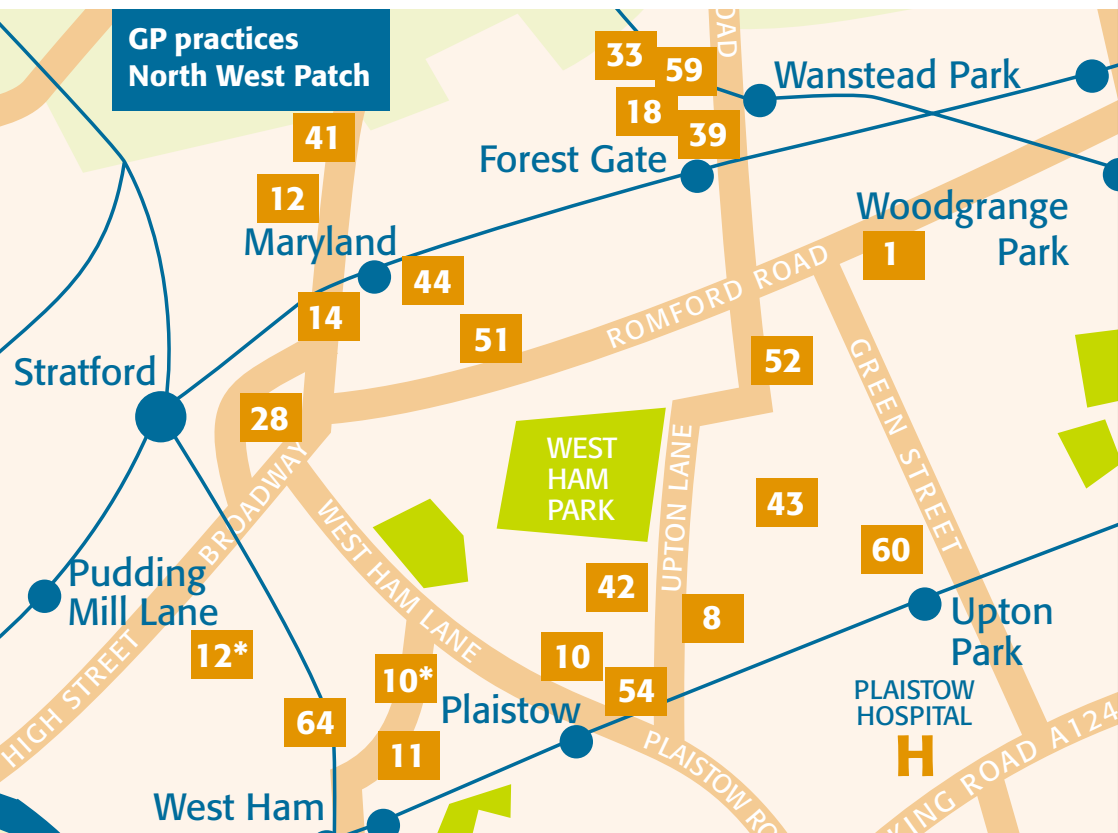
64 Dr H Yates & Partners

Abbey Road
Health Centre
28a Abbey Road
Stratford

London E15 3LT

☎ 020 8534 2515

Fax 020 8555 0197



South East Patch

2 Dr AU Ahmed

Newham Medical Centre
576 Green Street
London E13 9DA
☎ 020 8470 7859
Fax 020 8552 2161

4 Dr K Azad & Partner

19–21 High Street South
East Ham
London E6 6EN
☎ 020 8472 2474
Fax 020 8586 0902

6 Dr G Bapna

511 Katherine Road
Forest Gate
London E7 8DR
☎ 020 8472 7029

13 Dr Chalabi & Partner

1–3 St John's Road
East Ham
London E6 1NW
☎ 020 8503 5783
Fax 020 8503 5784

22 Dr Watt & Partners

Tollgate Health Centre
220 Tollgate Road
London E6 5JS
☎ 020 7445 7700
Fax 020 7445 7715

25 Dr I Inayatullah

34 Barking Road
East Ham London E6 3BP
☎ 020 8472 1347
Fax 020 8470 5244

25* Dr I Inayatullah

154 High Street South
East Ham London E6 3RW
☎ 020 8472 9260
Fax 020 8552 3307

29 Dr JM Lawrie

Royal Docks
Medical Practice
19 East Ham Manor Way
London E6 4NA
☎ 020 7511 4466
Fax 020 7511 1492

32 Dr S Mandavilli & Partners

1 Clements Way
East Ham London E6 2DS
☎ 020 8472 0603
Fax 020 8471 3773

32* Dr S Mandavilli & Partners

128 Albert Road
Ilford Essex IG1 1HT
☎ 020 8553 9773
Fax 020 8553 0201

34 Dr G Meadows & Partners

Market Street
Health Group
52 Market Street
East Ham London E6 2RA
☎ 020 8548 2200
Fax 020 8548 2288

38 Dr H Patel & Partners

St Bartholomew's Surgery
292a Barking Road
London E6 3BA
☎ 020 8472 0669
Fax 020 8471 9122

47 Dr M Saha

Kennard Street
Health Centre
1 Kennard Street
North Woolwich
London E16 2HR
☎ 0870 417 6544
Fax 020 7473 2042

49 Dr A Seaton & Partners

27 Burgess Road
East Ham
London E6 2BJ
☎ 0870 417 6547
Fax 020 8552 9912

49* Dr A Seaton

533 Barking Road
East Ham
London E6 2LN
☎ 0870 417 6546
Fax 020 8552 3706

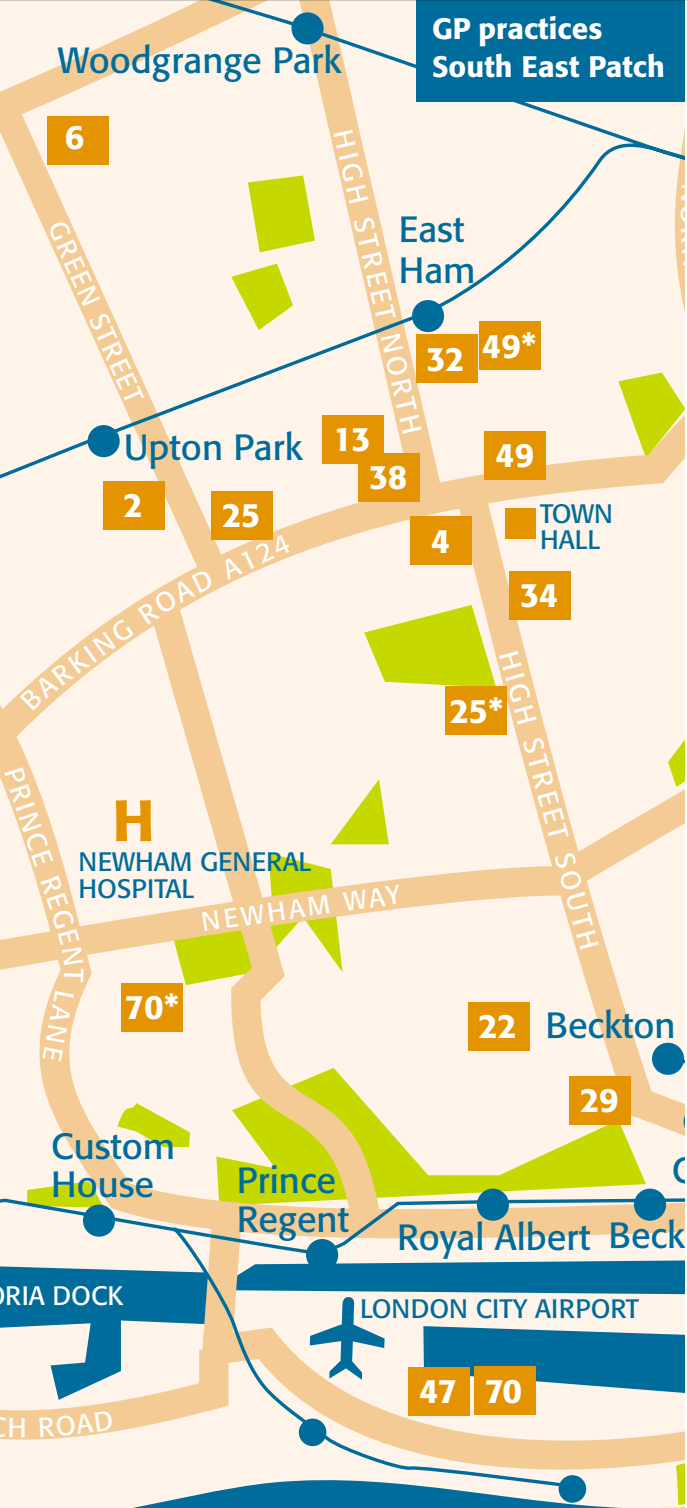
70 Dr R T Sehra

Kennard Street
Health Centre
1 Kennard Street
North Woolwich
London E16 2HR
☎ 020 7473 1948
Fax 020 7511 2040

70* Dr R T Sehra

West Beckton Practice
2 Monarch Drive
London E16 3UB
☎ 020 7445 1118
Fax 020 7445 7049

**GP practices
South East Patch**



2

South West Patch

61 Dr G Al-Mudallal & Partners

113 Balaam Street
Plaistow
London E13 8AF
☎ 020 8472 1238
Fax 020 8470 1739

20 Dr R Gonsai

179 Cumberland Road
London E13 8SL
☎ 020 7476 1029
Fax 020 7476 6616

23 Dr M Haque

St Lukes Health Centre
2 St Lukes Square
London E16 1HT
☎ 020 7366 6430
Fax 020 7366 6431

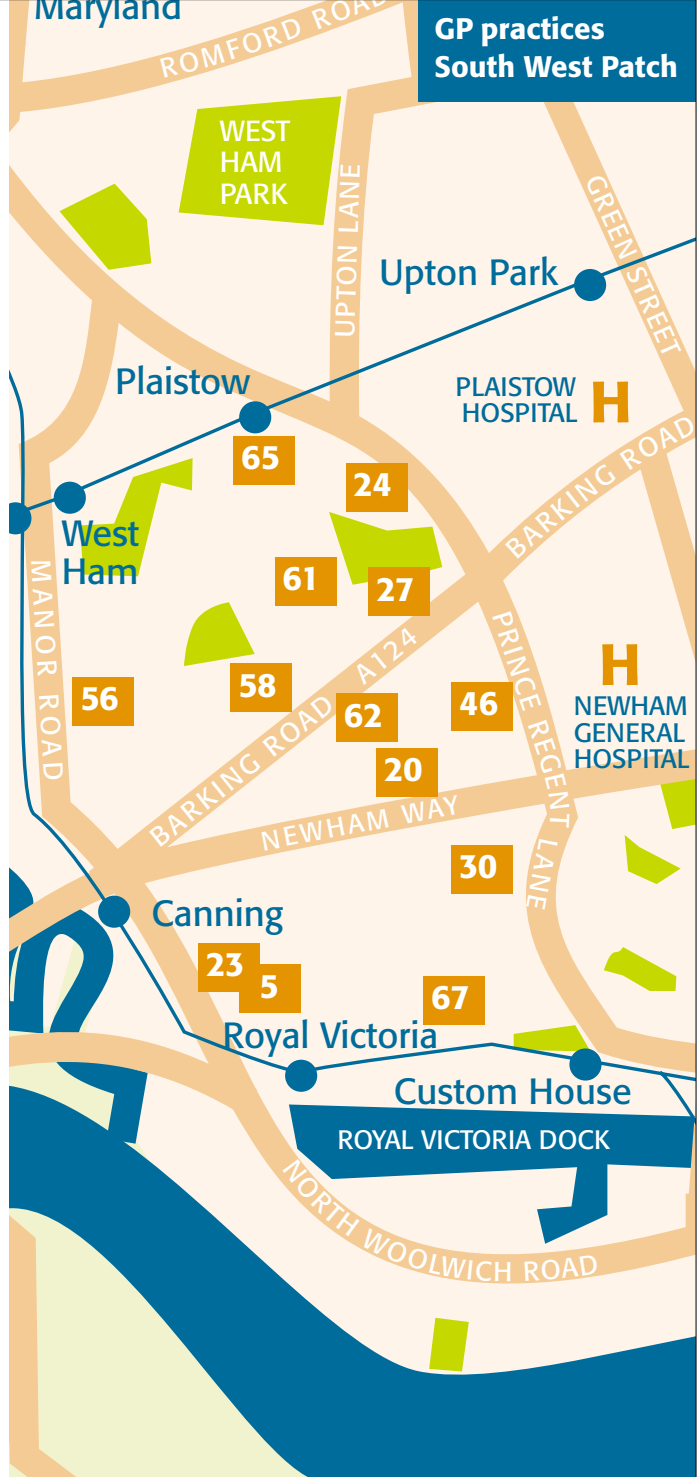
24 Dr R Higgins & Partners

94 Greengate Street
Plaistow
London E13 OAS
☎ 020 8472 4888
Fax 020 8472 5777

27 Dr S D Kalharo & Partners

497 Barking Road
Plaistow
London E13 8PS
☎ 020 8471 7160
Fax 020 8552 0794

GP practices South West Patch



30 Dr T Lwin

343 Prince Regent Lane
Custom House
London E16 3JL

☎ 020 7511 2980

Fax 020 7474 7816

5 Dr R McCrea

St Lukes Health Centre
St Lukes Square
London E16 1HT

☎ 020 7366 6440

Fax 020 7366 6441

**56 Dr BP Patel
& Partners**

Star Lane Medical Centre
121 Star Lane
London E16 4QH

☎ 020 7476 4862

Fax 020 7540 5300

**46 Dr M Rao
& Dr M Sudha**

Glen Road Medical Centre
1 Glen Road
London E13 8RU

☎ 020 7476 3434

Fax 020 473 6092

58 Dr P Sood

309 Barking Road
London E13 8EE

☎ 020 7511 6009

Fax 020 7474 9151

62 Dr R S Venugopal

12 Esk Road
London E13 8LJ

☎ 020 7474 9002

Fax 020 7473 1917

**67 Dr Z Zarifa
& Partners**

16 Freemasons Road
London E16 3NA

☎ 020 7476 2255

Fax 020 7511 8980

65 Dr AKM Zarkaria

50 Upper Road
Plaistow
London E13 0DH

☎ 020 8552 2129

Fax 020 8471 4180

Community Mental Health Teams (CMHT)

There are four Community Mental Health Teams (CMHT) in the Newham area, all belonging to the East London and the City Mental Health NHS Trust.

These teams are the initial point of contact for individuals with mental health needs. If as a carer you have concerns about the individual you care for, contact the team in your locality and speak to the person on duty. Ask for an assessment for the person you care for.

**Out of hours number
(outside Monday–Friday, 9am–5pm)**

☎ 020 8552 9587

CMHT North East

Dr Drinkwater and Dr Bhandari

1 Kempton Road

East Ham

London E6 2LD

☎ **020 8218 7455**

Fax 020 8218 7476

See **NE** on map opposite >

CMHT North West

Dr Zinkler and Dr Babalola

Unit 1

Stratford Office Village

4 Romford Road

London E15 4EA

☎ **020 8250 7270**

Fax 020 8250 7275

See **NW** on map opposite >

CMHT South East

Dr Sidhu and Dr Martinez

Passmore Edwards Building

Shrewsbury Road

East Ham

London E7 8QR

☎ **020 8475 8000**

Fax 020 8475 8040

See **SE** on map opposite >

CMHT South West

Dr Rohricht and Dr Lal

The Hub

123 Star Lane

Canning Town

London E16 4PZ

☎ **020 7055 4400**

Fax 020 7055 4449

See **SW** on map opposite >

Community Mental Health Teams (CMHT)



2

3

**Community
Care
Services**

Who is eligible for this help, and what is available?

Community Care Services are intended to help people live as independently as possible in their own homes. These services provide support to people who need it and to those who care for them.

Newham Social Services provides help to people in the borough who:

- are ill or elderly and need help
- have a physical impairment
- have a learning difficulty
- have mental health support needs
- have drug or alcohol problems
- have a sensory impairment
- have dementia
- are affected by HIV or AIDS.

In order to decide what Community Care Services will be helpful we assess the person who is being cared for (a **Community Care Assessment**, sometimes called a **Needs Assessment**) and the person who is caring for them (a **Carers Assessment**).

To carry out the assessment, as much information as possible will be gathered, detailing how much help a person needs, and whether the need for this help is urgent.

Services for adults

Adult service provision is measured using the **Fair Access to Care Services (FACS)** eligibility framework introduced in January 2004. A person's needs are graded into four bands which describe the seriousness of the risk to their independence or other consequences if needs are not met. FACS applies to all adults aged 18 and over seeking social care support provided or arranged by Newham Council.

Carers who provide a substantial amount of care on a regular basis – defined in Newham as at least 14 hours per week to another person aged 18 or over who is a person for whom the council may arrange community care services – continue to be assessed within the framework of the **Carers and Disabled Children Act 2000**. Eligibility for services of the carer and the person cared for will be determined according to FACS eligibility criteria.



Which adults are eligible for social care services?

Newham Council has a legal responsibility to consider the social care needs of adults who are:

- over 18 years of age, and
- normally resident in Newham, or a homeless person or a patient in a hospital in Newham for whom no other council has responsibility

and who need help because they:

- are an older person, or
- have a physical disability (including sensory and visual impairments), or
- have a learning disability, or
- have mental health problems, or
- have a long term illness, or
- have alcohol or drug-related problems, or
- are a carer for someone in one of the above groups.

The financial circumstances of an adult seeking social care help is irrelevant in deciding whether to carry out an assessment of need.

3

Priorities for help

The government requires councils to use the FACS eligibility framework to specify which adults are eligible for help. There are four bands of risk:

- critical
- substantial
- moderate
- low.

Councils are expected to prioritise adults with critical needs ahead of substantial needs, and so on. A council's eligibility criteria consists of those bands of need it has the resources to meet. Councils are expected to operate the same eligibility criteria for all adult care groups.

Newham's adult eligibility criteria was set in January 2004. The council decided that it only has the resources to meet the needs of adults with critical or substantial needs. Adults with moderate or low

needs are not eligible for social care services.

Existing service users who, after reassessment, were considered to have moderate or low needs had services reduced or withdrawn from 2 January 2004, if it was safe and practicable to do so.

For further advice or information on FACS call the Newham **Council Contact Centre** on **020 8430 2000**.

Services available to adults and children

Following assessment, the kinds of services provided might include:

- help with personal care, for example washing and dressing the person cared for
- equipment and house adaptations
- alarm systems
- meals provided at home
- help with practical tasks, such as shopping and housework (if you also need help with personal care)
- day care provision
- transport
- continence products and information
- intensive support to do with taking medications, and mental health needs.

Who will help?

Help will be provided by the **NHS**, or the **Adult or Children and Families** divisions of **Newham Social Services** as appropriate, for example:

- if the person you care for is incontinent, you will need to contact their GP or the district nurse to get pads and advice on how best to manage it
- if the person you care for needs alterations to their home, such as to help them get around or bath (adaptations to their home), they will need to be assessed by an occupational therapist (OT), to identify appropriate adaptations and equipment
- if the person you care for needs help getting washed and dressed, a care manager will assess them and if they meet the eligibility criteria, establish what help they need. The care manager will talk through the situation and agree with you a way forward.

You **do not** have to accept services you do not want.

Direct Payments

The **Community Care (Direct Payments Act) 1996** set up the Direct Payments scheme. This scheme offers a different way for councils with Social Services to fulfil their community care responsibilities. The day-to-day control of payments passes to the individual, who has the strongest incentive to ensure that it is spent properly on the necessary services, and who is best placed to judge how to match available resources to their needs.

The Act gives local councils the power to make direct cash payments in lieu of

community care services to individuals who have been assessed as needing services by meeting the eligibility criteria. People who receive these payments will then use the cash to buy services to meet their assessed needs.

The **Carers and Disabled Children Act 2000** allows Direct Payments to be made to the carers of disabled children so services can be bought directly. This power is under Section 17 of the Children Act 1989. This Act also allows carers of adults with disabilities or older people to receive Direct Payments in their own right following a Carers Assessment and subject to eligibility for service.

Eligibility for Direct Payments

An assessment of needs using the FACS criteria is used to establish eligibility for Direct Payments. Once an assessment is agreed, the carer can ask for the Direct Payments option.

The following groups of people may be eligible to receive Direct Payments:

- older people
- disabled people aged 16 years and over, including those with short- as well as long-term needs
- families with disabled children for children's services
- carers aged 16 and over, in place of receiving carers' services.

To find out more about Direct Payments, contact your **Local Service Centre** on **020 8430 2000**, your social worker or call the **Shaw Trust Direct Payments Support Scheme** on **020 8221 0236**.

3 Community Care Assessment (Needs Assessment) for the person being cared for

To receive Community Care Services a person needs to be **assessed** as needing help. A **Community Care Assessment** (sometimes called a **Needs Assessment**) is when a care manager visits to find out what kind of help the person you care for needs. The care manager will ask the person about how they manage on a daily basis including things like their personal care, for example, washing, dressing and going to the toilet, preparing meals, getting out of the house and social activities.

Care managers talk to people about their situation and discuss the sorts of things people really need to help them. They may need help with personal care needs such as:

- getting up
- washing
- dressing
- using the toilet
- taking medication
- orientation (for example, someone understanding where they are, recognising people, what day it is, difference between day and night).

It does not matter if the person chooses not to accept help in this area of their

life, or who provides the help that is accepted. What is important is that the person has been assessed as needing that help. If they are assessed as needing help with personal care then domestic help, for example, shopping, cleaning and laundry may also be available to them.

Adult Community Care Services also assess people against published eligibility criteria. They look at a person's needs in these five categories:

- physical health
- mental health
- daily life
- social networks
- carer support.

A person may become eligible for services if they or their children, dependants or carer are at risk or may become at risk without the provision of the service.

Carers Assessment for the carer

The Carers (Recognition and Services) Act 1995, 'gives a carer or someone who is intending to care, the right to an assessment, when the person they care for is being assessed or reassessed for Community Care Services'.

This legislation was followed by the Carers and Disabled Children Act 2000 which gives you the right to have a **Carers Assessment** at least once a year

if you provide a substantial amount of care on a regular basis or if you intend to provide care in the future. This may happen if the person you will be caring for is in hospital but is due to be discharged or may be coming to live with you soon.

A Carers Assessment is an opportunity for you as a carer to discuss with the care manager the needs you have because of the kind of care you provide. Your needs may include:

- personal care
- practical help
- emotional support.

You will be able to say what things you are able to carry on doing and the things that are difficult for you to do. Things may be difficult because you have other responsibilities like children or a job, or they may be difficult because you are disabled or ill, or because you can't do everything all the time.

This is an opportunity for you to say what help would make it easier for you to manage. You might need help with personal care, housework or regular breaks away from caring responsibilities.

Services may then be provided to the person you care for which may support you in your caring role, for example, someone to be with them so you can have an evening out.

You have the right to say that you do not want to be a carer. You might not want to start taking care of someone who has just begun to need help, or after months or years of caring for someone you might decide that you just cannot do

it any more. Many carers feel that it is impossible for them to say this, but you are entitled to do so.

Family Assessment

In the case of a **child with special needs**, under the Children Act 1989 the assessment should look at the family as a whole unit when considering appropriate services.

A **parent/carer** is entitled to an assessment of their needs at the same time as the needs of the disabled child are being assessed, using the government's *Framework for the assessment of children in need and their families*. Services to adults can be provided under section 17 of the Children Act 1989 so long as it is the welfare of the child that is the paramount consideration.

Who can get an assessment?

You are entitled to a Carers Assessment if you provide or if you intend to provide 'substantial care on a regular basis'.

You may be considering becoming a carer if, for example, someone is in hospital recovering from a stroke. You may want to know what help would be available after they are discharged. You may already be caring for someone whose needs are changing and you need more help. Or things in your life may have changed so that you are no longer willing or able to continue providing the same level of care.

If you are caring for someone who has been assessed, but is refusing any assistance from Social Services, you are still entitled to an assessment.

It is recognised that for some illnesses where people may get better and then relapse, for example in mental health, the amount of time that you spend caring may fluctuate greatly from one week to the next, but you will still be entitled to a Carers Assessment. Parent carers are also entitled to an assessment of their needs.

3 When can I get an assessment?

You are entitled to a Carers Assessment at least once a year, as long as the person you are caring for is entitled to Community Care Services. You can ask for a Carers Assessment at any point during the year, or when the person you care for, or intend to care for, is being assessed, or reassessed for Community Care Services. A person can apply to be reassessed when there is a change in circumstances. This could include a change in the carer's circumstances.

How can I get an assessment?

The first step is to call Newham Council's **Contact Centre** on **020 8430 2000** to find out who to contact for the area where you live. When you contact the right service ask for a **Community Care Assessment** (sometimes called a **Needs Assessment**), or reassessment,

for the person you are caring for (or will be caring for). If applicable, you could also ask for a **Carers Assessment** of your own needs.

Preparing for a Carers Assessment

Some people prefer to be assessed on their own so they can have the opportunity to say what is important to them; others prefer to be assessed in the presence of the person they are caring for. You have the right to be assessed by yourself. Do not be afraid to ask to be assessed on your own if that's what you want.

It can help to think about some important issues **before** your assessment. You might want to write down some of this information before the assessment takes place.

It can help to think about:

- what you do as a carer
- what other work, paid or voluntary (unpaid) you do, or would like to do
- other family or religious commitments
- leisure activities
- how caring may affect or has affected your own health
- what help you feel you need, for example, equipment to help with lifting, or a break at regular intervals or someone to talk to.

Services provided to the person you care for may support you in your caring role, for example, short breaks could be provided to the person you care for, to give you a break.

Charges for Community Care Services

Newham does not currently charge service users for Community Care Services such as personal care, housework or shopping. However service users who receive meals in their homes or use the laundry service pay a small charge for these services. **You should be advised of all charges for services at the point when you are assessed for them.**

4

Money and benefits

Help with claiming benefits

This section outlines the main benefits you – or the person you care for – may get. Newham Social Services recommends that you get expert help and advice if you want to claim any of these benefits.

Below is a list of local and national organisations where you can get further information, help and advice about benefits. The benefits system may appear hard to understand but if you get help from one of these organisations you will be able to claim what you are entitled to.

Local help

Newham Social Services Welfare Benefits Team

Phone our **Contact Centre** or call in person at your nearest **Local Service Centre** (see page 13 for details).

☎ **020 8430 2000**

Action and Rights of Disabled People in Newham

Community Links
105 Barking Road
Canning Town Public Hall
London E16 4HQ

☎ **020 7473 2270**

Fax **020 7473 6671**

Minicom **020 7473 2270**

Age Concern Newham

228a Romford Road
London E7 9HZ

☎ **020 8503 1511**

Fax **020 8503 1771**

Newham Association of Disabled People (NAD)

Durning Hall
Earlham Grove
Forest Gate
London E7 9AB

☎ **020 8519 8595**

Newham Citizens Advice Bureau

Stratford Advice Arcade
107–109 The Grove
Stratford

London E15 1HP

☎ **0870 126 4097**

Community Links

105 Barking Road
Canning Town
London E16 4HQ

☎ **020 7473 2270**

Benefits and Tax Credit Advice at Local Service Centres

Newham Citizens Advice Bureau provides weekly independent benefit and tax credit advice sessions in all of Newham Council's Local Service Centres. Arrange an appointment by phoning **020 8430 2000** or by visiting any Local Service Centre.

Home Visiting Service

Newham Citizens Advice Bureau and Age Concern Newham operate a home visiting service providing independent advice on

welfare benefits for people (generally those aged 55 and over) who cannot get to an advice centre.

You can arrange for an adviser to visit you at home by calling **020 8430 4067** or **020 5803 1511**.

National help

CarersUK

☎ **0808 808 7777** (calls are free)

Carers Allowance Unit

Palatine House
Lancaster Road
Preston PR1 1NS

☎ **01253 856123**

Department of Work and Pensions Benefit Enquiry Line

☎ **0800 882200** (calls are free)

Website www.dwp.gov.uk

Benefits for carers

Carers Allowance

Carers Allowance is a weekly benefit for people who are caring for someone who is ill, frail or disabled.

- You do not have to live with the person you care for. You might be caring for a partner, relative or friend.
- You do not have to be caring every day.
- It is not affected by any savings you may have.

- It can be paid to single people and couples, for example a married woman whose husband is working can claim.
- You do not need to have paid National Insurance contributions to get it. In fact you will be credited with National Insurance contributions if you get Carers Allowance.
- It can help you get extra money from other benefits such as Income Support or Pension Credit.

Can I claim Carers Allowance?

You are eligible for Carers Allowance if you regularly spend at least 35 hours a week caring for a person who gets:

- Disability Living Allowance care component (at the middle or higher rate), or
- Attendance Allowance (at any rate), or
- Constant Attendance Allowance paid with a War Pension or Industrial Injuries Disablement Benefit.

And you:

- are aged at least 16 at the time you claim
- are not in full-time education (attending a course for 21 weeks or more)
- earn less than £79 a week
- do not have any restrictions on your right to stay in the UK.

There is no longer an upper age limit to claiming Carers Allowance.

How much will I get?

Carers Allowance is worth £44.35 or more per week (2004/05 rate). In some circumstances you may be able to get extra money for your partner – get advice.

What if I already get another benefit?

You cannot be paid Carers Allowance if you are already getting £44.35 a week from any of the following benefits:

- Incapacity Benefit
- contribution-based Jobseeker's Allowance
- Widows' or Bereavement Benefits
- Retirement Pension.

But it is still worth claiming because it may help you get extra money in the form of a Carers Premium.

What is a Carers Premium?

A Carers Premium is paid as part of the following benefits:

- Housing Benefit
- Council Tax Benefit
- Income Support
- Pension Credit.

If you are already getting one of these benefits it could be increased or you may be able to claim it for the first time. If you have claimed in the past and been refused you should apply again at the same time as you claim Carers

Allowance. You could be £25.55 a week better off (2004/05 rate).

Please note If the person you are caring for lives on their own and gets one of the benefits listed above they may lose money if you get Carers Allowance, so it's important to get advice. Although they could lose money if you are paid Carers Allowance, they will not lose any money if you only get a Carers Premium.

How do I claim Carers Allowance?

To claim get form DS700 from Social Security offices, ring the government's **Benefit Enquiry Line** on **0800 882200** (calls are free), or phone the Department of Work and Pensions switchboard on **01253 856123** and ask for the dedicated claim pack staff who will send out a form by first class post.

Carers Allowance can be backdated for up to three months as long as you meet all the qualifying conditions. Ask for backdating when you make your claim.

NB all rates quoted are at the 2004/2005 rate

Other benefits

Disability Living Allowance

This is a benefit for people under 65 years who have difficulty getting about or caring for themselves at home.

It is paid at different rates depending on how severe your mobility and care needs are. You can claim if you are working, studying or unable to work. It doesn't matter how much your weekly income is. If you are getting any other benefits, getting Disability Living Allowance will not reduce those benefits and may actually increase them.

If your child is disabled, you can claim for them from birth if you can show that they need substantially more care than a child of the same age without their disability. You cannot claim for help with getting out and about with a child until they are aged 3 or over.

If you are over 65 years and have care needs, you can claim **Attendance Allowance**. This is very similar to Disability Living Allowance, but it does not pay anything towards mobility needs.

To claim phone the **Benefit Enquiry Line** and ask for a claim form on **0800 882200**.

Incapacity Benefit

Incapacity Benefit is paid if you can't work because of your illness or disability and either you:

- have worked and paid enough national insurance contributions, or
- are aged between 16 and 20 (25 for some people – get advice).

To claim get form SC1 or form IB (Y) 1 if you are under 20 (or 25 for some people) available from your local **Social Security** office.

Child Benefit

This is paid by the Inland Revenue to everyone responsible for a child. It is paid from birth up until your child is 16 (or 19 if they stay in full-time education).

To claim get form CH2-CP from your local **Social Security** office or phone the **Child Benefit** office on **0845 302 1444**.

Income Support

This is a means-tested benefit for people on a low income. You can claim Income Support if you cannot work, for example because you are caring for someone, or work less than 16 hours a week. The amount you get depends on your personal circumstances and how much money you have coming in.

Getting Income Support means you can also get:

- free school meals for your children
- free prescriptions, dental treatment, sight tests and vouchers for glasses
- payments from the Social Fund.

If you get Income Support you can also claim for help with your mortgage.

If you have a child and make a new claim for Income Support or income-based Jobseeker's Allowance, you must also claim Child Tax Credit (see page 43).

If you currently get Income Support or income-based Jobseeker's Allowance, and have a child, you will automatically be transferred to Child Tax Credit during 2004/05.

To claim get form A1 from your local **Social Security** office.

Pension Credit

Pension Credit is a new benefit for people aged 60 or over. It has two parts:

- a **Guarantee Credit** which can top up any money you already have coming in each week, to a level the government says you need to live on, and
- a **Savings Credit** which gives extra money to people aged 65 or over who have saved for retirement by having savings or a work private pension.

Pension Credit does not include any money for children. If you are aged 60 or over and are responsible for any children you will need to claim Child Tax Credit, and this will be paid alongside any Pension Credit.

Even if you have been refused Income Support in the past you should consider claiming Pension Credit, as the rules are more generous.

To claim ring the **Pension Credit** application line on **0800 99 1234** (calls are free).

Jobseeker's Allowance

This is worked out in the same way as Income Support but you are expected to be available for full-time work. You will have to sign a Jobseeker's Agreement outlining what steps you will take to find work, and then sign on every two weeks. There are two types of Jobseeker's Allowance:

- income-based
- contribution-based.

To claim If you are a carer and considering claiming Jobseeker's Allowance, **get advice**.

Social Fund

If you are getting Income Support, Pension Credit or income-based Jobseeker's Allowance, you may be able to get a grant from the Social Fund to pay for things like:

- clothing
- furniture
- bedding.

You can also get other payments from the Social Fund even if you are not getting Income Support, Pension Credit or income-based Jobseeker's Allowance.

To claim get form SF300 or SF500 from your local **Social Security** office.

Child Tax Credit

This is paid by the Inland Revenue to people with children, whether or not you are working. The amount you get depends on your family circumstances and how much money you have coming in.

If you get maximum Child Tax Credit you may also get free school meals.

If you have children and are getting Income Support or income-based Jobseeker's Allowance you will automatically be transferred to Child Tax Credit during 2004/2005.

Working Tax Credit

This is extra money paid by the Inland Revenue for working people. The amount you get depends on the number of hours you work, your weekly income and whether you or your partner are disabled. If you have children you may get help with registered childcare costs. Carers Allowance is counted as income in the calculation of Working Tax Credit.

If you get Working Tax Credit you may also get help with free prescriptions, dental treatment, sight tests, vouchers for glasses and payments from the Social Fund.

To claim Child Tax Credit or Working Tax Credit phone the **Inland Revenue** for a claim form (TC600) on **0845 300 3900** (textphone **0845 300 3909**) or claim online at **www.inlandrevenue.gov.uk**

Housing Benefit

You may be able to get help paying your rent if you have a low income and less than £16,000 savings. It doesn't matter if you are working or not.

However, if you are aged 60 or over and get a Guarantee Credit (see page 43) you may get Housing Benefit even if you have savings over £16,000.

The amount you get depends on your rent, your family circumstances and your weekly income. If your Housing Benefit doesn't cover all your rent you can ask for a Discretionary Housing Payment.

Council Tax Benefit

The rules for claiming Council Tax Benefit are almost the same as for Housing Benefit. You can claim whether you rent or own your home.

To claim Housing Benefit and/or Council Tax Benefit, pick up a form at any of Newham Council's **Local Service Centres** (see page 13) or ring our **Contact Centre** on **020 8430 2000**.

Council Tax Disability Reduction Scheme

Your Council Tax bill may be reduced if there is someone with a substantial and permanent disability living in your household.

Council Tax discounts

If no other adults live in your property you can get a 25% discount on your Council Tax bill. Adults with severe mental health support needs are ignored for Council Tax purposes. If you live with the person you care for you may also get a discount.

Council Tax exemptions

You may be exempt from Council Tax if you have left your home unoccupied and set up your main home elsewhere so you can provide personal care to someone else.

If you think you are entitled to any of the above get advice (see page 39).

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To apply for a discount or reduction contact ring our **Contact Centre** on **020 8430 2000** or any of Newham Council's **Local Service Centres** (see page 13).

If you disagree with a benefit decision...

If you disagree with a benefit decision you can ask for the decision to be looked at again. You must do this within a month of the date on the decision letter or you may lose money.

Although you don't have to, it is often best to ask for the decision in writing and keep a copy of your letter. If you still disagree with the new decision you can appeal within a month of this new decision. Try to get an adviser to help you with this (see page 39).

Circumstances affecting your benefits

Breaks in caring

Your benefits may be affected if the person you are caring for goes into hospital or residential care for more than four weeks. Get advice (see page 39).

If the person you care for dies...

If you are getting Carers Allowance or Income Support because you are caring for someone, and the person you care for dies, you will normally continue to get these benefits for eight weeks following the death.

Charges for Community Care Services

Newham does not currently charge service users for Community Care Services such as personal care, housework or shopping. However service users who receive meals in their homes or use the laundry service pay a small charge for these services. **You should be advised of all charges for services at the point when you are assessed for them.**

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Information and support

Caring can be both a demanding as well as a rewarding experience. Sometimes things are fine, and at other times they can really get us down. It's useful to have sources of support that you can call on in times of need. These sources of support may provide very practical things, or just somebody to talk to.

The services and organisations we list in this section offer **information, advice, support, counselling** and **advocacy**.

Talking and sharing feelings which can be complex and difficult with people who will listen and not judge you can make a difference in helping you to go back to your caring role and continuing to cope with it. Family and friends may not always be the best people to talk to.

For some people a **carers' group** can be that source of support. Meeting people in a similar situation, knowing that you are not the only one who has the feelings you do can be very important for some people. For others talking to someone on a **one-to-one** basis may be more appropriate.

Newham Council funds some private and voluntary groups to provide **support** and **counselling** to carers and those they care for. Other groups are self-financing.

Carers' support groups

There are a number of carers' groups in the Newham area, but they tend to be specialist groups where carers can meet and share their experiences of caring for people who have the same illness or condition. For example, if the person you are caring for suffers from dementia, it may help to meet with other people who care for someone with dementia. Some of the carers' groups are open to carers of a specific ethnic group, for example people caring for Asian elders.

Over the page is a list of carers support groups, current at the time of printing. If you want more information call the Council's **Contact Centre** on **020 8430 2000**. They may be able to help you locate an organisation that can help you.

A list of carers' support groups begins over the page >

African and Caribbean Support Group for Carers (Children with extensive care needs)

Windsor County
Primary School
Manor Way
Beckton
London E6 4NA

☎ **020 8548 8444**

*Meets every first
Wednesday
of the month,
11.30am–1pm*

Alzheimer's Society (Newham) Support Group for Carers

Bonny Downs Church
Flanders Road
London E6

Ellen Higgs

☎ **020 8472 0409** or
020 8475 0018

*Meets third Tuesday of
the month, 7–9pm*

Asian Carers of Asian Elders

Stratford Advice Arcade
107–109 The Grove
Stratford
London E15 1HP

Naheed Anwar

☎ **020 8519 0800**

*Meets third Wednesday of
the month, 11am–1pm*

Cerebral Palsy Network (cpNN)

101 Dongola Road West
(off Balaam Street)
London E13 8RD

Habbib Aziz

☎ **07720 190048**

*Meets third Tuesday of the
month, 1–3pm. Free crèche*

Children with Special Needs – Ruby's Support Group

Cleves School
Arragon Road
London E6

Rubina Azam

☎ **020 8552 0269**

*Meets every second
Tuesday of the month
(except school holidays),
11am–1pm*

Diabetes UK Newham Voluntary Groups

Stratford Advice Arcade
107–109 The Grove
Stratford

London E15 1HP

*First Wednesday of the
month, 7–8.30pm*

Hartley Centre
267 Barking Road
East Ham
London

*Second Thursday of the
month, 1.30–3.30pm*

Clare Mehmet

☎ **07949 183210**

Marilyn Johnson

☎ **07949 183215**

Mr Solanki

☎ **07949 183233**

*As well as the two groups
listed above there is one
specifically for children and
their parents and carers –
phone for details.*

*Attended by those cared
for, as well as carers*

Families at Canning Town For families with disabled children

3rd floor, St Luke's Centre
85 Tarling Road
Canning Town
London E16

Forget-me-not Support Group (Dementia)

Resource Centre
for Older People
200 Chargeable Lane
Plaistow
London E13 8DW

Maureen Howe

☎ **020 8586 6236**

David Allan

☎ **020 7474 4814**

*Meets last Tuesday of
the month, 12–2 pm
Transport can be provided*

Learning Disabilities Relatives Support Group

Railway Tavern
Angel Lane
Stratford
London E15

Mary Watts

☎ **020 8472 4160**

*Meets last Tuesday of the
month, 12–2 pm*

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Little Champions Early intervention special needs group (birth–5 years)

The Well Community
Centre Toy Library
49 Vicarage Lane
East Ham London E6 6DQ

Bernadette Young

☎ 020 8586 6868

*Meets every Wednesday,
1–2.30pm*

*Attended by those cared
for, as well as carers*

Mental Health Carer's Support Groups

The **Shrewsbury Centre
group** meets in the
Passmore Edwards
Building, in the grounds of
the Shrewsbury Centre,
East Ham

*First Tuesday of the month,
7– 8.30pm*

The **Park Centre group**

meets at the Park
Community Centre,
Dormer Close, Stratford
*Third Thursday of the
month, 5.30–7.30pm*

**Contact the Mental
Health Carers' Outreach
and Liaison Worker**

☎ 020 8221 7629

Mobile 07909 897 363

Motor Neurone Disease Support Group

Mrs Fray

☎ 020 8524 3377

National helpline for information

☎ 08457 626262

*Attended by those cared
for, as well as carers*

Multiple Sclerosis Support Group

Field Community Centre
147 Station Road
Forest Gate London E7

Ken Black

☎ 020 8555 5938

*Meets second Wednesday
of the month*

Newham African Caribbean Carers Forum

c/o Stratford
Advice Arcade
107–109 The Grove
Stratford London E15

Jean Crooke

*Meets every second
Tuesday of the month,
11.30am–1.30pm*

*Attended by those cared
for, as well as carers*

Newham Autism Groups

PO Box 37080
London E15 4WW

**Contact the
Chair of Newham
Autism Groups**

Newham Heart Support

West Ham
Supporters Club
Castle Street

(off Green Street)
Plaistow London E13

☎ 020 7363 8422

*Meets every first Thursday
of the month, 5–7pm*

*Attended by those cared
for, as well as carers*

Parkinsons Carers Support Group

Family Housing
Association
Domeney Court
58 St Antony's Road
London E7 9QB

Shirley Barber

☎ 020 8519 0800

*Meets every first Thursday
of the month, 1–3pm*

*Attended by those cared
for, as well as carers*

Sickle Cell Anaemia Support Group

Newham African
Caribbean Centre
Pragel Street
Off Barking Road
Plaistow London E13

☎ 020 8586 6386

*Meets every fourth
Saturday of the month,
10am–12pm*

*Attended by those cared
for, as well as carers*

Upside of Downs (Downs Syndrome)

CDC
85 West Ham Lane
Stratford London E15

☎ 020 8548 9219



Individual counselling

Your GP can give you information on one-to-one counselling. Sometimes **telephone counselling** may be offered as an option.

Most counselling organisations have a **confidentiality policy** which means that anything you discuss remains between you and your counsellor, or within the organisation.

The only time confidentiality should be broken is if you are at risk or in danger, or the person you are caring for is at risk or in danger. A report will then be made to the relevant authority, for example the police or Social Services.

You may want to check the confidentiality policy of any organisation you approach.

Counselling may be offered according to:

- age
- income
- housing situation
- the issue you want to explore, for example bereavement or problems with alcohol and drugs
- a particular illness, for example cancer
- gender
- ethnic group, for example for those where English is their second language.

Local services and organisations

Details of organisations providing **services for carers** follow. Local helplines are included as well as contact details for a range of luncheon and social clubs in the Newham area.

Where disabled access or childcare facilities are mentioned, please contact the group or service of interest to you if you need more details.

Support for parent carers of disabled children

A special section begins on page 62.

ABBA Day Centre

c/o All Saints Parish Church

Saints Drive

Forest Gate

London E7 9NP

☎ **020 8471 5134**

Day care centre catering specially for elders of African Caribbean origin. Offers activities including day trips and keep fit as well as daily lunch (call the number above for lunch price). Elders can also have access to medical care.

Disabled access

Action and Rights of Disabled People in Newham

Community Links

105 Barking Road

Canning Tow

London E16 4HQ

☎ **020 7473 9655**

Minicom 020 7473 9655

Fax 020 7473 6671

Controlled, managed and run by disabled people. Offers general welfare advice and information. unities through access, enabling local people to become actively involved in and comment on access issues.

One-to-one advocacy support and training for volunteer advocates.

Regular consultation meetings take place on a range of topics.

Information resource service covering a wide range of subjects and areas relevant to disabled people, as well as access to the Newham Independent Living Scheme which provides support and information for disabled people.

*Disabled access
Membership is free*

Advent Community Luncheon Club

Stratford Seventh Day

Adventist Church

58 Jansen Road

Stratford

London E15 1TE

☎ **020 8519 5413**

Provides lunches to ethnic minority elders and those in need. Also gives social and welfare advice and provides food parcels for housebound members.

Age Concern Newham

228a Romford Road

Forest Gate

London E7 9HZ

☎ **020 8503 1511**

Fax 020 8503 1771

*10am–3pm,
closed Wednesdays*

Runs centres throughout Newham which provide information and advice on how to obtain access to maximum welfare benefits, health, social services and other relevant services.

Income Maximisation Home Visiting Service

available. Advice sessions are run from five Local Service Centres. Provides leaflets, brochures and fact sheets.

Disabled access

Apna Ghar

Canning Town

Public Library

105 Barking Road

Canning Town

London E16 4HQ

☎ **020 7474 1547**

(24-hour helpline)

Fax 020 7473 6671

Email su-buhi@

hotmail.com

*Monday–Friday,
9.30am–5.30pm*

Free, confidential service for Asian women who are experiencing or have experienced domestic violence. Help with welfare benefits, housing, legal matters, emergency shelter. Leaflets available.

Disabled access



Black and Ethnic Minority Community Care Forum

Office 2–3
St Marks Community Centre
Tollgate Road
Beckton
London E6 5YA
☎ 020 7474 3176
Fax 020 7474 3356
Email enquiries@bemccf.org.uk
Website
www.bemccf.org.uk

*Monday–Friday,
10am–5pm*

The Forum consults and does research work on behalf of Newham Social Services with service users and carers of African, Asian, and Caribbean origin. The Forum also provides advocacy for ethnic minority community groups.

Provides newsletters and leaflets.

*Disabled access
Childcare facilities*

Cancer You Are Not Alone (CYANA)

31 Church Road
Manor Park
London E12 6AD
☎ 020 8533 5366
Helpline 020 8553 5366
Email cyana@aol.com

*Monday–Friday,
8.30am–5pm*

Cancer support group and helpline for anyone affected by cancer, for example patient, relative, carer or friend.

Support for people who speak Asian languages (Punjabi, Hindi, Gujarati, Bengali and Urdu) can be arranged.

Provides leaflets, books, audio tapes and videos on all types of cancers.

Address for counselling:
31 Snowhill Road
Manor Park
London E12 6BE

*Disabled access
Can organise childcare facilities if arranged beforehand*

Carers UK (Newham Branch)

**Contact Colin Watts,
Branch Secretary**
☎ 020 8472 9772
Monday–Friday only
Part of the national pressure group for carers.

Provides social events on behalf of carers in Newham, and can put people in contact with one of three sub-groups (each represented on its management committee) working with: African Caribbean carers, carers of children with special needs, and carers of adults with learning disabilities.

Management committee members also serve on other management boards and working parties, e.g. Newham Carers Network, Learning Disabilities Health Task Group, the Integrated Commissioning Team and in various ways maintain links with diverse groups throughout the borough representing carers across a wide range of ethnic and cultural backgrounds.

New referrals and individual case work are handled by Newham Carers Network **☎ 020 8519 0800** who work in close conjunction with Carers UK head office.

Cerebral Palsy Network Newham

c/o Habib Aziz
41 Churston Avenue
London E13 0RJ

☎ **07720 190048**

Email cpn-newham@hotmail.com

Support group run by parents. Meets the third Tuesday of the month at 101 Dongola Road West (off Balaam Street), E13 8RD to socialise and share experiences.

Free crèche provided

Diabetes UK Newham Voluntary Group

☎ **07949 183210**

☎ **07949 183233**

☎ **07949 183215**

Support group run by and for people with diabetes, their carers and family living or working in Newham. Holds an afternoon and an evening group per month.

Supplies information via the post and has a telephone information line. Holds a collection of materials in different languages for those for whom English is not a first language. Makes home and hospital visits to elderly and housebound people and can work with people on

a one-to-one basis (where they have learning difficulties, hearing impairments, etc).

Can provide information stands at functions, conferences and community halls on request. Do not give medical advice but can help people with diabetes and their carers navigate the maze of services and get the best out of consultations and doctors visits.

Docklands Drop-in Group

14 East Ham Manor Way
Beckton
London E6 5NG

☎ **020 8470 1873**

Wednesday, 12.30–2.30

Aims to lessen the isolation of disabled people by providing a drop-in for families and friends. Social outings on some Wednesdays. Provides transport.

Provides information leaflets.

*Disabled access
Transport free, refreshments 50p per week, charges for outings*

The Home Support Service, Newham Social Services

46 Clova Road
Forest Gate
London E7 9AH
Newham Council's Contact Centre
☎ **020 8430 2000**

**Textphone
020 8430 2412**

Provides assistance with personal care such as washing and dressing, and with domestic tasks, such as housework and shopping – after an assessment by a social worker.

Drug and Alcohol Service for London (DASL) – formerly Alcohol East

Capital House
134–138 Romford Road
Stratford
London E15 4LD

☎ **020 8257 3068**

Fax 020 8257 3066

Email services@dasl.org.uk

Website www.dasl.org.uk

*Monday–Friday,
9am–6pm*

Services include counselling, structured day programmes (alcohol and drugs), community detox or reduction



(alcohol), domestic violence project, education and training, along with other more specific projects (peer education, young people, lesbian and gay services).

Counselling appointments are available during the day, the evening and on Saturday mornings at various venues.

*Disabled access at Capital House
May be able to refund childcare costs for those attending
Most services are free*

East London African Caribbean Counselling Service (ELACCS)

Stratford Advice Arcade
107–109 The Grove
Stratford

London E15 1HP

☎ **020 8221 1233**

Fax 020 8221 1233

*Tuesday–Friday,
10.30–3.30*

Provides a service for people of African or Caribbean decent including mixed races with mental health support needs. Leaflets available. Also provides a counselling service.

East London Black Women's Organisation (ELBWO)

Church Hall
Clinton Road
Forest Gate
London E7 OHD

☎ **020 8534 7545**

Fax 020 8534 9018

Email office@elbwo

fsbusiness.co.uk

Website www.elbwo.org

*Monday–Friday,
9am–6pm*

A family community centre that provides family support via workshops, counselling, discussion and support groups, education, information, telephone support and home visits, the centre also provides domestic violence support.

*Disabled access
Childcare facilities*

Eastwards Trust

418 Green Street
Upton Park
London E13 9JN

☎ **020 8427 7100**

Fax 020 8470 6407

**Email ewt@eastwards
trust.co.uk**

*Monday–Friday,
9am–5pm*

Provides services mainly to Asian elders, including social activities, home

visits and befriending services, luncheon club, health promotion clinics, fitness classes, home care service, volunteering opportunities. Transport can be provided.

*Disabled access
Charges for some services*

EKTA Project

Froud Community Centre
1 Toronto Avenue
Manor Park
London E12 5JF

☎ **020 8514 5221**

Fax 020 8514 5212

**Email ekta_info@
yahoo.com**

Care group services for Asian elderly people. Health and benefits information, link working, befriending and home visits for members.

Provides leaflets.

Disabled access

Family Adviser Service

Room 210
Queensway House
275–285 High Street
Stratford

London E15 2TF

☎ **020 8522 0535**

Fax 020 8522 0535

**Email michael.james@
mencap.org.uk**

Run by MENCAP. Provides support, advice and information to people

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with learning difficulties aged 14–18 years, their carers, relatives, and families. Also provides leaflets and information on benefits and disability-related issues to all age groups.

Disabled access

Gujarat Welfare Association (GWA)

141 Plashet Road
Upton Park
London E13 0RA

☎ **020 8552 0525**

Fax 020 8552 5125

*Monday–Friday,
10am–5pm*

A day centre for Asian elders. This service offers access to a range of community facilities, cultural activities and information including benefit advice.

Partial disabled access

The Harmony Project

30 Avenons Road
Plaistow
London E13 8HT

☎ **020 7511 2800**

Fax 020 7511 2805

A mental health project for black and ethnic minority communities in Newham.

Helping Hands

42 Balaam Street
Plaistow

London E13 80A

☎ **020 7474 1122**

A neighbourhood scheme encouraging volunteers to help neighbours in need with practical jobs and befriending. The scheme aims to promote care and community support.

Open to all, there are occasional groups for relaxation and conversation.

Hibiscus Caribbean Elderly Group

The Chatsworth Centre
Buckingham Road
Stratford

London E15 1SP

☎ **020 8519 6159**

Fax 020 8522 1115

Email hibiscus@ukonline.co.uk

*Monday–Friday,
10am–4pm (see below
for special events)*

Provides a day service for Caribbean elders. Aims to reduce loneliness and isolation among members. Wide range of community services and culturally appropriate activities. Offers information, advice, leaflets and advocacy.

Additional services include a Stroke Survivors Support Group every Friday.

Health visitor every fourth Wednesday in the month. Optical six-monthly visit. Library service. Luncheon club every Tuesday and Thursday. Reminiscence and tai chi group every Tuesday. Art and craft every Thursday. Quadrille dance group on Wednesdays.

*Disabled access
Attendance is free,
but meals cost £3*

Home-Start Newham

2a Hartley Avenue
East Ham
London E6 1NT

☎ **020 8470 2600**

Fax 020 8470 3123

*Monday–Friday,
9am–5pm*

Trains volunteers so they can transfer their parenting skills or childcare experience into valuable support for vulnerable families, who find it difficult to cope for a variety of reasons. Volunteers provide regular support, friendship, practical help, and any information families might find helpful to prevent family crisis and breakdown. Also provides family group support for



registered families, facilitated by a coordinator and crèche workers enabling parents to support each other, and an opportunity for their children to interact and socialise with other children.

Attending the family group costs 50p, the minibus is 50p, and the volunteer befriending service is free

Independent Newham Users Forum (INUF)

Ithaca House
27 Romford Road
Stratford
London E15 4LJ

☎ 020 8534 2488

Fax 020 8522 1323

Website

www.inuf.freereserve.co.uk

This is an organisation run for and by people with mental health support needs. Offers advice and support covering numerous areas of service provision.

Disabled access

The Laundry Service, Newham Social Services

46 Clova Road
Forest Gate
London E7 9AH

Newham Council's Contact Centre

☎ 020 8430 2000

Textphone

020 8430 2412

Newham Social Services has a contract with a local company to provide a service for people who are unable to do their own laundry. Laundry is collected from your home, washed, dried, folded and returned later in the day.

There is a charge for this service

LEAN (London East AIDS Network)

35 Romford Road
London E15 4LY

☎ 020 8522 6113

Fax 020 8519 6229

Monday, Tuesday, Wednesday and Friday, 10am–4pm

LEAN provides free and independent advice and support services for people affected by HIV in East London. Advice on welfare benefits, housing, money matters, asylum support and community care.

Support services offer one-to-one and group support for targeted communities affected by HIV. Volunteer services include home support and DIY services.

Disabled access

Libraries in Newham

See page 85

Liveline

Boundary House
776 Barking Road
Plaitstow
London E13 9PL

☎ 020 8552 5658

Confidential telephone counselling service for children and young people under 21 years who are experiencing stress or difficulties. Has a database of organisations, facilities, and services available for young people in Newham.

The London Tamil Sangam

369 High Street North
Manor Park
London E12 6PG

☎ 020 8471 7672

Fax 020 8470 1013

Email londontamil.sangam@hotmail.com

Website www.london.tamilsangam.co.uk

Monday–Friday, 10am–5pm

Runs a lunch club for Tamil elders where they can meet and socialise. Also offers job-oriented training. Aims to help eliminate social exclusion, develop reading habits in young children,

develop Tamil culture and language and many more activities.

Disabled access

Meals in the Home, Newham Social Services

46 Clova Road
Forest Gate
London E7 9AH
Newham Council's Contact Centre
☎ 020 8430 2000

Textphone
020 8430 2412

Newham Social Services has a contract with a local company to provide a range of meals for people who are unable to prepare their own meals. Meals can be delivered hot to your home each day, or a selection of meals can be delivered frozen once a fortnight. Meals are provided in different sizes and to match individual dietary or cultural needs.

There is a charge for this service

Mental Health Carers Outreach and Liaison Worker

Warton House
150 High Street
Stratford
London E15 2NE
☎ 020 8221 7629
Mobile 07909 897363

If you are caring for someone between the ages of 18 and 65 with a mental health problem, then you can access services provided by the carers worker. Practical and emotional support, information and advocacy.

National Probation Service Victims of Domestic Violence Unit

1b Farnan Avenue
Walthamstow
London E17 4TT
☎ 020 8531 3311

Fax 020 8531 1319
Website www.probation-london.org.uk

Monday–Friday, 9am–5pm

Keeps in touch with the victims of crime who have suffered a serious sexual or violent offence and where the offender has been sentenced to imprisonment for four years or more.

Newham Action against Domestic Violence

St Marks Community Centre
Tollgate Road
London E6 5YA
☎ 020 7473 3047
Fax 020 7511 5520

Email naadv@aol.com

Website
www.naadv.org.uk

Monday–Friday, 10am–5pm

Free and confidential service to all victims of domestic violence. Also seeks to raise awareness of the issues through training about the experience of domestic violence and its effects on women, to challenge negative attitudes and promote changes in public understanding.

Offers the **ABAN project** whereby outreach officers go to local schools and take new referrals and advise new clients. Also runs the **NAADV child support project**, offering a support group, drama group, art therapy, advice, information and counselling.

The **Chrysalis project** is for young people who have aggression issues.

*Childcare facilities
Free services, but
donations welcome*

Newham Advocacy Project (NAP)

Room 210, Queensway House

275–285 High Street Stratford

London E15 2TF

☎ 020 8221 1123

Email laura.gibbons@mencap.org.uk

NAP provides independent advocacy to people with learning disabilities aged 14 and over. Prioritises people with profound and multiple learning disabilities and people in crisis. Funded by Mencap and staffed by three advocates and a part-time volunteer coordinator.

Newham Asian Women's Project

661 Barking Road Plaistow

London E13 9EX

☎ 020 8472 0528

Fax 020 8503 5673

Email info@nawp.org

Website www.nawp.org

Monday, Tuesday and Thursday, 9.30am–5.30pm

Wednesday 9.30am–5pm

appointment only,

5pm–7pm drop-in

advice surgery only

Friday, 9.30am–5pm

Advice on issues of domestic violence, benefits, housing and legal advice, counselling,

the Zindaagi project on self-harm, and a young women's support group.

Newham Association of Disabled People (NAD)

Durning Hall

Earlham Grove

Forest Gate

London E7 9AB

☎ 020 8519 8595

Fax 020 8519 8595

Advocacy for disabled people to help them get access to statutory and independent services and get finance advice from national charities on behalf of individuals.

Disabled access

Newham Carers Network

Stratford Advice Arcade

107–109 The Grove

Stratford

London E15 1HP

☎ 020 8519 0800

Fax 020 8522 0477

Email info@newhamcarers.org.uk

Information, advice and support to informal carers. Runs a casework service with a staffed telephone line and answerphone.

Hindi, Urdu, Punjabi, Gujarati and Bengali languages are spoken.

Interpreters can be booked in advance. Information available about local carers' support groups.

Operates a **Young Carers project**, offering outings, activities and other support to young carers. Call **020 8522 1555**.

Working jointly with the Primary Care Trust, helps run the **Newham Carers Health project**, which works with local GPs to help carers get better access to primary healthcare services. Call **020 8555 1828** for more information.

Their **casework service phone line** is staffed

Monday 10am–12 noon

and 2am–4pm, Tuesday

2am–4pm, Thursday

10am–12 noon

and Friday 2am–4pm.

An answerphone operates outside these hours, but we always try to get back to carers as soon as possible.

Information, booklets and leaflets about services and support for carers. A video for Newham carers has recently been produced.

Disabled access

A small charge may be made for trips and outings

Newham Chinese Association

24 Boundary Road
Plaistow
London E13 9PR
☎ 020 8471 8007
Email newham2002@hotmail.com

*Monday–Friday,
9.30am–5.30pm*
Elderly luncheon club every Wednesday and Friday. Women’s group alternate Tuesdays. Organises cultural events for festive celebrations like Dragon Boat Festival, Mid Autumn Festival and Chinese New Year. English language taster courses every Thursday and Friday morning. Quarterly newsletter.

*Disabled access
Yearly membership fee of £4.50*

Newham Community Safety Unit (CSU)

Plaistow Police Station
444 Barking Road
Plaistow
London E13 AHJ
☎ 020 7275 6889

Responsible for the investigation of hate crimes. This includes racist crime, domestic violence, homophobic crime and hate mail. The unit is staffed by both male and female officers who are

specially trained to deal with these crimes. It is also responsible for maintaining the register of missing persons. The unit is committed to working in partnership with both the statutory and voluntary organisations in the borough to improve the quality of life for the residents.

Newham Crossroads Caring for the Carer Scheme

Durning Hall
Forest Gate
London E7 9AB
☎ 020 8555 8912

Fax 020 8555 8912
Email newhamcrossroads@tiscali.co.uk

Trained care support workers give carers a break by providing personal support to the person cared for in their own home. Services available 24 hours a day, every day of the year.

*Services free, but donations welcome
Referrals must be made via Social Services*

Newham Deaf Children's Society

West Ham Deaf
Community Centre
East Road, off Portway
Stratford
London E15 3QR
☎ 020 8552 1397
Fax 020 8586 7555
Helpline 020 8552 8734 (text)

Saturday, 11am–4pm
Provides fun activities and support for deaf children.

Newham Domestic Violence Forum

1 High Street South
East Ham
London E6
020 8430 2000
Fax 020 8430 3152

Website
www.newhamdvf.org

*Monday–Thursday,
9am–5.15pm*
Friday, 9am–5pm
Central source of information for people experiencing domestic violence. Website has a directory of information for women who are experiencing or fleeing domestic violence. Leaflets available.



Newham Sickle Cell & Thalassaemia Centre

Plaistow Hospital
Samson Street
London E13 9EH

☎ **020 8586
6262/6386/6291**

Fax 020 8586 6396

**Email [abdul.malik@
newhampct.nhs.uk](mailto:abdul.malik@newhampct.nhs.uk)**

Monday–Friday, 9am–5pm

Provides an open door policy for all patients, families and carers of Sickle Cell and Thalassaemia sufferers.

One-to-one advice and counselling sessions every day, drop-in sessions and a bi-monthly self-help group for families and carers that meets Thursdays/Saturdays.

Staffed by three specialist nurse counsellors, a social worker and a part-time family support worker.

Newham Social Services Out-of-Hours Service

**Newham Council
Emergency Services**

☎ **020 8552 9587**

24 hours a day

Monday–Sunday

including public holidays

Deals with all Newham Social Services and

Newham Council queries outside office hours.

Newham Supported Living Scheme

☎ **020 8532 3700**

Monday–Friday,

9am–5pm

This scheme is run by Look Ahead Housing Association on behalf of Newham Social Services.

It provides a place to live, primarily for people with learning difficulties. Also provides an outreach support service for people living in Newham.

Also provides 24-hour support for people with learning disabilities.

Provides brochures and information leaflets.

*The properties are disabled accessible
Charges subject to assessment*

Newham Talking Newspaper

☎ **020 8534 7849**

Helpline 020 8555 6674

Open Wednesdays only

Provides an audio tape service of local news for registered visually impaired people in Newham.

Tapes are recorded on Wednesday evening and posted on Thursday.

Free service

Newham Voluntary Association for the Blind

2 London Road

Plaistow

London E13 9PS

☎ **020 8548 1977**

*Monday and Thursday,
10am–5pm*

Coordinates contacts and services for blind people. Contact is Jordan Hale.

North East London Advocacy (NELA)

Unit 40–42, Alpha

Business Centre

South Grove

Walthamstow

London E17 7NX

☎ **020 8970 5731**

Fax 020 8521 6167

An independent organisation providing advocacy services for elders, with significant mental health support needs as a first priority. A self-advocacy group service is also offered.

Elders are assisted to put forward their views on statutory services that they should be receiving, to make informed choices, and to make complaints about services.

Older Carers Social Worker, Learning Disability Team, Newham Social Services

Aydin Mehmet
☎ 020 8430 5696

A specific social worker post within the team providing support, assessments and future planning for adults with learning disabilities and their older carers.

Powerhouse

St Luke's
Community Centre
85 Tarling Road
Canning Town
London E16 1HN
☎ 020 7366 6336

Fax 020 7366 6337

Email info@thepowerhouse.org.uk

Website www.thepowerhouse.org.uk

Monday–Friday,
9.30am–5pm

Opportunities for women only with learning difficulties to develop friendships, meet in the evening and socialise. All services are member led. Group advocacy is also offered. Leaflets available.

Disabled access

SubCo Elders Day Centre

49 Plashet Road
Upton Park
London E13 0QA
☎ 020 8548 0070
Fax 020 8472 8527

Website
www.subco.org.uk

Monday to Friday,
9.30–4.30

SubCo provides a range of services to frail Asian elders and their carers including day care, luncheon clubs, advocacy, dementia support group and stroke support group as well as leisure and health activities. Services provided are culturally and linguistically appropriate.

Other services include a **luncheon club** service for residents of Newham over the age of 55. This service has been running for over ten years. The service is provided Monday to Friday between 12.30 and 1pm.

Vegetarian meals cooked in two styles, Punjabi and Gujarati, on alternate days.
Gugarati meals Mondays, Tuesdays and Sundays.
Punjabi meals Wednesdays, Thursdays, Fridays and Saturdays.

A **take away** service is also available to elders and carers who have difficulty cooking meals for themselves or their partners. A **home delivery** service is provided 7 days a week, 365 days a year. Meals delivered between 11.45am and 1.45pm.

Disabled access
Cost of meals for those who meet Social Services criteria is £2.20 including delivery. Cost is £2.60 when ordered directly from SubCo (includes delivery). Costs may vary subject to status

Tulip Mental Health Group

Berkeley Business Centre
City Gate House
246–250 Romford Road
Forest Gate
London E7 9HZ
☎ 020 8221 4675

Fax 020 8221 4614

Email info@tulip.org.uk

Website
www.tulip.org.uk

Tulip aims is to provide mental health support to reduce isolation and re-admission to hospital. Tulip runs a black and ethnic minority service for Asian and African Caribbean people as well as an evening, weekend

and bank holiday (out-of-hours) service for all ethnic groups, including white British residents in Newham. Leaflet available.

*Disabled access
Meals cost £1.50*

West Ham Deaf Community Centre

Royal Association
of Deaf People
East Road
Off Portway
London E15 3QR

☎ **020 85521397**

Textphone

020 8552 8734

Fax 020 8586 7555

**Email west.ham@
royaldeaf.org.uk**

Services include:

- **deaf social club**
- **sign club** – relaxed social evening for anyone (deaf, hearing, complete beginners, BSL students and teachers, adults and children) to practise BSL
- **Deaf Children's Society support group** for families with deaf children – organises social events and outings

- **lunch club** third Wednesday of the month, 11am–3pm
- **youth club** for 11–18 year olds, fourth Friday of the month, 4–6pm.

Support for parent carers of disabled children

This section lists organisations which provide support for parent carers of disabled children and services for children with disabilities.

Carers UK (Newham Branch)

A voluntary service providing support to (unpaid) carers in the form of newsletters, social events and outings. Carers UK works with the carers of adults or children who have learning disabilities.

This organisation, although part of a national pressure group for carers, itself only provides social events on behalf of carers in Newham.

See page 52 for contact details

5

Child & Family Consultation Team

York House
411 Barking Road
London E13 8AL
☎ 020 7445 7800

A multi-disciplinary service in which the East London & The City Mental Health NHS Trust takes the lead. The team provides treatment and assessment services to children and young people experiencing emotional and behavioural difficulties in Newham. It consists of a multi-disciplinary staff team from health, education and Social Services.

Diana Community Children's Service

West Ham Lane Health Centre
84 West Ham Lane
Stratford
London E15 4PT
☎ 020 8250 7355

Fax 020 8250 7347

Offers professional care, practical help and emotional support to children and young people who have a life-limiting condition, and to their families and carers. Services available include

nursing care, play and support, a social work service and a clinical psychology service.

Support is offered if the child or young person:

- has a life-limiting condition
- lives in Newham
- is aged between 0 and 18
- is cared for mainly within the home
- is within the palliative stage of their condition.

Epilepsy Nursing Service for Children and Young People

West Ham Lane
Health Centre
84 West Ham Lane
Stratford
London E15 4PT
☎ 020 8250 7355

The epilepsy nursing service (part of Newham PCT) supports parents and children to help them gain confidence with epilepsy so they can live a full and enjoyable life. They will work with you in your home, school or at your clinic, alongside your doctor and other professionals.

Family Adviser Service

Run by MENCAP, this service provides support, advice and information to people with learning difficulties aged 14–18 years, their carers, relatives, and families.

Also provides information on benefits and disability-related issues to all age groups.

Leaflets available.

See page 54 for contact details

Home-Start Newham

Provides regular support, friendship, practical help, and information to young families under stress, helping to prevent family crisis and breakdown. Home Start also provides family group support for registered families. Crèche workers are present enabling parents to support each other and an opportunity for their children to socialise.

See page 55 for contact details

Learning Support Services

New Tunmarsh Centre
Tunmarsh Lane
Plaistow
London E13 9NB

☎ 020 8430 4801

The Learning Support Services based at the New Tunmarsh Centre are:

- the **Learning Support Development and Advisory Team (LSDAT)**
- the **Autistic Spectrum Disorder Team (ASDAT)**.

The **LSDAT** and **ASDAT** support schools in their work to meet the needs of young people with:

- severe or profound and complex learning difficulties
- specific learning difficulties or dyslexia
- physical or medical difficulties
- Autistic Spectrum Disorders (ASDs).

These teams also provide a drop-in service, a library and a resource loan service.

Young people are generally referred by schools across Newham, cluster groups and via the Exceptional Resource Panel

The following teams are all **based at the New Tunmarsh Centre** and provide specialist training at the Centre and in schools:

The Early Years Development and Advisory Team (EYDAT)

The EYDAT consists of teachers and nursery nurses who work in a variety of settings with young children who have disabilities or Special Educational Needs. The team directly supports children through home visits. They provide advice to nurseries and child care placements. The role of the team also includes attending Child Development Centre reviews, providing evidence for ERP and SNAP, attending case conferences and various early years forums.

The team offers training in early years practice with specialist expertise for a range of learning needs. The aim of the team is to facilitate the inclusion of children into their local mainstream schools and support parents and carers in this process.

The team also offers groups for parents and pre-school children at the New Tunmarsh Centre. These are **Poppies** (Professional Operating with Parents to Provide Intervention and Early-years Support) and **Snakes and Ladders** for families of children with complex communication disorders or Autistic Spectrum Disorders.

Newham Service for the Visually Impaired

Provides educational support for visually impaired children, their families and schools in both mainstream and specialist schools. Aims to enable full access to the National Curriculum through early intervention, ongoing support and the allocation of appropriate resources.

Operates a resource library and adaptation service, available to schools, parents and other professionals, and a weekly information and advice shop at the resource centre.

Parent liaison is an important area of the

service's work. It hosts a parent group and works in partnership with parents to provide information, advice and support to children and their families.

The service has the specialist equipment needed to produce large print, Braille and tactile diagrams. Many of its resources are available on loan.

Service for Deaf and Partially Hearing Children

The Service for Deaf and Partially Hearing Children offers a bilingual British Sign Language (BSL) and English, or an English auditory and oral education to children via qualified teachers. This often starts within the first year of life and continues through the school years and beyond. The Service offers BSL to pre-school children and their families in their homes.

Language and Communication Support Service (LCSS)

Provides support from speech and language therapists and an advisory teacher for pupils with severe and specific speech, language and

communication difficulties, in both mainstream primary and secondary schools.

The LCSS is intended to complement the speech and language therapy service provided by Newham Primary Care Trust (PCT) by offering a higher level of input to certain pupils who would benefit. Pupils receive speech and language therapy support from either the Health Trust or the LCSS according to recommendation.

Liveline

Confidential telephone counselling service for children and young people under 21 who are experiencing stress or difficulties. Has a database of organisations, facilities, and services available for young people in Newham.

See page 56 for contact details

Moving On Together

140 Balaam Street
London E13

☎ **020 8552 1364**

Alison Orphan

Email rlp-2004@hotmail.com

An innovative family support model for families with disabled children offering a menu of training courses:

- **Moving On** is a ten-week parenting course for parents with disabled children
- **Moving On To** is a follow-on course
- **Shaping The Future** takes things a stage further.

It is also developing a Family Support project to work with individual families.

Newham Carers Network

Stratford Advice Arcade
107–109 The Grove
Stratford
London E15 1HP

☎ **0208 519 0800**

Fax 0208 522 0477

Email info@newhamcarers.org.uk

Provides information, advice and support to informal carers in Newham.

See page 58 for further details



Newham Child Development Centre (CDC)

West Ham Lane
Health Centre
84 West Ham Lane
Stratford
London E15 4PT

☎ **020 8250 7314**

Newham Child Development Centre (CDC) is a place where children who have developmental difficulties can be seen and assessed by professionals from different teams and agencies.

Depending on the child's needs, he/she may be seen by any of the following professionals during the multi-disciplinary assessment:

- paediatrician
- specialist health visitor
- physiotherapist
- occupational therapist
- speech and language therapist
- early years development advisory teachers
- educational psychologist.

The CDC has a resource room for parents, carers, students, professionals disabled children and young people to use.

CDC is also involved with Mencap and SPINN in running **talks for parents**. Contact **Mark Leach**, Development Manager, on **020 8250 7348** for more information.

Newham Children's Fund

First Floor, Broadway House
322 High Street
Stratford
London E15 1AJ

☎ **0800 015 2443**

Beverley Hendricks, Programme Manager

The Children's Fund is part of the government's plan to eradicate the effects of poverty and disadvantage for children and young people. Specifically targeting 5–13 year olds experiencing serious problems, it promotes new preventative services that work creatively to ensure the needs of children do not escalate into crisis.

In Newham the Fund prioritises children who:

- are at risk of anti-social behaviour and young offending (this includes children who have been victims)

- have a disability
- have witnessed domestic violence
- are at risk of social exclusion in school
- have mental health support needs
- are part of a homeless/transient/refugee family.

Newham Children's Fund is managed by a Partnership Board with representation from all the key voluntary, faith and statutory agencies. The Partnership Board is supported by Kidz Krew, an advisory body of 18 children and an active Parents/Carers Support Group.

Contact them for further details or a full service directory.

Newham Children's Information Service (CIS)

Monday–Friday, 9am–5pm

Freephone enquiry line

☎ **0800 074 1017**

Email cis@

newham.gov.uk

Based within the Council's Early Years and Childcare Service in the Education and Lifelong Learning Department, Newham CIS provides the following services for parents/carers,

organisations and employers in Newham:

- A freephone enquiry line operating Monday–Friday, 9am–5pm (answerphone at other times)
- A database of early years education and childcare provision and facilities within the borough
- Information on selecting Newham nursery, primary and secondary schools
- Information and guidance for those wishing to work in childcare or set up early years provision in Newham
- An outreach programme of information stands and surgeries at local events and venues.

Newham CIS can also provide information and contact details for Newham's eight **Early Start programmes**, which provide services tailored to local needs.

The new Early Start programmes are designed to expand early years services across the borough, making sure families have somewhere close by to get inform-

ation on a range of services. An important part of this strategy is your involvement in developing ideas and setting up services.

By March 2006 the intention is to have at least one Children Centre in every Early Start area. In addition to offering a range of information services, the following services will also be offered by these centres:

- family support
- child and family health services
- jobs, information and training
- early education and integrated day care, over a 24-hour period.

Newham Crossroads Caring for the Carer Scheme

Trained care support workers give carers a break by providing personal support to the person cared for in their own home. Services available 24 hours a day, every day of the year.

The **Older Carers Project** supports carers over the age of 65 by giving them a break.

See page 59 for contact details

Newham Database for Disabled Children and Young People

Information and Participation Worker
ICT Department
Plaistow Hospital
Samson Street
London E13 9EH

☎ **020 8586 6471**

Newham Social Services and Newham Primary Care Trust have set up a database for disabled children and young people. The aim is to provide a detailed picture of the needs of disabled children and young people in Newham.

Newham Physiotherapy Service for Children, Newham PCT

West Ham Lane
Health Centre
84 West Ham Lane
Stratford
London E15 4PT

☎ **020 8250 7365**

(24-hour answerphone)

A team of community children's physiotherapists from Newham PCT who work together with Newham Council, families, carers teachers and other health professionals to



support children under 16 with a wide variety of physical difficulties. For example those who have:

- trouble with walking or movement
- weakness
- tight muscles
- difficulty in keeping balance.

Written referral is needed for children under 16 from parents, teachers, carers or other health professionals

Occupational Therapy for Children, Newham PCT

West Ham Lane
Health Centre
84 West Ham Lane
Stratford
London E15 4PT

☎ **020 8250 7339**

Fax 020 8250 7360

Provides a client-centred service for children with physical, perceptual, and learning difficulties. The service is available to children from the ages of 0 to 16, subject to assessment. The aim is to overcome obstacles which may interfere with children's ability to function within their environments at home, at school or within community facilities.

Interventions may include:

- individual or group treatment blocks
- school and home programmes
- adaptive equipment (seating, toileting, bathing, feeding)
- hand splinting.

Referrals are accepted from parents, carers, teachers and health professionals

SPINN (Supporting Parents Inclusion Network Newham)

Newham Parents Centre
743–747 Barking Road
Plaistow

London E13 9ER

☎ **020 8470 9703**

Fax 020 8472 7340

Email spinn858@msn.com

Offers practical advice, information and personal support to parents with children who have special educational needs or learning disabilities and children who are excluded or being bullied.

Youth Information Service

51 The Broadway
Stratford
London E15 4BQ

☎ **020 8221 0802**

Fax 020 8227 1001

Advice and counselling work around housing, benefits, debt and sexual health for young people aged 11 to 25 years.

National helplines

A number of organisations have helplines offering support to people in crisis and practical advice.

ADFAM

☎ 020 7928 8900

*Monday–Friday,
10am–5pm*

A national charity for the families and friends of drug users providing a national helpline for the families and friends of drug users.

Alzheimer's Society

☎ 0845 300 0336

www.alzheimers.org.uk

*Monday–Friday,
8.30am–6.30pm*

National helpline offering advice and support for carers and people with dementia. Over 200 branches nationwide. They can refer you to your nearest branch.

Arthritis Care

☎ 0808 800 4050

12 noon–4pm

☎ 020 7380 6555

*Monday–Friday,
10am–4pm*

Autism London

☎ 020 7359 6070

The British Diabetes Association

☎ 020 7424 1030

*Monday–Friday,
9am–5pm*

British Heart Foundation

☎ 0845 070 8070

www.bhf.org.uk

*Monday–Friday,
9am–5pm*

Confidential information on issues relating to heart disease.

Careline

☎ 020 8514 1177

Confidential counselling for young people and adults.

Carers UK

☎ 0808 808 7777

(local rate calls)

www.carersonline.org.uk

*Monday–Friday, 10am–
12 noon and 2pm–4pm*

Offers practical and emotional support for carers who have caring responsibilities. They have information on anything from benefits to continence care or they will be a listening ear for any carer requiring emotional support.

Cerebral Palsy

☎ 0808 800 3333

(calls are free)

*Monday–Friday,
9am–9pm
Saturday and Sunday,
2pm–6pm*

Child Line

☎ 0800 1111

(calls are free)

*24-hour national helpline
for children.*

Contact a Family

☎ 0808 808 3555

(calls are free)

For families with disabled children.

Help the Aged SeniorLine

☎ 0808 800 6565

(calls are free)

*Monday–Friday,
9am–4pm*

Mind

☎ 0845 766 0163

Mind infoline
PO Box 277
Manchester M60 3XN
**Email info@mind.org.uk
www.mind.org.uk**

Provides information on all aspects of mental health.

Multiple Sclerosis Society

☎ 0808 800 8000

www.multiple-sclerosis.org.uk

National AIDS Helpline

☎ 0800 567123

24-hour information, advice and referral service.

National Autistic Society

☎ 0870 600 8585

www.nas.org

Helpline for parents and carers or for people with autism or Asperger syndrome.

National Bureau for Students with Disabilities (Skill)

☎ 0800 328 5050

www.skill.org.uk

Monday–Thursday,
1.30pm–4.30pm

National Osteoporosis Society

☎ 01761 472 721

Monday, 10am–5pm
Tuesday–Friday,
9.30am–5pm

National Society for Epilepsy

☎ 01494 601 400

www.epilepsyse.org.uk

Monday–Friday,
10am–4pm

National Society for the Prevention of Cruelty to Children (NSPCC)

☎ 0808 800 5000

Relatives & Residents Association

☎ 020 7359 8136

Monday–Friday,
10am–12.30pm and
1.30pm–5pm

Provides support and information to families, friends and elderly residents about issues affecting care in care homes.

Royal National Institute for the Blind (RNIB)

☎ 0845 766 9999

www.rnib.org.uk

Offers over 72 different services to help people living with sight loss.

Royal National Institute for the Deaf (RNID)

☎ 020 8808 0123

(calls are free)

Textphone 0808 808
9000 (mincom)

Fax 0800 7296 8199

www.rnid.org.uk

Offers services to help people living with hearing loss.

Samaritans

☎ 0845 7909090

24-hour national helpline for anyone experiencing emotional distress.

Scope

☎ 020 8800 3333

www.scope.org.uk

Disability organisation for people with cerebral palsy.

Sense

☎ 020 8541 1147

☎ 020 7272 6012

(minicom)

☎ 020 7272 9648

(textphone)

The UK's leading organisation for people who are deafblind or have associated disabilities.

Terrence Higgins Trust

☎ 0845 122 1200

www.tht.org.uk

Support and advice for people whose lives are affected by HIV/AIDS.

Useful Newham websites

Newham Children's Fund

www.newhamchildrensfund.org.uk

Newham Community Information Directory

[www.newham.gov.uk/
cindi](http://www.newham.gov.uk/cindi)

Newham Council

www.newham.gov.uk

Newham University Hospital NHS Trust

[www.newham-health
care.org](http://www.newham-healthcare.org)

Newham IHOLAC (Improving the Health of Looked After Children)

www.infotv.co.uk

[www.newham
infotv.co.uk](http://www.newhaminfotv.co.uk)

Both sites available from
January 2004

Newham PCT

www.newhampct.nhs.uk

Newham Voluntary Sector Consortium (NVSC)

www.nvsc.org.uk

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**Out and
about in
Newham**

Travel, transport and mobility

This section provides information on travel in Newham and beyond for people who have a disability.

London Travel Information

☎ **020 7222 1234**

London Transport has some mobility buses which are wheelchair accessible. For further information on this, or any other queries about tube, bus, rail or boat in London, call them.

Motability Scheme

This scheme can assist disabled people and the parents of disabled children to buy, or hire an adapted car or electric wheelchair. You or your child must receive the mobility component of Disability Living Allowance (DLA) at the higher rate.

People claiming the War Pensioners' Mobility supplement can also apply.

- To **hire**, the claimant must receive a life or fixed term award that has at least three years to run.
- To **buy a used car** the claimant must receive a life or fixed term award with at least two years to run.
- To **buy a new car** the claimant must receive a life or fixed term award with at least four years to run.

Newham Community Transport (NCT)

Newham Community Transport
Hallsville Road
Canning Town
London E16 1EE

☎ **020 7473 4635**

Fax 020 7511 8195

Email newham@care4free.net

Office hours

Monday–Friday,

9am–5pm

Service available 24 hours a day, 7 days a week

Newham Community Transport provides a passenger transport service to local not-for-profit community groups.

Vehicles are permitted to travel anywhere in the UK. Also provides minibus driver training.

Accessibility Buildings have disability access and toilet facilities. Most vehicles are equipped to carry disabled passengers.

Charges depend on length of booking and distance

Door2Door Transport

Application forms from the Association of London Government

☎ **020 7747 4851**

Help with filling in the form or translation available

This transport scheme is for people who cannot use the public transport system because of a disability or illness.

Members are entitled to 40 local **Dial-a-ride** trips and six standard **Taxicard** trips in black cabs per month. They phone one number to be allocated a vehicle. Trips are guaranteed, and local trips booked the day before travel cost 70p.

Applicants can request a **companion card** which allows someone to accompany them free of charge if they cannot

travel by themselves. This need is assessed by an occupational therapist. In some cases people may be a danger to themselves or to others if they travel alone. If so, their membership card will show the need for an **essential escort**. These people cannot travel without an escort.

The travel area includes Ilford town centre, Barking market and extends west almost to Bow.

Newham Council and Transport for London are committed to keeping this unique and innovative scheme in operation until at least August 2005.

Blue Badge Scheme (formerly the Orange Badge Scheme)

This scheme allows disabled people to park in places normally restricted.

There is a small administration charge of £2 per badge.

Please call the Council's Contact Centre **020 8430 2000** or go to the website **www.newham.gov.uk** to find out how to apply.

Parking permits

Residents parking permits

Available to Newham residents who live in controlled parking zones. Costs £15 per year for the first vehicle, £30 for the second and £50 for any additional vehicles.

Carer's permits

If a resident has carers visiting on a regular basis, the resident can apply for a carer's permit for their carer. Supporting evidence such as a GP's letter stating that the resident needs care would need to be provided. Additionally the resident will need to provide a supporting letter advocating that they need care. This permit costs £10 a year. This is subject to assessment by the Parking Shop.

Residents' visitors' cards

Residents of Newham can buy parking vouchers to use when people visit. One voucher allows six hours of parking in shared use space. A pack of ten vouchers costs £3.

For further information on permits contact:

The Parking Shop

16–18 Pilgrims Way
East Ham
London E6 1HW
☎ 020 8552 3198
Fax 020 8552 2536

Transport to hospital

If you claim Income Support, Family Credit or Unemployment Benefit you can claim travel expenses to and from hospital outpatient appointments. You must use public transport.

You will need to produce:

- evidence of the benefit
- your appointment card
- the travel ticket.

If you are unable to use public transport for your journey to a hospital appointment then the hospital clinic or your GP

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can arrange transport for you but it is important that you mention that you will need transport when the appointment is made. Remember to check whether an escort can travel with you if you need one. Not all services will take carers as well.

Travel permits

London's Freedom Pass allow you to travel free of charge on most public transport services including trains, trams, buses, and the Docklands Light Railway. You can travel Monday to Friday after 9am (9.30am for mainline railway routes) and any time on Saturday, Sunday and public holidays. Travel permits are automatically issued free of charge to women over 60 and men over 65. The Post Office has application forms.

Registered disabled people under retirement age, and children with disabilities affecting their mobility may also be eligible for a **Freedom Pass**.

Please call the Council's **Contact Centre** on **020 8430 2000** for further information on where to apply for travel permits.

The **London Mobility Unit** can tell you more about the Freedom Pass:

London Mobility Unit

☎ **020 7747 4777**

Website

www.freedompass.org

Email lm@tcf.gov.uk

Entertainment and leisure

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Newham Council website

www.newham.gov.uk

A good source of information about activities in the borough.

Artsline

☎ 020 7388 2227

Monday–Friday,
10am–4pm

Website

www.artslineonline.com

Organisation offering disabled people and carers access to details on arts and entertainment venues such as cinema, theatre, visual arts and music in and around London.

Services include:

- a disability access website giving information about arts and entertainment venues, www.artslineonline.com
- a youth project working with young people who have a disability
- disability equality training
- online music venues: 'attitude is everything'

- Culturally Diverse Project in Newham: encouraging the use of arts venues by disabled people from ethnic minorities
- publishes books and guides on accessibility.

Free service

Leisure centres

Newham is home to four leisure centres: **Atherton**, **Balaam**, **East Ham** and **Newham**. They are managed by Greenwich Leisure Limited (GLL), a not-for-profit organisation. The Council retains ownership of the leisure centres and has agreed a ten-year contract for GLL to operate the facilities, starting in April 2001.

The GLL partnership guaranteed to investment £1.8 million during the first three years of the contract, as well as making a commitment to providing the local community with the highest possible standard of facilities and services.

Details of activities, timetables and membership can be found at www.gll.org.uk, or contact

your local leisure centre manager.

Newham Council makes great effort to ensure that disabled people can use and enjoy the range of leisure activities in Newham. Listed here are services and facilities provided by the public, private and voluntary sectors.

A Leisure Centres Forum for disability user groups meets regularly to give feedback so that changes and improvements can be made.

For more information or to provide feedback on these leisure centres, please contact **Geoff Bell** on **020 8430 2452** or **geoff.bell@newham.gov.uk**

Atherton Leisure Centre

189 Romford Road
Stratford
London E15

☎ **020 8536 5500**

Fax 020 8503 0342

*Monday–Friday,
7pm–10pm*

Saturday, 8am–6.30pm

Sunday, 9am–5pm

Facilities include

25-metre main pool,
33-metre training pool,

7-metre children's shallow splash pool, beauticians, bowls hall (four rink), crèche, dance studio, free weights area, group exercise studio, Rascals indoor playzone, sauna and steam room including plunge pool and jacuzzi, sunbed suite, vending facilities, Wellness fitness centre.

Location Situated on the main Romford Road.

Rail Forest Gate and Maryland

Tube Stratford

Buses 25, 86

Mobility bus 903
Tuesday, 947 Friday and
920 Saturday

Parking Limited street parking.

Accessibility Main entrance ramped with handrails. Main doors automatic. There is a basement, ground floor and a first floor. The internal security barrier in the reception area has a gate for wheelchair access. There is a wheelchair platform stair lift between the ground floor and the first floor. The ground floor is fully accessible. Access on the first floor is good and the fitness suite and

dance studio is accessible to wheelchair users.

Toilets and changing rooms There are wheelchair accessible toilets in all changing rooms on the ground floor and on the first floor. There is also a toilet for disabled people in the bowls area. Panic alarms are also fitted.

Vanity room and changing rooms We have a special electronic bed, shower and a changing bench designed for disabled people.

Special equipment
The equipment in the first floor fitness room is accessible to disabled users. A poolside hoist is available in the main and teaching pool. Adaptable bowls buggies are provided for the indoor bowls green.

Disability session Swimming (Newham Neptunes) Tuesday, 7pm–9pm

Balaam Leisure Centre

Balaam Street
Plaistow

London E13 8AQ

☎ 020 7476 5274

Fax 020 7474 4097

Monday–Friday,

7.30am–10pm

Friday, 9am–10pm

Saturday and Sunday,

9am–5pm

Facilities include

25-metre main pool, 13-metre teaching pool, car parking, fitness centre, free weights area, sauna and steam room, sunbed, vending facilities. Offers a wide selection of activities for all types of leisure users.

Location On the borders of Plaistow and Canning Town. The building is located off Balaam Street.

Tube Canning Town and Plaistow

Buses 5, 15, 115, 241

Mobility bus 903, 907

Parking There are two car parking bays designated for Blue badge holders (formerly Orange badge). The car park is adjacent to the centre.

Accessibility There is a ramp with handrail to the front entrance of the building, then there are two swing doors. The leisure centre has a

ground floor and basement. The ground floor is accessible. Two steps of stairs from the main reception area limit access to the fitness room in the basement. The main and teaching pools are accessible from the poolside by shallow steps.

Toilets There is a toilet and shower facility for disabled people.

Changing rooms Situated on the ground floor. Accessible to wheelchair users.

Special equipment Adult armbands are available. Poolside hoist is available in the main pool.

Disability sessions

Swimming

Thursday, 1pm–2pm

Fitness Suite

Friday, 10am–12pm

East Ham Leisure Centre

324 Barking Road

East Ham

London E6 2RT

☎ 020 8548 5850

Fax 020 8548 5851

Monday–Friday,

7am–10pm

Saturday and Sunday,

8am–5pm

Facilities include

25-metre main pool, 13-metre teaching pool, Wild 'n' Wet leisure pool, cave feature area, water slide and jacuzzi café, continental climbing wall, crèche, East Spa Group Exercise Studio Limited. Main Hall (four courts), Rascals indoor playzone, sauna, spa and steam suite, sunbed, Wellness fitness centre.

Location Near to the Town Hall.

Tube East Ham

Buses 5, 58, 101, 104, 238

Mobility bus 101

Parking Limited centre car parking available at all times, including disabled spaces. Town Hall parking available after 4.30pm and all weekend.

Toilets and changing rooms

Disabled changing rooms and showers available for all activities.

Special equipment Chair hoist available for pool access, lifts for access to first floor.

Disability sessions None at the moment, but access at all times to the regular programme.

Newham Leisure Centre

281 Prince Regents Lane
Plaistow

London E13 8SD

☎ **020 7511 4477**

Fax 020 7511 6463

Monday–Friday,

7.30am–10.30pm

Saturday, 9am–5.30pm

Sunday, 9am–10.30pm

Facilities include

25-metre main pool,
13-metre teaching pool,
athletics track, beauticians,
car parking, crèche,
grass pitch, two-level
100-station fitness station,
two aerobic studios,
sauna and steam room,
badminton courts, juice
bar, personalised service
including programme and
inductions.

Location Easily accessible
from the A13.

Buses 147, 173, 262,
262a, 276, 300, 325, 378,
473

Mobility bus 903, 909,
947

Railway Custom House
Docklands Light Railway
Prince Regent

Tube Plaistow

Parking There are four
designated spaces for
Blue badge holders
(formerly Orange badge).

Accessibility Access into
the building is level and
there are automatic sliding
doors at the entrance.

Newham Leisure Centre
has two floors. There is
an internal security barrier
in the reception area,
which has a gate for
wheelchair access. There
is a wheelchair accessible
lift between the ground
and first floor. Access to
the pool is level,
wheelchair's maybe taken
onto the poolside. At
present, the door to the
steam/sauna cabin is too
narrow for wheelchair
users. There is one step
access into the shower
area and cabins of the
sauna and steam room.

**Toilets and changing
rooms** There is a unisex
toilet on the first floor
fitted with a lock. There
are private wheelchair
accessible toilets and
changing rooms in both
male and female changing
rooms, with showers,
changing areas, seating
and sinks or basins. Panic
alarms are also fitted.
Keys are available from
reception.

Special equipment There
is a poolside lift into the
large pool. Wheelchairs,

ball pool, swimming aids
and skittles are available.
Cardiovascular equipment
is available in the fitness
suite for disabled users.

Disability sessions

Sessions need to be pre-
booked. Please call **020
8430 2489**.

Fitness Suite (shared)

Tuesday, 11am–12pm

Swimming (instructor

available) Tuesday

10.30am–12pm

Multi-activity session

Tuesday 10.30am–12pm

(Main Hall)

This session is primarily
for people with learning
difficulties. Activities
include keep fit and warm
up, games and sports, use
of the fitness room and
swimming.

Animals and nature

As well as Newham's
parks, Newham Culture
and Community depart-
ment manage three other
sites which have a
particular 'green' interest
and where community
activities regularly take
place. Our Parks and
Conservation Service
look after:

- **East Ham Nature Reserve**
- **Newham City Farm**
- the **City Farm Visitors' Centre**.

East Ham Nature Reserve

Norman Road
East Ham
London E6 4HN

☎ **020 8470 4525**

Monday, closed

*Tuesday, Friday, Summer:
10am–5pm*

*Saturday, Sunday,
Summer: 2pm–5pm*

Winter: 1pm–4pm

East Ham Nature Reserve is set in the grounds of St Mary Magdalene Parish Church which is over 800 years old and has one of the largest churchyards in Britain. The grounds provide visitors with a unique view of wildlife habitats and natural history. The Visitors' Centre has a small, changing local history display telling the story of some of the people buried in the graveyard and a natural history room with an opportunity to handle natural objects.

Mobility bus 903, 909, 947

Buses 101, 104, 300

Tube East Ham

Railway North Woolwich
Docklands Light Railway
Beckton

Parking There is a designated parking space by the main gate for Blue badge holders (previously Orange badge) with a dropped curb immediately alongside.

Accessibility There is a ramp to the entrance door of the Nature Reserve building and onto the nature trail itself. There is a low level door intercom and buzzer. The door is marked with standard icons for 'sympathetic hearing scheme' and wheelchair access.

The nature trail is suitable for wheelchairs and prams. There is a tapping board for white-stick users. Please note: Guide dogs for the blind are welcome (other dogs strictly prohibited). Seats are situated at regular intervals along the path. Display boxes are placed at wheelchair height and there is a range of seasonally planted flowers and shrubs, which have strong tactile and scent qualities.

The Visitors' Centre has two floors, the ground

floor is primarily for public use with a shop, displays and object handling table, which are accessible. The first floor has a classroom but is not accessible to wheelchair users.

Toilets There are two fully accessible toilets which are equipped with grab-bars, low level paper towel dispensers and elbow taps.

Special equipment Braille versions of the Nature Trail guide are available for loan on request. Voice enhancing equipment can be used for indoor and outdoor talks.

Newham City Farm and Visitors' Centre

King George Avenue
Custom House
London E16 3HR

☎ **020 7476 1170**

*Summer: Monday, closed
(except on Bank Holidays)*

*Tuesday–Sunday,
10am–5pm*

*Winter: Monday, closed
Tuesday–Sunday,
10am–4pm*

The City Farm specialises in rare breeds and has a llama as well as traditional farm animals such as cows, pigs, chickens, sheep, goats and horses. Milking

demonstrations take place daily. There is a refreshment kiosk and picnic area for groups. The visitors centre has a range of exotic creatures – snakes, lizards, giant snails etc. Groups can book tours of the farm and/or take part in indoor activities.

Buses 300, 376

Tube East Ham or Plaistow

Railway Custom House

Docklands Light Railway
Royal Albert

Parking Two spaces are designated for orange badge holders in the King George Avenue parking area.

Accessibility There are two tarmac pathways to the main farm, one from Stansfeld Road and the other from King George Avenue. From the Stansfeld Road end two steep ramps lead into the farm entrance. From King George Avenue a level pathway leads between the open paddocks and the farm. The Visitor's Centre is situated a short distance from the King George entrance. The farmyard and all the pathways (except one route past the bottom

paddock) are wheelchair accessible. The Visitors' Centre is on one level and is also accessible.

Toilets The Farm and Visitors' Centre both have toilets which are accessible to wheelchair users.

Parks

Barking Road Recreation Ground

Barking Road
East Ham
London E6

Facilities include floral displays, football pitches, changing rooms, play area, public toilet

Beckton District Park South

Stansfeld Road
Beckton
London E6

North

Tollgate Road
Beckton
London E6

Facilities include lake, football pitches, cricket pitch, changing room, woodland walk, floral displays, ecological area, wildflower meadow, angling, play area, trim trail, Will Thorne Pavilion

Brampton Park

Masterman Road
East Ham
London E6

Facilities include football pitches, changing rooms, floral displays, play area, dog waste bins

Canning Town Recreation Ground

Prince Regent Lane
Custom House
London E16

Facilities include football pitches, junior cycle track, paddling pool, play area, floral displays, tennis courts

Central Park

High Street South
East Ham
London E6

Facilities include bowling green, floral displays, tree trail, cricket pitch, paddling pool, pond, play area, tennis courts, public toilet

Cundy Road Open Space

Victoria Dock Road
Canning Town
London E16

Facilities include ecological area with pond, paddling pool, play area, floral displays, public toilet

Forest Lane Park

Magpie Close
Forest Lane
Forest Gate
London E7

Facilities include dipping pond, lake, picnic area, Forest Lane Lodge, play area, raised bed garden, small orchard, small woodland

Goosley Playing Fields

St Alban's Avenue
East Ham
London E6

Facilities include football pitches, bowling green, cricket pitch, netball courts, tennis courts, changing rooms, floral displays, play area

Hermit Road Recreation Ground

Hermit Road
Plaistow
London E13

Facilities include Arc in the Park, floral displays, play area, tennis courts

Keir Hardie Recreation Ground

Tarling Road
Custom House
London E16

Facilities include football pitches, green space, play area

King George V Park

King George's Avenue
Custom House
London E16

Facilities include City Farm Visitor Centre, animal paddocks, play area, floral displays

Lister Gardens

Upper Road
Plaistow
London E13

Facilities include multi-activity area, play area, tennis courts, floral displays

Little Ilford Park

Church Road
Manor Park
London E12

Facilities include football pitches, cricket pitches, changing rooms, ecological area, ornamental garden, floral displays, play area

Lyle Park

Bradfield Road
Silvertown
London E16

Facilities include basketball courts, football pitch, tennis courts, changing rooms, floral displays, play area, heather garden

Memorial Recreation Ground

Memorial Avenue
Stratford
London E15

Facilities include football pitches, rugby pitches, changing rooms, hard surface area, play area, floral displays

New Beckton Park

Savage Gardens
East Ham
London E6

Facilities include basketball courts, bowling green, cricket pitches, football pitches, hard surface floodlight area, tennis courts, floral displays, changing rooms, play area

Plaistow Park

Greengate Street
Plaistow
London E13

Facilities include paddling pool, playbarn, hard surface sport floodlight area, floral displays, dog waste bins, play area

Plashet Park

Plashet Grove
Forest Gate
London E7

Facilities include zoo, bowling green, cafe, floral displays, paddling pool, play area, public toilets, tennis courts

Priory Park

Grangewood Street
East Ham
London E6

Facilities include ecological area, play area, shrubberies

Royal Victoria Gardens

Pier Road (off Albert Road)
Custom House
London E16

Facilities include bowling green, floodlight hard surface area, paddling pool, cafe, public toilet, riverside walks, floral displays, tennis courts

Stratford Park

West Ham Lane
Stratford
London E15

Facilities include basketball, netball, bowling green, floodlight tennis court, ornamental pond, hard surface area, paddling pool, play area, floral display, scented garden

Activities for children

Arc in the Park Adventure Playground

Hermit Park
Bethell Avenue
Canning Town
London E16 4JT

☎ 020 7511 4253

Arc in the Park is open all year round, term time and holidays.

In term time:
Tuesday–Friday,
3.30pm–6.30pm
Saturday, 9.30am–4pm
In school holidays:
Monday–Friday,
9.30am–4pm

Arc in the Park is an open access inclusive adventure playground. It provides out-of-school play and learning activities for children aged 5 to 14. Disabled children and children with special educational needs can take part in supervised play activities alongside their peers.

The needs of individual children are developed through physical, intellectual, social and emotional play and learning. Cultural needs are met through a range of festival days and events.

All activities are adapted to meet the needs of disabled children.

Arc in the Park provides a pick up service collecting disabled children from their homes – call for details.

Mobility bus 907, 923, 929

Buses 5, 15, 115, 69, 276, 300, 330

Tube West Ham, Canning Town

Railway/Docklands Light Railway Canning Town

Parking There is on-street parking nearby.

Accessibility Arc in the Park is at pavement level and is mobility vehicle and wheelchair accessible. Access around the building itself is good.

Toilets All toilets are designed with those who are wheelchair users in mind.

Special equipment All equipment can be adapted for disabled children and those with special educational needs.

Changing facilities There are changing and shower facilities available that are accessible for disabled children.

School groups Arc in the Park provides a service for schools where disabled children and children with special educational needs may attend during term time. Please contact the play team for details.

Discover

1 Bridge Terrace
Stratford
London E15 4BG

☎ **020 8536 5555**

Website

www.discover.org.uk

*Open daily, 10am–5pm
Closed Mondays during
term time, 25 and 26
December and 1 January*

Discover is a magical place in Stratford, East London for children aged 2 to 7 to visit with their families and friends, or in class groups with their teachers.

Focused on story building and imagination, children can follow a story trail in the indoor exhibition or venture outside into the story garden. Let your imagination run riot with the baby space monster Hootah and help him create wonderful stories to take back to Squiggly Diggly. Excellent fun for children and families.

Newham Children's Fund

Broadway House
322 High Street
Stratford
London E15 1AJ

☎ **0800 015 2443**

**(free from landlines
but not from mobiles)**

Newham Children's Fund works in partnership with voluntary and community organisations to provide services for children aged between 5 and 13 years.

Provides a range of activities and support for children and their carers. Call for details of services provided.

Newham Children's Information Service

*Monday–Friday,
9am–5pm*

☎ **0800 074 1017**

Email

cis@newham.gov.uk

Information on activities for children in Newham.

Newham Children's Rights Service

Dipti Morjaria
Children's Rights Manager
Children's Commissioning
Broadway House
1st Floor
322 High Street
Stratford
London E15 1AJ

☎ **0800 015 2443**

**(free from landlines
but not from mobiles)**

Email childrensrights@newham.gov.uk

We want to know what you think, we want you to know that **you are important**.

The Children's Rights Service will:

- let you know about your rights
- support you in getting your rights
- provide information on things that affect you
- help you make links with organisations and people who can support you
- bring children and young people together to discuss issues of interest
- work with you so the authorities and different organisations know what you think about their services.

Libraries

There are ten libraries in Newham. Each has adult and children's books in English and community languages, books in large print, music, story and language cassettes, newspapers, magazines and periodicals, local community information, quick reference and self help sections. All libraries have photocopiers.

There is also a **mobile library** offering books, videos, audio tapes, council/local information, and internet access. It visits schools, nurseries, residential home, day care and community centre sites. It is fully accessible with an integrated lift system and induction loop and is aimed at local people who find it difficult to travel.

In addition there is a fortnightly **home round service**. Small vans deliver a range of books and tapes. An initial visit is made to assess a person's interests. The user can then choose from the selection on offer and exchange what they've borrowed at the next visit.

Beckton Globe Library

1 Kingsford Way
Beckton

London E6 5JQ

☎ **020 8557 6060**

*Monday, Wednesday,
Friday and Saturday,*

9.30am–5.30pm

Tuesday, 1pm–8pm

Thursday, 9.30am–8pm

Sunday, 2pm–5pm

Mobility bus 903, 908,
909, 910, 947

Buses 101, 173, 262, 300,
376

Docklands Light Railway

Beckton Station

Parking Ample car parking at Beckton Globe and Asda Superstore car park.

Accessibility The Beckton Globe building and the library are wheelchair accessible with automatic door entry to the Globe building. The library, on two floors, has children's, homework, audio visual and fiction areas on the first floor, with teenage, non-fiction and the open learning areas on the second floor and free internet and computing access. There are lightweight security barriers at the internal entrance and exit, which are passable for wheel-

chair users. The library has low, widely spaced shelving units, stairs and a lift enabling good circulation around the library and between floors.

Canning Town Library

Barking Road

Canning Town

London E16 4HQ

☎ **020 7476 2696**

*Monday, Thursday, Friday
and Saturday,*

9.30am–5.30pm

Tuesday, 1pm–8pm

*Wednesday and Sunday,
closed*

Offers the internet and word processing (need to book in advance).

Mobility bus 907, 923
(nearest stop Hermit Road), 929, 925

Buses 5, 15, 15b, 69,
241, 276, 330, 300

Tube West Ham or
Plaistow

Railway/Docklands Light Railway

Canning Town

Parking There is limited on-street parking.

Accessibility The main entrance to the library has a ramp and handrail. There is also a ramped entrance at the rear of the building. The library is situated on the ground

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floor and there is good circulation around the building.

Custom House Library

Prince Regent Lane
Custom House
London E16 3JJ

☎ **020 7476 1565**

Monday, 1pm-8pm

Tuesday, Thursday,

Sunday, closed

Wednesday, Friday and

Saturday,

9.30am-5.30pm

Mobility bus 903, 909,
947, 907

Buses 147, 262, 276, 325,
378, 473

Tube Upton Park

Railway Custom House

Docklands Light Railway

Prince Regent

Parking On-street parking
widely available.

Accessibility There are two steps up to the main entrance doors. There is a ramp at the rear of the building for wheelchair users. The library is on the ground floor and there is good circulation.

East Ham Library

High Street South
East Ham
London E6 4EL

☎ **020 8557 8882**

(Main Lending Library)

☎ **020 8557 8912**

**(Reference and
Information Library)**

Monday and Thursday,

9.30am-8pm

Tuesday, 9.30am-6.30pm

Wednesday, Friday and

Saturday,

9.30am-5.30pm

Sunday, closed

Mobility bus 903, 908,
947

Buses 5, 15, 15b, 58, 101,
104, 147, 238, 300, 325

Tube East Ham

Railway Manor Park

Docklands Light Railway

Beckton

Parking Designated-
parking spaces are
available in the Town Hall
complex within 30m of
the library entrance.

Accessibility Access via
ramps and handrails
leading to the building.
Automatic entrance doors.
The library has a ground
floor and first floor. A
wheelchair platform stair
lift is available between
the two floors. There are
security barriers at the
internal entrance and exit
of the library, which are

passable for wheelchair
users and all other areas
of the library are
wheelchair accessible.
There is a fire refuge on
the first floor.

Toilets The library has a
wheelchair accessible
toilet with handrails on
the first floor.

Special equipment

A wide range large print
books for patrons with
impaired vision.

Forest Gate Library

38 Woodgrange Road
Forest Gate
London E7 0QH

☎ **020 8534 6952**

*Monday, Thursday, Friday
and Saturday,*

9.30am-5.30pm

Tuesday, 1pm-8pm

*Wednesday and Sunday,
closed*

Mobility bus 903, 920,
925, 947, 909 (Nearest
stop Romford Road)

Buses 25, 58, 86, 308,
320, 325, 330, 378

Tube Upton Park

Railway Forest Gate,
Wansted Park

Parking Very limited on-
street parking.

Accessibility Access is
restricted, as the library is
located at the top of a
flight of 20 steps, on the

first floor of a parade of shops. The library has reasonable circulation space on one level.

Green Street Library

337–341 Green Street
Upton Park

London E13 9AR

☎ 020 8472 4101

Monday, Tuesday,
Wednesday, Friday
and Saturday,

9.30am–5.30pm

Thursday, 1pm–8pm

Sunday, 2pm–5pm

Mobility bus 903, 910,
909, 947

Buses 58, 104, 238, 330,
376

Tube Upton Park

Railway Forest Gate

Parking On-street car
parking very limited in
immediate area.

Accessibility Access
from pavement to main
entrance through
automatic doors. The
library is on one level and
fully wheelchair accessible
inside. There are security
barriers at the internal
entrance and exit of the
library, which are passable
for wheelchair users.

Toilets Wheelchair
accessible toilet fitted
with electrically operated
bag sealer.

Manor Park Library

Romford Road

Manor Park

London E12 5JY

☎ 020 8478 1177

Tuesday, Friday

and Saturday,

9.30am–5.30pm

Thursday, 1pm–8pm

Monday, Wednesday

and Sunday, closed

Mobility bus 920, 925,
947

Buses 25, 86, 101, 104,
147

Tube East Ham

Railway Manor Park

Parking There is no
official car park or
designated bays but space
can usually be found in
neighbouring streets.

Accessibility There are
six steps and two sets
of double doors before
you enter the library
itself. There is also a
side entrance, which is
accessible for wheelchair
users (please ring the
bell). The library is on
the ground floor and
there is good circulation
throughout.

North Woolwich Library

St John's Centre

Albert Road

North Woolwich

London E16 2JD

☎ 020 7511 2387

Monday and Tuesday,

9.30am–1.30pm,

2.30pm–6.30pm

Wednesday, closed

Thursday, 1pm–5pm,

5.30pm–8pm

Friday, 9.30am–1.30pm,

2.30pm–5.30pm

Saturday,

9.30am–1.30pm

Sunday, closed

Mobility bus 903, 909,
947

Buses 101, 473, 474

Tube Plaistow

Docklands Light Railway

Prince Regent

Railway Silvertown,
North Woolwich

Parking Small car park
outside

Accessibility There
is a ramp to the main
entrance of the building.
The library is situated on
the ground floor and is a
single room with aisle
wide enough for
wheelchair access.

Plaistow Library

North Street
Plaistow
London, E13 9HL

☎ 020 8472 0420

*Monday, Wednesday,
Friday and Saturday,
9.30am–5.30pm
Tuesday and Sunday,
closed
Thursday, 1pm–8pm*

Mobility bus 909, 907

Buses 241, 262, 325,
378, 473

Tube Plaistow

Railway West Ham or
Stratford

Parking There is limited
on-street parking.

Accessibility The building
has automatic entrance
doors at pavement level.
The library is situated on
the ground floor and
internal circulation is
good. There are additional
doors to the study areas.

Stratford Library

3 The Grove
Stratford
London E15 1EL

☎ 020 8430 6890

*Monday and Thursday,
8am–8pm
Tuesday, Wednesday,
Friday and Saturday,
9.30am–5.30pm
Sunday, 1pm–5pm*

Mobility bus 906, 907,
909, 920, 925, 948,

Buses 25, 69, 86, 104,
108, 158, 238, 241, 257,
262, 276, 308, 378, 473,
D8, S2

Tube Stratford

Railway Stratford or
Maryland

Docklands Light Railway
Stratford

Parking On-street
metered parking in
Deanery Road area.

Accessibility Fully
accessible for wheelchairs.
This modern, purpose
built library is on two
floors, with children's,
teenage and audio visual
on the ground floor and
reference, archives and
local studies, open
learning and adult
learning on the first floor.
Has widely spaced

shelving units, stairs and
lifts enable good
circulation around the
library and between floors.

Toilets There are public
toilets including one
wheelchair accessible and
a baby changing room.

Special equipment

Induction loops, books in
Braille, Dolphin computer
access software, Braille
printer, coffee shop, TVs
with satellite connection
and a meeting room,
which is available for hire
(please contact the library
for further information).

Museums

North Woolwich Old Station Museum

Pier Road
London E16 2JJ
☎ 020 7474 7244

*Saturday–Sunday,
1pm–5pm
Also open
Monday–Wednesday,
1pm–5pm during school
holidays
Closed throughout
December*

Tells the story of steam through the transport system and how the railway came to Newham.

Accessibility The ground floor of building and the railway platform are accessible.

Admission free

Manor Park Museum

Romford Road
Manor Park
London E12
☎ 020 8514 0274

*Tuesday, 10am–5pm
Thursday, 1pm–8pm
Friday, 10am–5pm
Saturday, 10am–5pm*

Tells the social history of Newham from Roman times to the present day.

Admission free

Cinemas

Newham has various cinemas around the borough. You can find out more in the Yellow Pages, local newspapers or on the internet.

Boleyn Cinema

7–11 Barking Road
London E6 1PW
☎ 020 8471 4884

Stratford Picture House

Gerry Raffles Square
Salway Road
Stratford
London E15 1BX
☎ 020 8555 3311
(information line)

Mobility bus 906, 907, 909, 920, 925

Buses 25, 104, 108, 158, 241, 262, 276, 308, 241, 473, S2, 86, 257

Tube Stratford

Railway Stratford

Docklands Light Railway Stratford

Accessibility Wheelchair accessible

College

Newham College of Further Education

East Ham Campus
High Street South
East Ham
London E6 6ER

Stratford Campus

Welfare Road
Stratford
London E15 4HT
☎ 020 8257 4000

Minicom 020 8257 4298

Website

www.newham.ac.uk

The College has various other sites situated throughout the borough. Contact them for more details, or to request a prospectus.

7

Feedback

How to make positive comments, suggestions and complaints

If you are **pleased with a service**, the organisation and individuals involved will be glad to hear about it.

If you have **comments** and **suggestions** about how you think services can be improved, please let the relevant organisations know.

If you are **unhappy** about a service you are receiving, you have a right to make a complaint. Most organisations have a written procedure and welcome complaints as a way to improve their service.

This section gives an overview of how to make a complaint to:

- **Newham Council**
- **Newham Social Services**
- the **NHS**.

Feedback about Newham Council

Sometimes things go wrong, if they do the Council wants to hear about it. Your feedback is valuable to help the Council to improve services.

What the Council can do

The Council can investigate your complaint, apologise where necessary and respond to you explaining how the problem can be resolved.

In order to deal with complaints there is a three-stage complaints procedure (see below).

What the Council cannot do

We will not investigate complaints that are over 12 months old.

We do not investigate complaints about Newham Social Services or about schools as these are dealt with under different procedures. For complaints about schools please refer to the Council's Education and Lifelong Learning Department for guidance (see page 12).

The complaints procedure

Stage 1

In the first instance if you have a complaint you should direct it to the



manager of the service you are complaining about. You should expect to receive a response in writing within ten working days.

Stage 2

If you are unhappy with the response you receive at stage 1 you can progress your complaint to stage 2. You should expect to receive a response within 15 working days. Please contact the departmental complaints officer for the department within which the service you are complaining about falls (details will be given at the bottom of the stage 1 response).

Stage 3

If you are still unhappy following the stage 2 investigation you can ask that your complaint be investigated by the corporate complaints manager. Your complaint will be investigated and responded to within 25 working days. Contact details are:

Corporate Complaints Manager

Chief Executive's Department
London Borough of Newham
Town Hall, East Ham
London E6 2RP

☎ 020 8430 2824

If you follow the Council's complaints procedure but you are still dissatisfied you can then complain to:

Local Government Ombudsman

Millbank Tower
Millbank, London SW1P 4QP

☎ 020 7217 4620

Email enquiries.london@lgo.org.uk

Feedback about Newham Social Services

Newham Social Services wishes to provide all its service users with a system that gives you the opportunity to complain... yes, complain.

As stated in the Children's Act 1989 and the National Health Service and Community Care Act 1990, Social Services must provide a complaints procedure to help you if you are unhappy or worried about:

- the care you receive
- the way anyone treats you.

By reading this information, you should find it easier to take the first step to getting complaint heard and dealt with.

If you have a problem that you can't handle by yourself, use the complaints system (see below).

Newham Social Services also appreciate comments and information about things they get right. You can write in or telephone:

Customer Relations Team

Newham Social Services
Broadway House
322 High Street
Stratford
London E15 1AJ

☎ 020 8430 5680

Fax 020 8430 6941

Website www.newham.gov.uk

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What can you complain about?

Examples include:

- treatment by someone that frightens you or makes you feel small
- decisions that you disagree with
- not getting something that you think you are entitled to.

Who can you talk to?

- A friend
- Your carer
- A relative
- A teacher
- Your doctor or nurse advocate
- Someone from your church, mosque or temple
- A youth worker
- The person with whom you have the most contact in Social Services
- Your local councillor or MP
- The Council's Customer Relations Team (see below)

The **Customer Relations Team** can offer you:

- an informal confidential chat
- advice on how your problem can be solved speedily
- advice on the complaints procedure.

Customer Relations Team

Newham Social Services
Broadway House
322 High Street
Stratford
London E15 1AJ

☎ 020 8430 5680

☎ 020 8430 6894

If you feel that your problem has not been resolved your complaint can be taken to stage 1 of the complaints procedure.

The complaints procedure

Stage 1

You must register the complaint.

This means putting your complaint in writing and sending it to the Customer Relations Team. You can ask the person who you spoke with about your complaint to help you with this.

You should get a written response to the letter you wrote. This should take ten working days.

While you are waiting:

- the Customer Relations Team will action your complaint
- the relevant team will be contacted
- solutions will be explored.

Most complaints are successfully resolved at this informal stage.

If this is not the case, there are other ways that the Customer Relations Team will advise you on how to achieve this. One way might be a **mediation meeting** with an officer from the Customer Relations Team and the manager of the service related to your complaint.

Alternatively your complaint could go to stage 2 of the complaint procedure.



Stage 2

The Customer Relations Manager agrees that this is the best way to resolve your complaint.

At this stage an investigative officer will be appointed to re-examine your complaint and produce a full report. By law, if you are a young person aged under 21 an independent person will also be appointed to look at your complaint.

You will be asked to give your views about the complaint and what you might see as a positive resolution. At this meeting you can have a friend, relative or advocate with you.

The report will be sent to you, together with a letter outlining the findings.

Complaints concerning young people and children will take 28 days to investigate.

Complaints concerning adults must be dealt with within three months.

Most complaints are resolved at stage 1, but some complaints go on to stage 2 and are resolved. A few complaints progress to stage 3.

Stage 3

You have the right to appeal if you are still unhappy.

You must tell the customer relations manager that you want to appeal, within 28 days of receiving your letter about the results of the investigation.

Your complaint will be taken to a **Review Panel** consisting of:

- two members of the Council
- two independent people who have not been previously involved with your complaint.

They will make a decision at this meeting or within 24 hours. You will receive this information in writing.

Feedback about NHS services

It is your right under the Patients Charter to have any complaint you have about National Health Service (NHS) services investigated and to be given a full and prompt written reply.

The **Community Health Council** (CHC) used to offer advice and help on complaints about health services. But they were abolished from 1 December 2003. A new independent complaints advisory service is expected to be put in place, but at present there is no further information.

Contact the **Trust's Patient Advice and Liaison Service (PALS)** office for help or advice on **020 8586 6251**.

Complaints about community health services managed by Newham Primary Care NHS Trust (PCT)

Newham PCT deals with complaints about any community services in the London Borough of Newham.

Some of the community services listed below are delivered to patients within Newham General Hospital (NGH) and St Andrew's Hospital, but continue to be managed by the PCT. Newham University Hospital NHS Trust manages all the acute services in these two hospitals, with the exception of the children's services listed opposite:

- Children's and Young People's Services – including Child Health Clinics, Community Paediatrics, and the acute paediatric A&E, inpatient (Rainbow Ward) and outpatient paediatric services at Newham General Hospital
- Clinical Psychology – jointly with the East London & The City Mental Health NHS Trust
- Community Dental Service
- Continence Advisory Service
- Diabetes Nursing
- District Nursing Services – day and evening services
- Elders Services – including Plaistow Day Hospital, the Sally Sherman Nursing Home and Health Visiting for the Elderly
- Family Planning & Sexual Health Services

- Foot Health Service (Podiatry, Chiropody)
- Haemoglobinopathies Specialist Nursing (Thalassaemia and Sickle Cell)
- Health Visiting
- Learning Disabilities – including the Mental Health Team for people with learning disabilities
- Occupational Therapy
- Palliative Care Specialist Nursing
- Physiotherapy – including the Appliance Department at NGH (Orthodontics) and the Wheelchair Service
- School Nursing
- Speech & Language Therapy
- Tissue Viability Specialist Nursing
- the NHS Walk-in Centre.

In addition, the Primary Care Trust is host employer for a number of shared services in East London and deals with complaints about the administration of those services:

- **NHS Direct** (North East London) – based in Ilford
- East London & The City **Find-a-Doc**, Advice and Complaints Service
- **Child and Family Consultation Team.**

What do I do if I want to complain?

- **Speak to a member of staff** in the relevant service. They may be able to sort the problem out there and then. If not they will take down the details, make sure that the matter is investigated promptly, let you know



what is happening and what action will be taken.

- Contact the **Trust's Patient Advice and Liaison Service (PALS)** – or ask the staff to contact PALS for you on **020 8586 6251**. PALS can act as an intermediary for you and assist you in resolving any problem you may be having with a service.
- **Write a letter** to:
 - David Stout, **Chief Executive** of the Trust, or
 - Geoff Hetherington, **Consumer Relations Officer** for the Trust, or
 - the **manager** of the service, ward or department where the problem arose. Their details should be on display in that service area.
- Telephone the **Consumer Relations Officer** on **0800 028 4528** (calls are free). There is an answerphone for out-of-hours calls or when the office is not occupied.
- An **interpreter** or **advocate** can be arranged. Leaflets are available on request in **large print format, Braille** and **audio tape**. The Consumer Relations Officer can advise you further and arrange to meet you if you prefer. Contact them on **0800 028 4528** (calls are free).

Newham Primary Care NHS Trust's Patient Advice and Liaison Service (PALS)

Monica Zenonos, PALS Officer
Samson Street
Plaistow London E13 9EH

☎ **020 8586 6251**

Email pals@newhampct.nhs.uk

What if I need any further advice?

Both the Consumer Relations Officer and PALS are available to help you.

Alternatively, you can write direct, or phone, the local manager of the service you are complaining about or the chief executive's office of the individual authority or trust.

Complaints about Newham University Hospital NHS Trust

Newham University Hospital NHS Trust has its own Patient Advice and Liaison Service (PALS):

Newham University Hospital NHS Trust PALS officers

Newham General Hospital
Glen Road
London E138SL

☎ **020 7363 9292 (24-hour answerphone)**

Email pals@newhamhealth.nhs.uk

Available at Newham General Hospital Monday–Friday, 9am–5pm, and making regular visits to St Andrews Hospital.

Support, information and assistance to patients, relatives and friends. PALS can help sort out problems and provide information about hospital services, plus provide access to bilingual advocacy services, and guide people to Trust complaints procedures.

Complaints about GPs, dentists, opticians and pharmacists

GPs (General Practitioners) work with a team of people known as the Primary Care Team. This includes **district nurses**, **practice nurses** and **receptionists**. If you have a complaint about anyone in the team, or an **optician** or **pharmacist** who is providing a NHS service you should, in the first instance, complain directly to the practice. This can be **verbally** or **in writing**. They will have a system for dealing with complaints and will give you that information.

You should get a response within ten working days. If you are not satisfied, get in touch with the **Newham PCT PALS team** on **020 8586 6251**. They will do their best to help.

If this still does not resolve the matter, get in touch with Geoff Hetherington, the Trust's **Consumer Relations Officer** on **0800 028 4528**.

Private practitioners will have their own procedures.

Health Service Ombudsman for England

Millbank Tower
Millbank
London SW1P 4QP
☎ **020 7217 4051**

Complaints about mental health services

The East London and The City Mental Health NHS Trust has its own Patient Advice and Liaison Service (PALS).

Mental Health Patient Advice and Liaison Service (PALS)

Joycelyn Boyce, PALS Officer
East Wing
Homerton University Hospital
Homerton Row
London E9
☎ **0800 783 4839 (calls are free)**

Email pals@elcmht.nhs.uk

*Monday–Friday, 9am–5pm
Weekends and public holidays –
answerphone*

PALS listens to user needs and helps them to address their concerns. The service is designed to support patients, relatives, carers, friends of patients or members of the public in navigating the NHS system.

So if you:

- don't know what's happening
- want information but don't know where to get it
- want to resolve a situation but don't want to complain
- want to complain but not sure how
- want to speak to someone but not sure who...

...the Mental Health PALS team can help.

They try to resolve people's concerns quickly, and in a way that is as stress free as possible. If they can't find the



answers to your concerns then we can assist you in finding out who can.

If your first language is not English, they can help you with arranging an interpreter to assist you. Alternatively, you can ask a friend or relative to act as an interpreter for you.

If you are still unhappy after contacting the PALS team and you wish to lodge a complaint, you can contact the **Consumer Relations Manager** or another member of the Complaints Department.

Alternatively you can complete a **complaints card** and return it free of charge to the Complaints Department. Complaint cards can be obtained from any ward or from the PALS office.

If this does not resolve the matter, you can contact the **Mental Health Act Commission**. They have the power to investigate complaints raised by people who are, or have been, a patient under a section of the Mental Health Act.

Mental Health Act Commission

Maid Marian House
56 Hounds Gate
Nottingham NG1 6BG

 **0115 943 7100**

Fax 0115 943 7101

Website www.nhac.trent.nhs.uk

What do you think about this handbook?

The information we have included is intended to help answer questions we get asked every day about carers and caring.

Things change fast, and we expect to update the handbook on a regular basis. It would be very helpful to have your views and suggestions so we can make improvements when we update it.

So if you have a moment, please fill in the form opposite to let us know what you think about the handbook.

We look forward to hearing from you.

Please post the completed form to:

Lisa Taylor

Carers Development
Worker

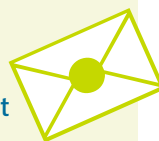
Integrated Commissioning
Unit 12

Stratford Office Village
4 Romford Road

Stratford

London

E15 4EA



Feedback on this handbook

Please tick **one box** for each of these questions:

1 Which of the following describes you?

- I am a carer
- I am cared for by a carer
- I am working with carers
- I am a healthcare professional

If you are a healthcare professional, please supply your employer's name and address

2 Was the handbook easy to read?

- very easy OK difficult

3 Was it easy to understand?

- very easy OK difficult

4 Was it easy to find the information you wanted?

- very easy OK difficult

5 Was the amount of information appropriate?

- not enough OK too much

6 Which sort of information did you find most useful?

7 Was any of the information inaccurate or out of date?

- yes no

If yes, please tell us about it.

8 What subjects would you like to see added to the handbook?

9 What would make the handbook better?

Thank you! Your comments will help us develop the **content** and **presentation** of the handbook in ways you find useful. Now please post the form back to **Lisa Taylor** at the address shown opposite.

If you provide your details here we will be able to respond to your comments. This is entirely optional.

Name

Address

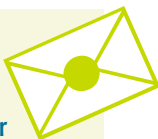
Phone

The information you give will only be used for the improvement of the handbook, and your personal details will only be used for this purpose.

Please post this form to:

Lisa Taylor

Carers Development Worker
Integrated Commissioning
Unit 12, Stratford Office Village
4 Romford Road, Stratford
London, E15 4EA



Thank you!

A carer is someone...

... who takes care of a relative, child or friend who, because of a disability, illness or the effects of ageing, cannot manage without help

This handbook is for you!

Your friends and family might find it useful too. We asked some carers what they would find useful to know, and this handbook is based on what they said



Newham
Primary Care Trust

