

The Warwickshire & Coventry Guide to Disability

This Guide has been produced by the Council of Disabled People Warwickshire & Coventry; supported by Coventry Building Society and Warwickshire County Council - Social Services.

INTRODUCTION

Welcome to "The Guide" to Disability in Warwickshire & Coventry.

As Disabled people living in the area we realised that one of the major problems confronting us is the lack of easily accessible information on services and facilities and how to go about using what is out there.

Disabled people are now doing it for themselves rather than having it done to them! This guide is about Independence, Choice and Control and is designed to enable you to live in the way that you choose.

We have endeavoured to make this guide accessible to all Disabled people regardless of impairment or condition therefore we have included as much as we can. The 'Yellow Pages' at the end of each section are specifically aimed at those of you with a learning disability.

The information is provided in alphabetical order and there is an A to Z at the back for quick reference.

If the information you need is not contained within the guide please contact our Information Service on 01926 889349 (voice and minicom) as we are there for that purpose.

If you prefer to e-mail us: infoserv@cdp.org.uk

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Front Cover: Artwork designed by Steven Wright, Disability Arts Practitioner.

All the information and adverts in this guide have been received in trust and therefore the Council of Disabled People South Warwickshire and Coventry, Warwickshire County Council Social Services accept no

responsibility for any inaccuracies or provision of services other than our own.

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HOUSE AND HOME

This section covers housing, adaptations and equipment

Aids and Equipment

There are many aids and equipment available to make daily tasks in the home easier and manageable, from hoists to devices to shuffle cards. Some may be available from your local social or health services, as they are obliged to support you in some ways, whilst you may need to buy others yourself.

Warwickshire Social Services have now produced a catalogue of homecare equipment. If you do not have a social worker or Occupational Therapist - OT - contact your local social services office requesting one (for your local Social Services office see section 'A - Z').

Inspect-a-Gadget is an equipment shop on the premises of the Royal Leamington Spa Rehabilitation Hospital in Leamington Spa. Open Tuesday and Friday 10am - 3.30pm, Closed 1pm - 2pm for lunch. Telephone: 01926 317700 ext 7579.

Shopability, Warwick Hospital, Lakin Road, Warwick. Telephone: 01926 495321 Ext: 4672 (open 9am - 4.30pm Monday - Friday).

There are many other places where you can purchase equipment:

Wenman Mobility, Debden Farm, Barford, Nr Warwick, CV35 8DA. Telephone: 01926 624432.

Keep Able, Catalogue and Head Office, Unit 38C, Telford Way, Telford Way Industrial Estate, Kettering, Northants, NN16 8UN, www.keepable.co.uk 01536 525153. (see section 'A - Z' for local branches).

Equipment for the Physically Challenged (EPC), Regional Office, Empathy Enterprise Building, Tile Hill, Coventry, CV4 9SW. Telephone: 02476 422327, www.epc-wheelchairs.co.uk

Bl Johnson Ltd, Unit 4a, Wolston Business Park, Main St, Wolston, Coventry, CV8 3FU. Tel: 02476 545543, Fax: 02476 545333. Contact Mr Lee Johnson.

NAIDEX exhibition is held in London yearly and also local Independent Living Exhibitions throughout the country during the year, such events have many stores exhibiting the very latest equipment for disabled people. For further information contact the Council of Disabled People. Telephone: 01926 889349.

British Red Cross

This organisation offers a medical loans service on equipment such as commodes, wheelchairs, etc, for which they will request a small donation on return. Contact: British Red Cross, 19 Coventry Road, Cubbington, Leamington Spa, Warwickshire, CV32 7JN. Telephone: 01926 832446.

Care and Repair

If you live in the Warwick District and you are a disabled home owner or private tenant you can contact Care and Repair who offer practical advice and guidance on repairs, adaptations or improvements to your home. They can also advise on grants and various methods of payment. Contact: Care and Repair, 25 Clemens Street, Leamington Spa, CV31 2DP. Telephone: 01926 336612.

Centre For Accessible Environments

A national organisation that produces literature and advice to building manufacturers. Contact: Centre for Accessible Environments, Nutmeg House, 60 Gainsford Street, London, SE1 2NY. Telephone: 0207 357 8182.

Disabled Facilities Grants and Renovation Grants

By law local authorities are obliged to assist financially with adaptations required due to disability. For example, should you suddenly be required to use a wheelchair you may need a ramp into your house. These grants are for major adaptations to private houses or the area around a building. Contact: your local Occupational Therapist at Social Services or the Environmental Health Department at Warwick District Council. Telephone: 01926 450000 or Stratford District Council. Telephone: 01789 267575.

Housing Associations and Council lists

For many people, purchasing a house is often difficult, therefore renting from the council or local housing associations is an option. The main benefit is that they are obliged to build accessible housing for disabled people and also make adaptations to existing properties.

You need to get your name placed on the housing list to be eligible for local authority and/or housing association housing. In both Warwick and Stratford Districts you make just one application to a central housing list. Your needs are assessed and you are allocated 'housing points' which place you at the relevant housing need level on the housing list.

Contact: Warwick District Council Housing Department, Marlborough House, Holly Walk, Leamington Spa, CV32 5JD. Telephone: 01926 450000

Stratford District Housing Department, Elizabeth House, Church Street, Stratford-upon-Avon, CV37 6HX. Telephone: 01789 267575.

Richard Johnson, Home Improvements Agency, Stratford-Upon-Avon District Council, Church Street, Stratford-Upon-Avon, Warwickshire, CV37 6HX, Tel: 01789 260847/8. (Home Safety checks also arranged)

Housing Benefit and Council Tax Reduction

You can get help with payment of the above if you are disabled and/or on a low income. You should contact your local district council (as above, see section 'Benefits & Money' also).

Housing and Personal Assistants (carers)

If you require personal assistants (carers) to live with you, it is acceptable for you to request an additional bedroom and they should not have to pay Council Tax - as long as your home is not their fixed abode.

Household Service Providers (support and advice lines)

Most major service providers such as British Telecom and British Gas now have specialist services and contact lines:

British Gas has a Gas Care Section where they will carry out safety checks, give advice on gas appliances, and customer service advisors who provide information on specific requirements of disabled people. These services are free of charge. Bills in large print and Braille are also available on request. Contact Customer Services Telephone: 08456 091122. For customers who are deaf or hard of hearing, and have a textphone, call: 08459 555502.

N Power Energy Efficiency Advisors who liaise with other organisations to give advice on various adaptations to electrical appliances. Their services also include bills in large print or on tape and minicom. These free services can be arranged by calling their helpline on: 08457 145146

British Telecom provide a wide range of services for disabled people including free directory enquiries for people with visual impairments, textphone, talking telephone bills (also in large print and Braille). For further information about BT's products and services for disabled people call free on: 0800 800 150 (voice), 0800 243 123 (textphone).

Panic Buttons

Help on Call is a service for anyone who needs the security of a 24 hour emergency help service for residents of Warwickshire. For further information contact: Freephone 0800 526764.

INDEPENDENCE AND DAILY LIVING

This section covers personal assistance, care, day services, respite care etc

Assessments

A growing number of disabled people are now being enabled to control their own individual lifestyles by making their own care arrangements. Some disabled people may still prefer for Social Services to arrange assistance for them. Either way you will need an assessment by your local Social Services.

What is an Assessment? An assessment is a way of finding out what sort of assistance you need to maintain your independence. It may be carried out by a social worker or an occupational therapist - it depends on your particular needs.

These are examples of some of the things you may be entitled to:

- changes to your home
- assistance with dressing, cleaning, cooking etc
- independent living
- adaptations to your kitchen etc.

How do I get an Assessment? You may ask for an assessment of your needs or you maybe referred by your doctor or hospital. Your first contact should be your local Social Services Office (or see section 'A - Z' for all teams).

Blind and Visually Impaired People (South Warwickshire)

If you have a visual impairment then you should be referred by your GP, Consultant or Social Worker to Warwickshire Association for the Blind. Their specialist workers should be able to assess your needs and offer help and support. Contact: Warwickshire Association for the Blind, The George Marshall Centre, Puckerings Lane, Warwick, CV34 4UH. Telephone: 01926 494129.

Care Agencies

These are private organisations from whom anyone can 'buy in' assistance. The organisations do not have to be registered with Social Services but some are and this can act as a good 'guide'. VAT is chargeable on services from care agencies but you are not responsible for paying wages, insurance, back-up of carers as with 'Independent Living'.

Agencies can be found in the Yellow Pages under 'Nursing and Care Agencies' or contact CDP Information Service who also has details.
Telephone: 01926 889349

Care Assistance in your own home

Many disabled people need some support to live independently; it may be just one hour a week to do the vacuum cleaning or you perhaps will need 24 hour care.

If you think you need assistance you should contact Social Services for a full assessment of your personal care needs on: Telephone 01926 410410 and/or CDP Independent Options on: Telephone 01926 334747.

Charging For Care

Local authorities are now able to charge disabled people towards the cost of their care. You will be charged according to the services you receive and your income. Local authorities cannot however withdraw services that you have been assessed as needing, but you can be re-assessed. For information on charging policies you can contact Social Services on.
Telephone: 01926 410410.

If you are unhappy with the charges you are expected to contribute you can use the complaints procedure (See section 'Law and Disabled People').

Community Care Act

(See section 'Law and Disabled People')

Day Services

If you wish to go to a Day Service you must be referred through your local Social Services. If you have not got a Social Worker look at the first part of this section 'Assessments'.

Direct Payments

You may be eligible to receive money directly from local authorities to pay and employ your own personal assistance. If you are over 16 and have a physical and/or sensory impairment, learning difficulty or have a psychiatric diagnosis (mental illness) you may be eligible to receive these payments.

(See section 'Law and Disabled People').

Disability Information Service

If you need information on any issues related to disability, whether or not they are covered in this guide you can contact: CDP Disability Information Service, Royal Leamington Spa Rehabilitation Hospital, Heathcote Lane, Nr Warwick, CV34 6SR. Telephone, Minicom and Fax: 01926 889349

Disability Resource Teams

You may require support and information from a Disability Resource Worker or just want to have a chat if you are having problems. If you are 16 to 65 you can contact the service directly or be referred through your social worker.

CDP Independent Options:

Council of Disabled People, Fordsfield Centre, Bury Road, Leamington Spa CV31 3HW, Telephone/Fax and Minicom: 01926 334747.

Rugby, Council of Disabled People, 25 Hillmorton Rd, Rugby, CV22 5AB, Telephone/Fax and Minicom: 01788 575863.

Stratford, Council of Disabled People, Saltway Centre, Alcester Road, Stratford-on-Avon, CV37 9DD. Telephone/Fax and Minicom: 01789 415786.

Home Care

This can be provided through Social Services, whereby people come in at various times of the day. You need to contact a social worker for an Assessment if you feel you need assistance. You can also request to manage your own care. (See this section under 'Assessments' and 'Disability Resource Teams')

Independent Living Fund (ILF)

You may be eligible to receive ILF to help you live independently at home. The criteria is strict and looks at providing a financial 'top up' to care assistance assessed at a cost of over £200 per week. You must be in receipt of Disability Living Allowance higher care component and have savings below £18,500. Social Services are obliged to provide the first £200 and ILF the next £395. If you think you may be eligible you should contact your social worker.

Mental Health Resource Centres -For advice and access to mental health services contact:

St. Mary's Lodge, 12 St. Mary's Road, Leamington Spa CV31 1JN.
Telephone: 01926 339261.

Stratford-upon-Avon Mental Health Resource Centre, Stratford Hospital, Arden Street, Stratford-upon-Avon CV37 6NX. Telephone: 01789 415440.

Warwick & Kenilworth Mental Health Resource Centres, 24 Cape Road, Warwick, CV34 4JP. Telephone: 01926 409509 and 95 Abbey End, Kenilworth, CV8 1LS. Telephone: 01926 851285.

Respite Care

Disabled people and their families (carers) often feel as if they need a break from each other and this is one way of doing this. Some disabled people might get support from Social Services whilst others may have to pay privately. You can talk to your social worker, or GP for respite that includes health care.

BENEFITS AND MONEY

This section covers some of the financial support available, to help you with the additional costs of disability

Benefits related to disability

Disability Living Allowance (DLA)

This is a non-income related benefit and has two components, you may be entitled to just one, or both. Both of these components are then divided into different rates of payment, depending on how much help is needed. The list below is a basic outline of the rates you may be entitled to:

- ***Care Component.*** If you need help with personal care:

Higher Rate

If you need help night and day. Also for anyone, not expected to live more than 6 months

Middle Rate

If you need help during the night or day

Lower Rate

If you need some help during parts of the day. Also for over 16's who cannot cook a main meal

- ***Mobility Component.*** If you have difficulties 'getting around':

Higher Rate

If you are virtually unable to walk, or exertion causes you great discomfort when walking

Lower Rate

If you can walk, but need someone with you outdoors for safety.

You can start off your claim by a local/lo-cost to the Benefit Enquiry Line on either Telephone: 0121 6262000 or 08457 123456, they will send you a claim pack and your claim can be backdated to the date of your call.

For DLA there is a Central Enquiry service, where they offer advice on existing DLA claims, Telephone: local rate call 08457 123456. (If you receive DLA, you may be entitled to certain disability related premiums that can be added onto your Income Support). For accurate benefit

information speak to either CDP, or your local Department of Social Security.

Invalid Care Allowance (ICA)

This benefit is for people who are looking after someone - of any age - who receives the higher or middle rate of the DLA 'Personal Care' component (see above). They must 'look after' the disabled person for at least 35 hours per week. If you receive ICA and Income Support (IS) (see below), the ICA will be paid with your IS; you also get an IS 'carers premium'. ICA is now payable to over 65's.

Attendance Allowance (AA)

Disabled people who are over 65 and need help with personal care or need some supervision, may be entitled to AA. Like DLA the benefit is tax-free and not means tested and is not based on National Insurance Contributions. You can claim AA if you live alone and even if you do not have a carer.

Incapacity Benefit

This benefit is for people who are incapable of work and are employed, but who cannot get Statutory Sick Pay from their employer. People who are self-employed, unemployed or non-employed, may get Incapacity Benefit if they have paid enough National Insurance contributions.

Extra Benefit may be paid for dependent adults and children. An age addition may be payable depending on age at start of incapacity.

Statutory Sick Pay (SSP)

Employed people who are sick for at least four or more days in a row may qualify for SSP from their employers for a maximum of 28 weeks. If your average weekly earnings are £77.00 or more then the current rate of SSP is £64.35. To claim SSP you must tell your employer as soon as you become sick, any SSP entitlement will be in the same way as your wages

Other benefits-

Income Support

This for people aged 16 or over whose income is below a certain level and who are not working for 16 hours or more a week. A person must not be required to be available for work because for example, they are: sick, disabled, a lone parent, aged 60 or over, getting Invalid Care Allowance or pregnant & within 11 weeks of the baby being due.

How much Income Support you are entitled to depends on your age, whether you have a partner, number and age of dependent children, whether anyone in your family has a disability, weekly income and savings. Payment is made up of personal allowances, premiums and housing costs. Help with mortgage interest payments may be included.

Family Credit

This can be claimed by people who are working at least 16 hours a week on a low or moderate wage and who have at least one child. Children must be under 16, or under 19 if in full-time education. How much you are entitled to depends upon the family's income and the number and age of the children.

Helplines

Below is a list of Benefit Agency Helplines available, numbers beginning 0800 are free, and other numbers operate at normal tariffs.

Advice and information for disabled people about their benefits.
Benefit Enquiry Line: 0800 441144. Also minicom available: 0800 882200

Advice on existing DLA claims - DLA Central Enquiry Handling Service:
08457 123456 or 0121 6262000

Advice on Disabled Persons Tax Credits: 0845 6055858

Advice on Working Tax Credits: 0845 6066668

Invalid Care Allowance Helpline: 01772 899508

Invalid Care Allowance existing claim enquiries: 01253 856123

New Deal Lone Parent: 0800 868868

Redundancy Helpline: 0500 848489

Community Care Grants

These are discretionary grants available to people on Income Support, through the Social Fund via the Benefits Agency. Community Care Grants are intended to help people who are facing financial difficulty arising from a variety of circumstances, and to help them to re-establish and remain within the community.

Budgeting Loans

These are repayable interest-free loans available to help people spread the cost of items that are difficult to budget for, (eg. cooker, bed), over a longer period. To apply for a budgeting loan you must have been on Income Support for the last 26 weeks. The loan must be re-paid, usually by weekly deductions from Income Support, over up to 18 months.

Crisis Loans

These are interest free loans for people aged 16 or over who are faced with expenses arising from an emergency or a disaster, and cannot meet their immediate short-term expenses. They can be claimed whether or not you are in receipt of a Social Security Benefit. Applications must be made in person at your local Social Security office.

For all other information please contact your local Department of Social Security/Benefits Agency: Leamington Spa Benefits Agency, Brandon House, Holly Walk, Leamington Spa. CV32 4JE. Telephone: 01926 302600.

Benefits relating to Housing

Housing Benefit

This is paid by local councils for people who need help with rent. The person must not have over £16,000 in savings and must be on a low income. Most people on Income Support/Income Based Job Seekers Allowance may qualify for the maximum amount of Housing Benefit if they pay rent, but they must make a claim.

Council Tax Benefit

This administered by local councils for people on a low income who find it hard to pay Council Tax. There are also reductions made for single people living alone and for disabled people who have had to adapt their homes to enable them to continue to live there, ie making a downstairs room into a bedroom and building an additional bathroom.

How much benefit you are entitled to depends on your personal circumstances compared with your income, savings and council tax bill. People getting Income Support may get all of their Council Tax liability paid.

Housing Benefit and Council Tax Benefit claim forms are available from your local Council contact: Stratford District Council; Telephone: 01789 267575. Warwick District Council Telephone: 01926 450000

Disabled Facilities Grant

These are grants available to help with adaptations to your home (see section 'House and Home').

Other Help available for benefits advice

Citizens Advice Bureaux (CAB's) can help with benefits advice, form filling, and appeals contact:

Warwick District (CAB), 28 Hamilton Terrace, Leamington Spa, CV32 4LY. Telephone: 01926 421515. Opening Hours Mondays -10am - 3.30pm and 6pm - 8pm, Closed Tuesdays, Wednesday to Friday - 10am - 3.30pm. Outreach worker is available for home visits.

Stratford Upon Avon (CAB), 7a Rother Street, Stratford Upon Avon, CV37 6LU. Telephone: 01789 293299. Opening Hours: Open daily 10am - 4pm, except Thursday 10am - 1pm.

South Warwickshire Advocacy Alliance will also help with benefit enquiries, form filling and appeals, home visits can be arranged contact: South Warwickshire Advocacy Alliance, Park House, 17 Avenue Rd, Leamington Spa, CV31 3PG. Telephone: 01926 887990.
E-mail: advocacyalliance_warks@btopenworld.com

Council of Disabled People South Warwickshire can help with some benefit enquiries. Contact: Outreach Worker - deals with benefit enquiries, form filling and home visits. Telephone: 01926 334747 and 01926 889349. Independent Options (Disability Resource Team) - services for disabled people aged between 18 - 65 years of age. Telephone: 01926 334747. We also assist older disabled people over 65 years with setting up Direct Payments.

Financial support for health matters

As a disabled person you may be entitled to one or more of the following:

- Free NHS prescriptions
- Free NHS dental treatment
- Free NHS sight test
- Vouchers towards the cost of glasses or contact lenses
- Free NHS wigs and fabric supports

For more information about Help with NHS costs ring the Prescription Pricing Authority on Telephone: 0191 203 5555, or contact your local Benefits Agency (see section 'A - Z')

Help with travelling to and from hospital

If you go to and from a hospital where you receive National Health Service treatment, as either an 'in' or 'out' patient, you may be able to get help with your travel costs. You will qualify for help under the following conditions:

- You are getting Income Support or Family Credit, or you are the partner or dependent child of such a person.
- You are a patient attending a sexually transmitted disease clinic more than 15 miles from your home.
- You are getting a War Disablement Pension and your treatment is for the disability for which you get your war pension.
- If you or your partner have a low income and do not have savings of £8,000 or more.

For further information enquire at the hospital/clinic where you are being treated.

Other sources of financial help

There are thousands of national and local charities all targeting specific groups and specific funding issues. Funding can be for almost anything from assistance with holidays to buying wheelchairs. Two useful starting points are discovering which charities relate to your impairment and searching through the many directories that list charities and what they support. Useful directories include 'The Directory of Grant Making Trusts', published by the Charities Aid Foundation, (available for reference only, at the CDP Information Service).

Banks and Home Banking

If you find it difficult to get out and about many high street banks are improving their services and offering home banking, where you use the telephone to enable you to undertake most transactions such as paying bills, transferring money, checking balances and arranging overdrafts etc. Some Banks will offer specialist services that may be useful to disabled people for example large print and Braille statements. For details contact various branches listed under Banks and Building Societies in the Yellow Pages or contact Council of Disabled People for local branches that are wheelchair accessible.

EDUCATION & EMPLOYMENT

This section covers education and advice & information on employment issues

EDUCATION:

Advice

Adult Guidance Network, C/o CSW Partnership Ltd, Casseldon House, Greyfriars Lane, Coventry, CV1 2GZ, Telephone: 02476 831764/Fax: 02476 630013.

Alliance for Inclusive Education, Unit 2, Ground Floor, 70 South Lambeth Road, London SW8 1RL. Telephone: 0207 735 5277. Campaigning to end compulsory segregation within the education system.

Centre for Studies on Inclusive Education (CSIE), Redland Close, Bristol, Avon. Telephone: 0117 3444007. CSIE work towards the ending of segregation in education and see integration as a human right issue that belongs within equal opportunities policies.

Council of Disabled People, Fordsfield Centre for Disabled People, Bury Road, Leamington CV31 3HW. Telephone: 01926 420702, Information Service. Telephone: 01926 889349. CDP provides information for disabled students.

NUS Disabled Students Committee, 461 Holloway Road, London N7 6LJ. Telephone: 0207 272 8900. NUS campaigns for disabled students and works to provide support and assistance to disabled students in colleges on their own terms.

SKILL National Bureau for Students with Disabilities, 20 Crusifix Lane, London SE1 3J. Telephone: 0207 4500620.

'Skill' a national voluntary organisation developing opportunities in further, higher and adult education, training and employment.

Specialist Careers Officers

These officers can provide a link between students who wish to continue their education. They can help by advising on any grants available and how to approach Social Services with requests for financial help, such as funding the costs for a personal assistant. Telephone: 01926 334241 for Warwick District or Telephone: 01789 266841 for Stratford on Avon District (see section 'A - Z' for address under Careers Offices).

They may refer you to the Special Needs Team Leader (Warwickshire) if further assistance is required. Home visits can be arranged.

Benefits

Most full-time students are not entitled to social security benefits. Certain students in vulnerable groups, including lone parents and disabled students, may be able to get social security benefits. If you receive benefits and want to take a full-time course of education, you should ask your local benefits agency office and local authority how this may affect your benefit (see section 'A - Z' for addresses or the 'Benefits and Money' section for further details).

Different Ways of Learning

Open University

Open University courses are specifically designed for home-based study. Through study there are opportunities for tuition and group discussions at local study centres. Tuition and counselling are also carried out by telephone or by written contact.

- The Open University, The West Midlands Regional Centre, 66 High Street, Harborne, Birmingham B17 9NB. Telephone: 0121 428 1550 Fax 0121 427 9484
- The Open University (Head Office), PO Box 625, Milton Keynes MK1 1TY
Disabled Students. Telephone: 01908 653745/2178.
Minicom: 01908 655978 General Enquiries Telephone: 01908 274066.

Learning and Skills Council

Open learning means any of the above and although the student learns at their own pace and usually at home there are some good courses which include tutor support either face to face, by telephone or written feedback on assignments. Contact for more information: Learning and Skills Council, Binley Business Park, Harry Weston Rd, Coventry, CV3 2UN. Telephone: 08450 194156.

Colleges of Further Education

Local Colleges of Further Education usually cater for Disabled students and integrate them into 'mainstream' courses or if necessary they can be offered 'discrete provision'. (One example of this is by having a note taker).

- Warwickshire College, Warwick New Road, Leamington Spa, Warks. Telephone: 01926 318000

- Stratford upon Avon College, The Willows North, Alcester Road, Stratford-upon-Avon, Warks CV37 9QR. Telephone: 01789 266245
- Hereward College, Bramston Crescent, Tile Hill, Coventry, CV4 9SW.
Telephone: 02476 461231
- Rugby College, Lower Hillmorton Rd, Rugby, CV21 3QS.
Telephone: 01788 338800

Universities

Most universities have facilities for disabled people to enable access to mainstream courses and general university life. Many have appointed a Disability Officer to give advice/information and ensure that the needs of disabled people are met. Contact the university for specific details:

- University of Warwick, Gibbet Hill Road, Coventry.
Telephone: 02476 523523
- Coventry University, Priory Street, Coventry.
Telephone: 02476 887688

Adult Education

For full or part time courses to up-date or improve your knowledge from basic English and Maths to Leisure learning programmes contact your local Further Education College.

Higher Education – What financial help is available?

While attending a college you may have two main costs to pay depending on your personal circumstances: your contribution, and your living costs. Since 1998 full time students starting higher education have had to contribute towards their tuition fees. For 2003/4, the most a person will have to pay is £1,125. How much help a person gets depends on your income, and that of your family – most students do not pay the full fee contribution and most students who are independent of their parents will not have to pay tuition fees at all. Some part time students will also get their fees paid for them through their college, this depends on their income.

There is financial assistance available but you will also need to be eligible for Access and Hardship Funds from the appropriate College. Funding provides help for students on low income who may need extra financial support for their course and to stay in higher education. To be eligible for assistance students have to be assessed according to their individual needs. However, some groups are priority for help from the Access and Hardship Funds:

- Students with children, especially lone parents
- Other mature students, especially those with existing financial commitments
- Students from low-income families
- Disabled students (if your disability prevents you from studying 50% of a full time course, you will also be eligible for support from the funds, as long as you are studying at least 25% of a full time course).
- Students who have been in care
- Students from Foyers or who are homeless
- Students in their final year

Adult Dependents' Grant

If you have a husband, wife, partner, or another adult member of your family who depends on you financially, you may be eligible, depending on your income and that of your dependents.

Full time students will be entitled to up to £2,280 per year.

Childcare Grant

Childcare grants are available for students with dependent children. The help you get will depend on your income and that of your dependents. Jobcentre Plus will not count the childcare grant when the benefit entitlement is worked out. Childcare benefit can be paid during term times and during vacations. Full time students with dependent children in registered approved childcare can apply. But you cannot get the grant if you receive the lone parents' grant or if you claim the childcare element of the Working Tax Credit from the Inland Revenue. For one child – up to £114.75 per week (85% of actual costs of up to £135 a week). Two or more children – up to £170 per week (85% of actual costs of up to £200 a week) - you will not have to repay this help.

Child Tax Credit from the Inland Revenue

To be eligible – students with children will be entitled to claim the new Child Tax Credit, which will be paid to parents whether or not they are working or studying. The money you get is dependent on you personal circumstances. To find out more call 0800 500222 or visit:

www.inlandrevenue.gov.uk/taxcredits

Disabled Student's Allowance (DSA's)

These help with the extra costs you have as a result of attending your course and as a direct result of your disability. A guide has been produced

called 'Bridging the Gap', providing more information, available from your local LEA or from the DfES information line 0800 7319133 or Student Support website:

www.dfes.gov.uk/studentssupport/formsandguides/index.shtml

You can apply at any time before or during your course. To be eligible to apply you must be either a full time/part time student with disabilities. Part time students must be studying at least 50% of a full time course.

How much assistance you get is not dependent on your income or that of your family:

- Specialist equipment allowance of up to £4,460 for the whole course.
- A non-medical helper's allowance of up to £11,280 each year. The maximum available is £8,465 if you are studying part-time.
- A general disabled Students' allowance of up to £1,490 each year. The maximum available is £1,115 if you are studying part time.
- Extra travel costs you have to pay as result of your disability and not normally for everyday travel costs.

This is paid direct from your LEA to you or to the supplier of the specialist equipment or services. You do not have to repay this help.

If you have extra travel costs as a result of your course you will need to speak to your LEA, they will decide if the costs you have to pay are reasonable.

Lone parents' Grant

If you are a single parent, you may be eligible. How much you receive depends on your income. To be eligible – Full time students with dependent children, who started their course in 2000/1 or before and who elect not to receive the Childcare Grant or the Parents' Learning Allowance. Its worth up to £1,125 in 2003/4, and you do not have to repay this financial help.

The Parents' Learning Allowance

Assistance with course related costs for students who have dependent children, depending on your income and that of your dependents.

To be eligible – Full time students with dependent children who receive childcare grant or dependents income if it is below:

- £3,000 for a couple with one child;

- £4.000 for a couple with two or more children;
- £4.000 for a lone parent with one child;
- £5.000 for a lone parent with two or more children.

Incomes' on the threshold may still be eligible, and grants may be up to £1,300 per year.

Legislation

There are a number of pieces of legislation which particularly affect disabled students these include "The Education and Student Loans Act 1990", "The Further Education Act 1992" and "The Disability Discrimination Act 1995".

The Children (Leaving Care) Act came into force on 1 Oct 2001. If a person were aged 16 or 17 and in care on that date afterwards, they may be eligible for extra support in all the vacations when they are in higher education.

The Further Education Act 1992 set out the rights of students, including the rights of disabled students and provide information on grants and loans, choosing and applying for a course and student services.

The Disability Discrimination Act 1995 places a duty on Further Education Funding Councils in England to ensure that further education colleges publish disability statements with information about their facilities for disabled students. It also places a duty on Higher Education Funding Councils in England, to take account of the needs of disabled students and to require institutions that they fund to provide disability statements.

Student Loans

To help with your living costs such as accommodation, food, clothes, travel and so on. 25% of the loan is assessed on your family's income. Interest on the loan is linked to inflation, so what you loan is linked to inflation, in other words what you repay will be worth what you borrowed. You only start repaying after leaving college and at a reasonable rate (for example £15 per month when your income is £12,000 a year).

To be eligible you need to be in full time, sandwich and part-time initial teacher training students under 55 years old. You can get a loan even if you have previously been in Higher Education. If you are aged 50 to 54 you will have to confirm that you plan to work after the course.

Up to £4.000 in 2003/4 and £3.165 for those living at home, 75% of this is basic entitlement and it does not depend on your family's income. It is paid by the Student Loan Company usually in three instalments – one at the start of each term. Payments for most students are paid directly into a bank or Building Society account. Payment schedules from the SLC tell a person how they will get their money.

The grants system is undergoing continual changes, the details mentioned are for 2003/4 only, therefore we recommend that for up to date information contact: Warwickshire County Council, Student Services, Education Department, 22 Northgate Street, Warwick CV34 4SP. Telephone: 01926 410410.

Support for Students

Examination Arrangements may be made for disabled students taking examinations. Additional time may be needed or an assistant who will write down what is dictated. If necessary a separate room (with an extra supervisor) may be used. Other kinds of support can be arranged, contact your Personal Tutor/Disability Co-ordinator for details.

Help with Personal Care

Help with personal care may be provided by a Community Service Volunteer. Contact: CSV, 237 Pentonville Road London N1 9NJ. Telephone: 0207 278 6601. Some students may employ their own personal assistants or use the services available in college.

Funding for such helpers may come from Social Services (see section 'A - Z' for details of local departments) or occasionally the Disabled Students Allowance. Contact your LEA for details.

Support Network

There are many ways in which a disabled student can get support with learning and personal care. Most colleges of further education, universities and colleges of higher education now have a staff member designated as 'college learning support co-ordinator' or 'adviser to disabled students'. This person should be able to advise on services available in their college and should also know of other local courses (for more information see section below).

EMPLOYMENT:

Advice

Connexions a new youth service providing guidance, support and personal development services for all 13 to 19 year olds. Although will support young people up to 24 if they have learning difficulties:

Contact Attherstone, 01827 712482, Coventry, 02476 831793, Leamington 01926 334241, Nuneaton, 02476 447677, Rugby, 01788 577154 or Stratford on Avon 01789 266841.

Disability Employment Advisors

Disability Employment Advisers provide advice and practical help direct to individuals and employers. DEA's are based in the local Jobcentres.

Benefits

The Disability Working Allowance is a benefit to give some financial support to disabled people working (see 'Benefits and Money' section).

Employment/Training Schemes

Community Placement offers support to adults with severe learning disabilities who want a job. A Community Care Assessment is necessary. Contact: Emscote Centre, Nelson Lane, Warwick, CV34 5JB. Telephone: 01926 492100.

AbilityNet shows how computers and different technology, i.e. voice input, can help people with disabilities. Free introductory sessions are run at Warwick for disabled people and their carers. Contact P.O. Box 94, Warwick, CV34 5WS. Telephone: 01926 312847 or Freephone: 0800 269545. Website: www.abilitynet.org.uk

Employment Opportunities for People with Disabilities help disabled people to find employment. Disabled people can register with the Charity. The staff also meet employers to encourage the employment of disabled people and advise about financial assistance and special aids available. Contact: C/o Aquitar, George Rd, Erdington, Birmingham B23 7QJ. Telephone: 0121 3503611.

Learning and Enterprise Centre offers training programmes to young people aged between 16 – 24 years of age. You may be in employment and seeking to training leading to a National Vocational Qualification, or you may be looking for a job and would like to take advantage of vacancies or opportunities with local employers. Contact: Stratford on Avon 01789 261123.

Rathbone CI support the training and employment needs of students with moderate learning difficulties. Contact: 33 Parkside, Coventry, CV1 2NE. Telephone: 02476 550736.

Resource Café offers community support for members of MIND. Open access to all who suffer emotional distress Mon & Wed 2pm – 4pm. The Allotment Project - offering the chance to do voluntary work in a therapeutic environment on an organic gardening project, and the Computer Group – informal group offering the chance to learn basic computer skills at your own pace, Wednesdays 1.30 – 3pm - Mid-Warwickshire MIND, 19B High St, Leamington Spa CV31 3AW.

Shaw Trust offers sheltered work placements for disabled people in local companies. Contact: Operations Administration Centre, De Salis Drive, Hampton Lovett, Droitwich, Worcestershire. WR9 0QE. Telephone: 01905 795194. The Shaw Trust also operates from within Coventry, South Warwickshire, and Rugby, and is arranged through the above office.

Sheltered work placements for disabled people in local companies support disabled people in full time employment. For more information about sheltered and supported work contact your local Disability Employment Adviser at your local Jobcentre (see section 'A - Z').

Legislation

The main legislation relating to employment is covered by the Disability Discrimination Act 1995. (see section 'Law and Disabled People' for further information).

Support Network

There are many ways in which disabled people can be supported at work through the Access to Work scheme, PACT etc which can provide:

- equipment
- travel to work costs
- adaptations to premises and equipment
- a support worker if someone needs help either at work or getting to work

LEISURE AND RECREATION

This section covers various restaurants, theatres, sports centres and general leisure activities, with details of accessibility for disabled people

Unfortunately not all information on accessible leisure facilities can be included in this guide, if you are unsure whether a venue is accessible it may still be worth telephoning them in advance to check details. Useful main contacts are:

Tourist Information Centres

- Pump Room, Parade, Leamington Spa. Telephone: 01926 742762
- Bridgefoot, Stratford-upon-Avon. Telephone: 01789 293127
- Court House, Jury Street, Warwick. Telephone: 01926 492212
- The Library, 11 Smalley Place, Kenilworth. Telephone: 01926 852595
- Lawrence Sheriff St, Rugby CV22 5EJ. Telephone: 01788 534970
- Bayley Lane, Coventry. Telephone: 02476 227264

Arts Centres & Theatres – See Area Guides

Royal Shakespeare Company (RSC) Stratford-upon-Avon, Warwickshire, CV37 6BB. Box Office telephone: 01789 296655, Fax: 01789 294810. Dedicated disability bookings line: 01789 403436, Advice Line Enquiries: 0207 2567504, E-mail: access@rsc.org.uk

Three venues of the RSC are detailed here. For all performances at any of the RSC theatres, tickets for all disabled people are half price, for those who want assistance from a friend/carer both tickets will be half price. Please ring box office in advance. Bars and cafes - the River Terrace Restaurant and Stalls Bar with the RST are accessible. There is a bar and refreshment area on the ground floor RSC Shop that is next to the Swan Theatre. There are no steps to the refreshment area of The Other Place. There is a free mailing list to receive details of audio described performances in Braille, standard type, large type or cassette and details of sign language interpreted performances, write to: Access Mailing List, Membership Department, RSC, Stratford-upon-Avon, CV37 6BB.

The three venues detailed are:

1. Royal Shakespeare Theatre – infrared headsets are available for people with visual impairments, a £5 returnable deposit is required. There are also audio described performances, which need to be booked in advance and cast lists & brief guides to the plot available in Braille. For people with hearing impairments they give sign language interpreted performances and have induction loop amplification systems. There are 8 wheelchair spaces in the stalls, which need to be booked in advance, and a wheelchair user's ticket includes a seat for their escort, if they have one. Accessible toilets and telephone are in the foyer. There is ramp access

from the car park on the forecourt to the theatre. Guide and hearing dogs are welcome but the Box Office must be notified when booking your seats.

2. Swan Theatre - Infrared headsets are available, induction loop amplification system is in place; guide and hearing dogs are welcome (as above). There are two wheelchair spaces on the ground floor that need to be booked in advance and two accessible toilets in the foyer. There is ramp access from the car park on the forecourt to the foyer of the Swan Theatre.

3. The Other Place - There is an induction loop amplification system and although guide and hearing dogs are welcome it is recommended that you leave your dog with a member of staff, as the aisles are used as entrances for the actors. Two wheelchair spaces are available on the ground floor and one accessible toilet. There is a car park next to 'The Other Place' that allows access to the theatre itself.

Royal Spa Centre, Newbold Terrace, Leamington Spa. Telephone: 01926 334418, Fax: 01926 832054. General entertainment from one night shows to musicals (see local press for details). The building has access to the ground floor area with coffee bar and toilets. There is a licensed bar on the upper floor and staff will bring drinks on request.

Warwick Arts Centre, University of Warwick, Gibbet Hill Road, Coventry. Telephone: 02476 524524. The Arts Centre has just undergone a large amount of work to make it more accessible to disabled people. There is help available from parking areas and they will aim to meet any requirements you have. If a disabled person needs a personal assistant with them then that person gets in free of charge. There is access to the Studio, Main Theatre, Film Theatre and Concert Hall. Guide Dogs are welcome and there is an assisted hearing facility. There is a sculpture and Nature Trail and access to the Mead Gallery.

Cinemas

Cineworld, Junction 1, Leicester Rd Retail Park, Rugby CV21 1RW.

Apollo 4, Portland Place, Leamington Spa, CV32 5EP. Telephone 01926 427448. There is access into main foyer Screen 1 accessible by another entrance, there is one space for a wheelchair user. Screen 2 and 4 are accessible by stair lift and this does not need to be organised in advance. There are two spaces for wheelchair users at the back of each of the screens. An accessible toilet is only directly accessible from screens 2 and 4. There are concessions for people with visual or hearing impairments.

Royal Cinema at Royal Spa Centre, Newbold Terrace, Leamington Spa.
Telephone: 01926 888997/887726. Small accessible cinema with toilet.

Showcase Cinemas, Gielgud Way, Hinckley Cross Point, Coventry.
Telephone: 02476 602111(for programme details). These premises are purpose built and are fully accessible for wheelchair users. Toilets are available for disabled people.

Stratford Picture House, Windsor Street, Stratford Upon Avon, CV37 6NL.
Telephone: 01789 415214. They can reserve seats for disabled people, in both screens. They advise that disabled people with mobility difficulties can park just outside the front entrance. There are two spaces for blue badge holders. The ground floor entrance has automatic doors that open onto a lobby containing a lift to all floors. The kiosks are at accessible levels. Guide dogs are allowed, there are tactile aids for people with visual impairments. An accessible payphone, assisted hearing facility and accessible toilets are also available.

Country Parks

Charlecote Park, Warwickshire, CV35 9ER. Telephone: 01789 470277
Fax: 01789 470544, E-mail: charlecote.park@nationaltrust.org.uk,
www.nationaltrust.org.uk - Accessible on lower floors but no access for wheelchair users to museum on the upper floor of the gatehouse or main house. Wheelchairs. Buggy. There are accessible toilets, and restaurant and the shop have access. Wheelchairs and disabled parking close to house are available. A Braille, large print guide and hearing scheme are available.

Coombe Country Park, Brinklow Road, Binley, Near Coventry.
Telephone: 02476 453720. Facilities include a network of all weather paths. Easirider vehicles available for use free of charge to wheelchair users (please book 24 hours in advance). There is a large bird hide with ramped access and views of Warwickshire's largest heronry. Play equipment has been designed for disabled children. Sensory themes on the walk and talk programme which caters for people with sensory impairments, along with sensory games in the Discovery Centre.

The Visitors Centre, toilets, gift shop, restaurant and bar are also accessible and there is free car parking for blue badge holders.

National Trust

For further information of stately homes and facilities of the National Trust, they have produced a Guide 'Information for visitors with disabilities' available from The National Trust, 36 Queen Anne's Gate, London SW1H 9AS. Telephone: 0207 222 9251. The Council Of Disabled People, Information Service has a copy of the guide. Telephone: 01926 889349

Holidays

When thinking about a holiday there are many things to consider as a disabled person, eg, whether you wish to travel alone, accessible accommodation, what facilities are available, etc. There are many organisations that can give help and advice on these issues, some are listed below:

Access Travel Ltd, 6 The Hillock, Astley, Lancashire, M29 7GW. Telephone: 01942 888844. Commercial Tour Operator specialising in holiday packages for disabled people in both the UK and overseas.

A.T.S. Travel Ltd, 1 Tank Lane, Purfleet, Essex, RM19 1TA. Telephone: 01708 863198. Organise holidays for disabled people can also arrange transport, activities, tours and insurance in the UK and overseas.

British Red Cross, 19, Coventry Road, Cubbington, Leamington Spa, CV32 7JN. Telephone: 01926 832446. They regularly run weekends breaks to various destinations such as Blackpool, barge trips etc. and also provide some transport and funding.

Camping for the Disabled, C/o Mobility Information Services, Unit B1, Greenwood Court, Cartmel Drive, Shrewsbury, SY1 3TB. Telephone: 01743 463072. Information and advice on camping for disabled people both in Britain and overseas. Publishes a directory of accessible campsites in Britain.

CDP Information Service, Rehab Hospital, Leamington Spa, Telephone/Fax/Minicom: 01926 889349. Provide holiday information, help and advice from personal experience and publications in their library.

Chalfont Line Holidays, 4 Providence Rd, West Drayton, Middlesex, UB7 8HJ. Telephone: 01895 459540. Offer a range of holidays, have their own accessible coaches and provide escorted packages in the UK and overseas.

Disability Now, published by Scope, 6 Market Rd, London, N7 9PW Telephone: 0845 1207001 for subscriptions. www.disabilitynow.org.uk The

publication includes a classified section listing various holidays. The Information Service at the Council of Disabled People has copies of this (see section 'A - Z').

Holiday Care Service, 2nd Floor, Imperial Buildings, Victoria Road, Horley, Surrey, RH6 7PZ. Telephone: 01293 774535, Fax: 01293 784647, Minicom: 01293 776943. They are the UK's central source of travel and holiday information and support for disabled people. They provide factsheets on topics such as holidays with care, financial support and accessible accommodation.

RADAR (The Royal Association for Disability & Rehabilitation), 12 City Forum, 250 City Road, London EC1V 8AF. Telephone: 0207 250 3222, Fax: 0207 250 0212, Minicom: 0207 250 4119. This organisation has information and produces guides and 'Fact Packs' on holiday's abroad and the British Isles.

For information on motoring and travel arrangements (see section 'Mobility').

Hotels

Charlecote Pheasant County Hotel, Charlecote, Warwickshire CV35 9EW. Telephone: 01789 279954, Fax: 01789 470222. The grounds surrounding the hotel are accessible for wheelchair users. There are rooms available on the ground floor and two rooms specifically adapted for disabled people. All areas on the ground floor are accessible, doorways are wide, and there are ramps and toilets. Assistance dogs are allowed.

Courtyard by Marriott, off Europa Way, Olympus Ave, Tachbrook Park, Leamington Spa CV34 6RJ. Telephone: 01926 425522, Fax: 01926 881322. Accessible entrance for wheelchair users. Conference rooms, bedrooms and restaurant are fully accessible. Toilets and lifts for disabled people are also available. Guide dogs are allowed.

Hilton National Warwick, A429 Stratford Rd, Warwick CV34 6RE. Telephone: 01926 499555, Fax: 01926 410020. The ground floor is accessible for disabled people including one large conference room, restaurant and lifts to accessible bedrooms. Guide dogs are allowed.

Honiley Court Hotel, Honiley, Nr. Warwick CV8 1NP. Telephone: 01926 484234, Fax: 01926 484474. Website:
www.chorushotels.co.uk/honileycourt

Two large conference rooms, bedrooms, lifts and restaurant accessible for wheelchair users. Guide dogs are allowed.

Stratford Manor Hotel, Warwick Road, Stratford-upon-Avon, CV37 0PY. Telephone: 01789 731173. There is access to entrance, conference rooms, bedrooms, lifts and restaurant, and the hotel allows guide dogs. Website: www.marstonhotels.com

Parking

There are designated areas for free disabled parking in most of Warwick and Stratford District Council's car parks, you must display your Blue Badge. For more details on these designated areas and the Orange Badge Scheme (see section 'Mobility').

Places of Interest

Ann Hathaway's Cottage, Shottery. Contact: The Birth Place Trust Telephone: 01789 204016. This thatched house is not accessible to wheelchair users. The outside can be viewed from the garden, part of which is accessible. There is a 'virtual reality system currently being set up for wheelchair users to view what is not accessible, and toilets are available. For more information on the facilities please contact the cottage directly on 01789 292100.

Hall's Croft, Old Town, Stratford upon Avon. Contact: The Birth Place Trust. Telephone: 01789 204016. This is a 16th century house named after Dr John Hall who married Shakespeare's daughter. The ground floor and walled garden are accessible to wheelchair users.

Heritage Motor Centre, Gaydon, Warwickshire, CV35 0BJ. Telephone: 01926 641188. There are reserved parking spaces in the main car park from there you take a shuttle which has wheelchair access. If you would prefer you can park nearer the Museum main entrance. There is access to the museum, museum gift shop, both accessible. Main exhibition has access to levels in the museum via lift. Upper level easily accessible for wheelchair users but the lower level is a bit more difficult as exhibits are close together. There are accessible toilet facilities. If you need a personal assistant that person enters free of charge.

Kenilworth Castle, Kenilworth, Warwickshire. Telephone: 01926 852078. There is wheelchair access within the castle in the kitchen area and the Great Hall although upper floors are mainly reached by spiral staircase. The garden area is accessible and benches provided. A tape tour and Braille guide is available for visually impaired people and for visitors with hearing impairments there is a tape tour with hearing loop or BSL sign

language can be organised. A basic language tape tour is also available for people with learning disabilities. The Exhibition has easy access, there is one accessible toilet but the entrance of the shop has one step and space is very restricted.

The main entrance for wheelchair users is opposite the Queen & Castle public house. www.english.heritage.org.uk

Mary Arden's House, Station Road, Stratford upon Avon. Contact: The Birth Place Trust. Telephone: 01789 204016. Most of the site is accessible to wheelchair users, except for the upper floor of the house, and toilets are available.

Nash's House & New Place, Chapel Street, Stratford upon Avon. Contact: The Birth Place Trust. Telephone: 01789 204016. Thomas Nash, who married Shakespeare's granddaughter, owned this house. The ground floor and the colourful gardens are accessible to wheelchair users, and toilets are available.

Shakespeare's Birth Place, Henley Street, Stratford upon Avon. Contact: The Birth Place Trust. Telephone: 01789 204016. The house itself is not accessible, but the visitor's centre with its exhibitions and the garden are accessible for wheelchair users, and toilets are available.

Stratford-upon-Avon Butterfly Farm, Tramway Walk, Swan's Nest Lane, Stratford-upon-Avon, CV37 7LS. Telephone: 01789 299288. www.butterflyfarm.co.uk - There is full access for wheelchair users to all displays and the gift shop is also accessible. Toilets for disabled people are nearby and there is car parking on site specifically for disabled drivers.

Warwick Castle, Warwickshire. Telephone: 0870 4422000. Much of the interior of Warwick Castle is not accessible to wheelchair users though there is unrestricted access to the Armoury. There is also access into the Castle Courtyard via Clarence Towers. The Gardens, designed by Capability Brown, are accessible to wheelchairs and most of the paths are tarmac. The Cafe in the Stables Courtyard and the gift shops in the Stables and the Armoury are accessible.

There are wheelchair accessible toilets. Guide dogs and hearing dogs are welcome. Car parking for disabled people is available in the Stables Car Park. www.warwick-castle.co.uk

Pubs and Restaurants

Angel Hotel, 143 Regent St, Leamington Spa, CV32 4NZ. Telephone/Fax: 01926 881296. There are no accessible bedrooms available but the

ground floor including the restaurant and bar is fully accessible and guide dogs are allowed.

The Bell Inn, Alderminster, near Stratford-on-Avon CV37 8NY. Telephone: 01789 450414. This is a restaurant and a pub. There is an easily accessible entrance and large toilets, although neither is specifically designed for disabled people. Guide dogs allowed.

Benjamin Satchwell's, 112 The Parade, Leamington Spa. Telephone: 01926 883733. www.jdwetherspoon.co.uk The entrance and bar area are fully accessible and there are toilets for disabled people. Food is available throughout the day.

Blue Boar Inn, Temple Grafton, Alcester, near Stratford-on-Avon B49 6NR. Telephone: 01789 750010, Fax 01789 750635. www.blueboarinn.co.uk The entrance is accessible for wheelchair users and there is an accessible area in the restaurant. There are no toilets for disabled people. Guide dogs are allowed.

Elizabeth the Chef, Henley Street, Stratford-upon-Avon. Telephone: 01789 297490. This cafe is accessible via a ramp from the patio area and has one accessible toilet.

The Emperors Restaurant, Bath Place, Leamington Spa. Telephone: 01926 313030/313666. There is one step at the entrance to these premises but it is reasonably easy to gain access for a wheelchair user. The restaurant is accessible and staff are accommodating, although there is no accessible toilet.

The Heathcote Inn, Tachbrook Road, Leamington Spa. Telephone: 01926 428120. This is accessible for wheelchair users and toilets are available for disabled people. Food is also available throughout the day.

The Oncore Restaurant, 1 Bridge Street, Stratford on Avon, CV37 6AB. This is a 'Beefeater' restaurant, but has no accessible toilets. www.whitbreadrestaurants.co.uk

Pizza Hut, 140, The Parade, Leamington Spa. Telephone: 01926 831225 or 23, High Street, Stratford-upon-Avon. Telephone: 01789 204182. www.pizzahut.co.uk Both restaurants are accessible for wheelchair users and toilets are available. Menus in Braille should be easily obtained.

The Racehorse, 32 Stratford Rd, Warwick CV34 6AS. Telephone: 01926 496705. The entrances at the front and back of the building have ramps for easy access for wheelchair users. There are toilets for disabled people and the restaurant & bar is accessible. Guide dogs are welcome.

The Red Lion, Warwick Road, Stratford on Avon. Telephone: 01789 266858. All areas accessible including toilets and Braille menu available.

The Tiller Pin, Queensway, Leamington Spa. Telephone: 01926 435139. This public house is fully accessible including toilets for disabled people. Food is available and there is a large garden.

The Wig & Pen, 26 Park St, Leamington Spa, CV32 4QN. Telephone: 01926 451797. Accessible entrance, restaurant and bar, with toilets for disabled people available on the ground floor.

Yates's Wine Lodge, 44-46 Warwick Street, Leamington Spa. Telephone: 01926 886314. www.yates'sonthenet.com

The entrance, bar & restaurant are accessible and toilets for disabled people are available by collecting a key from behind the bar. Food is served from midday-6pm and table service will be provided for disabled customers.

Shopping Centres

Town Square, Wood Street, Stratford-upon Avon, Warwickshire.
This is a fully accessible shopping centre, but there are no toilet facilities.

Maybird Centre, Birmingham Road, Stratford-upon-Avon, Warwickshire. This shopping area is on the outskirts of town and contains many large stores. It is accessible for wheelchair users but there are no toilets available.

Regency Arcade, The Parade, Leamington Spa, Warwickshire.
Three floor shopping centre with accessible lifts, toilets and restaurant.
Royal Priors, The Parade, Leamington Spa, Warwickshire.
There are four entrances to this shopping mall that are all accessible by wheelchair. Other facilities include two lifts, toilets and car parking.

Sports and Leisure

Abbey Fields Swimming Pool, Bridge Street, Kenilworth, CV8 1BP.
Telephone: 01926 855478. There are accessible changing rooms and a poolside hoist that can be used during any public swimming session.
There are no specific pool sessions for disabled people.

Castle Farm Recreation Centre, Fishponds Road, Kenilworth CV8 1EY. Telephone: 01926 850550/850547. There are specific sport sessions for disabled people on Saturdays, such as karate. However, disabled people are welcome to use the facilities at any time. There is a gym available and although not specifically adapted for disabled people an induction is always given on how to use equipment safely. Advice and assistance is always close-by. For more information about facilities please contact the centre.

Coventry Sports Trust, Fairfax Street, Coventry, CV1 5RY. Telephone: 02476 252525. Whole Building accessible including toilets and changing rooms. The Bodyline Station is a gym which has equipment designed for wheelchair users. There are specific pool sessions for disabled people on Tuesday 9am-10am and 5.15pm-6.15pm, and football Tuesday 4.30pm-6.00pm.

Disability Sport England (formerly British Sports Association for the Disabled) West Midlands Branch, House Market, Darlington, DL1 5RP. Telephone: 01325 369554. Disability Sport England is the co-ordinating body for sport and recreation for disabled people.

Midland Sports Centre for the Disabled and Able Bodied, Cromwell Lane, Tile Hill, Coventry, CV4 8AS. Telephone: 02476 474455. Their fully accessible facilities include indoor archery, table-tennis, fencing, mat sports, badminton, indoor cricket, snooker, indoor bowling, darts, chess, a gym and pool and Popmobility. The centre is open 10am-10pm seven days a week. A fully licensed bar with a range of hot & cold food available at all times.

Newbold Comyn Leisure Centre, Newbold Terrace East, Leamington Spa. Telephone: 01926 882083. Services include accessible changing rooms, toilets, and a poolside hoist. There are pool sessions for disabled people on Tuesdays 2.30pm - 3.30pm. They have an accessible Gym, Sauna and Jacuzzi.

Riding for the Disabled, Avenue R, National Agricultural Centre, Stoneleigh Park, Kenilworth CV8 2LY. Telephone: 02476 696510. www.riding-for-disabled.co.uk - This is a charity that provides the opportunity for disabled people to ride horses, with or without a carriage. There are over 600 local organisations whose addresses change frequently, so please contact the National Headquarters on the following number for local details.

Shipston Swimming Pool - Darlingscote Road, Shipston on Stour, Near Stratford, CV36 4DY. Telephone: 01608 662354. They do not have a poolside hoist, but state that they are willing to help people into and out of the swimming pool. Open evenings only in school-term time but open all day in school holidays.

Southam Leisure Centre, Welsh Road West, Southam, CV33 0JW. Telephone: 01926 817788. They have accessible changing rooms a chair for use in the shower and accessible toilet. The swimming pool has a hoist and steps with a gradual gradient and there is a pool session for disabled people on Sunday 12pm - 1pm. The sauna and steam room are accessible.

St. Nicholas Park Leisure Centre, Banbury Road, Warwick, CV34 4QY. Telephone: 01926 495353. www.warwickdc/leisure.co.uk The facilities of their large sports hall include badminton courts, indoor hockey pitch, netball, volley ball & basketball courts, five-a-side soccer and short mat bowls. In order to enable disabled people to enjoy these facilities they have provided lifts, ramps and specialist changing facilities. There is also a swimming pool hoist available. It is worth calling in advance since they are due to install one in the near future.

Stratford Leisure and Visitor Centre, Bridgefoot, Stratford-upon-Avon. Telephone: 01789 268826. www.slyc.co.uk The building is accessible. Disabled people can use the pool at any time. There are some specific pool sessions for disabled people on Sunday 5.30pm - 6.30pm. For more information on facilities please contact Rob Poulter 01789 850526.

MOBILITY

This section covers information on wheelchairs and various ways to travel from your own car to public transport

Useful contacts for general enquiries on travel

Council of Disabled People, Information Service - 01926 889349

Department of Transport, Mobility Unit, 1-11 Great Minster House, 76 Marsham Street, London SW1P 4DR. Telephone 0207 264973.

The Holiday Care Service, 2nd Floor, Imperial Buildings, Victoria, Horley, Surrey RH6 7PZ. Telephone: 0845 1249971.

TRIPSCOPE, The Vassall Centre, Gill Avenue, Bristol, BS16 2QQ. Telephone/Minicom: 0845 7585641, Fax: 0117 9397736. Free transport information service for disabled people travelling within the UK and abroad.

Adaptations for your own Vehicle

Jim Doran Hand Controls, 229 Torrington Avenue, Coventry CV4 9HN. Telephone: 02476 460833. Fax: 02476 462011. This is the nearest company who specialise in car conversions for disabled drivers or passengers.

For advice or details of national companies that carry out car adaptations contact:

Information Service, Council of Disabled People, Royal Leamington Spa Rehab Hospital, Heathcote Lane, Heathcote, Near Warwick CV31 6SR. Telephone/fax/minicom: 01926 889349.

Information Service on Disability, Oak Tree Lane Centre, 91 Oak Tree Lane, Selly Oak, Birmingham B29 6JA. Telephone: 0121 414 1495. This organisation has taken over the Mobility Advice Line.

Air Travel

From whichever airport you are flying from and whichever airline you are flying with, it is best to contact them directly and in advance to ensure that provision is made for you, as a disabled person. However, there are various contacts available for general information:

'Flying High', An informative book that is available from the Disabled Living Foundation, 380-4 Harrow Road, London W9 2HU. Telephone: 0207 289 6111 (between 1pm-4pm, Monday to Friday).

Buses

The South Warwickshire area has a conventional bus service with access for wheelchair users. This is called the Flexibus and is run by the A & M Group on behalf of Warwickshire County Council. There is an electric lift

and a trained care assistant if further assistance is required. If you live in Stratford, Warwick, Leamington or Kenilworth and need assistance with mobility contact: Busline 01788 535555 on the day before you wish to travel and they may be able to pick you up.

The Disability Discrimination Act 1995 allows the Government to make regulations to ensure that disabled people can get on and off buses and coaches and travel in safety and reasonable comfort. (see section 'Law & Disabled People').

Driving Assessment Centres

Driving Assessment Centre, Regional Rehabilitation Centre, Hillcrest, Moseley Hall Hospital, Alcester Road, Moseley, Birmingham B13 8JL. Telephone: 0121 62782228. They offer both an ability assessment and advice on buying or adapting your own car.

Mobility Advice & Vehicle Information Service (MAVIS), Department of Transport, 'O' Wing, Macadam Avenue, Old Wokingham Road, Crowthorne RG45 6XD. Telephone: 01344 661000. Although this centre is not local, it may be necessary to travel here for more extensive facilities or further advice.

Mobility Information Service (MIS), Unit B1, Greenwood Court, Cartmel Drive, Shrewsbury, SY1 3TB. Telephone 01743 463072. For guidance, advice and assessments on mobility.

Queen Elizabeth Mobility Centre, Damson Way, Fountain Drive, Carshalton, Surrey SM5 4NR. Telephone: 0208 7701151. Provides advice on car adaptations, assessments and recommendations.

Driving Instructors

The Queen Elizabeth Mobility Centre (see 'Driving Assessment Centre' above) have a list of all Department of Transport approved driving instructors with information on their experience in teaching disabled people and adaptations to their cars. Some of the instructors in Warwickshire are listed below:

Mr David Marshall, Leamington Spa - 01926 832970

Mr D Collins, Rugby - 01788 560669

Miss Gillian O'Brien, Coventry - 02476 471932
Mr Keith Houghton, Stratford upon Avon - 01789 296000

For details of instructors in Warwickshire or West Midlands contact:
Information Service, Council of Disabled People (see Adaptations above),
Telephone 01926 889349.

For national enquiries or updated lists contact: Banstead Mobility (see
above) Telephone 0208 770 1151

British School of Motoring (BSM), 52 – 53 Hertford Street, Coventry.
Telephone: 02476 224369. This driving school gives tuition to disabled
people and have an automatic car with various adaptations available. The
service operates within Coventry, Warwick, Leamington and Stratford.
Contact the above number for more details.

Exemption from Vehicle Excise Duty (Car Tax)

You can apply for exemption from car tax if you receive the higher rate of
the mobility component of Disability Living Allowance or War Pensioners
Mobility Supplement. The vehicle must be registered in the name of the
disabled person or the nominee named on the relevant Certificate of
Entitlement. These are issued by the Disability Benefits Unit (Tel 08457
123456). The vehicle must be used by, or for the purposes of the disabled
person.

For further help or advice contact:

Birmingham Vehicle Registration Office (VRO), 2nd Floor, Edward House,
Edward Street, Birmingham B1 2RF. Telephone: 0870 2400010. This line
is often very busy so for a general enquiry please ring the number below.

Customer Enquiries Unit, DVLA, Swansea SA99 1BL. Telephone/Minicom:
0870 2400010, Licensing Enquiries: 01792 782787, Vehicle Enquiries:
01792 782756

Your local Post Office will provide Form V100 that also gives information of
the your nearest Vehicle Registration Office.

Insurance

When insurance is required it is best to contact a range of different
Insurance Companies to find the best deal. Since the Disability
Discrimination Act 1995 all companies must provide the same service for
everyone, this includes suitable insurance cover for your requirements.

There are specialist companies who design insurance policies specifically for disabled people such as:

- Disabled Persons Insurance Services (Cornhill Direct), Great Park House, Great Park Road, Bradley Stoke, Bristol BS32 4QG. Telephone: (freephone) 0800 607070, Fax: 01454 611722. www.cornhilldirect.co.uk
- Fish Insurance, National Scheme Underwriting Division, 3-4 Riversway Business Village, Navigation Way, Preston PR2 2YP. Telephone: 01772 724442, Fax: 01772 733733. Offer insurance on cars, wheelchairs, life and homes. www.fishinsurance.co.uk

Motability

This is a registered charity that enables people on the higher mobility component of the Disability Living Allowance or War Pensioner's Mobility Supplement to hire or buy a car or a powered wheelchair. The scheme is also available to people who cannot drive and they can nominate up to two other people as the drivers. The cars can be suitably adapted to your needs.

Motability, Goodman House, Station Approach, Harlow, Essex, CM20 2ET, Helpline: 01279 635666 Switchboard: 01279 635999 Fax: 01279 632000.

www.motability.co.uk

Blue Badge Scheme

Many disabled people are entitled to an Orange Badge, if you think you are -apply to your local Social Services (see section 'A - Z').

The scheme gives badge holders concessions for parking. They may park free of charge and with no time limit at on-street parking meters and 'pay & display', also they can park for as long as is needed where others can only park for a limited time AND they may park on single and double yellow lines for up to 3 hours so long as this does not break any of the rules of where not to park. Many of the car parks in Warwick and Stratford District have designated parking that is free if the Blue Badge is displayed. For details of designated parking contact:

- Warwick District Council, Town Hall, The Parade, Leamington Spa. Telephone 01926 450000

- Stratford District Council, Elizabeth House, Church Street, Stratford-upon-Avon CV37 6HX - Telephone 01789 267575

Sea Travel

When planning your journey by sea, check with each port and ferry company for specific access details. Dover is Britain's busiest port and provides information in the form of "Happy to Help: A Guide for Disabled Passengers". This is available by contacting: Dover Harbour Board, Harbour House, Dover, Kent CT17 9BU. Telephone: 01304 240400.
www.doverport.co.uk

ServiceCall

This scheme works by obtaining a ServiceCall transmitter (which is similar to a remote control for a television) and pointing it at a variety of shops, banks and petrol stations that have a ServiceCall receiver installed. The device signals a member of staff who will come out to assist you when needed. You can get your favourite stores to install ServiceCall. For more information on the above contact: ServiceCall Systems Ltd. Freepost, Bakewell, Derbyshire DE45 9BR. Telephone: 01629 812422.
www.service-call.net

Shopmobility

Shopmobility enables disabled and older people to gain greater independence and easy access within town centres operating this scheme. There should be good parking facilities, scooters & powered/manual wheelchairs available for loan and sometimes volunteers can be pre-booked to provide assistance where needed. The nearest town with the Shopmobility Scheme is Coventry, however a similar scheme set up between CDP and Warwick District Council in the Priory Shopping Centre, The Parade, Leamington Spa - beginning early 2004. For more information contact Mark Fletcher, 02476 716217.

Shopmobility Unit, Ground Floor of Barracks Car Park, Coventry. For information contact Coventry City Council on 02476 833333. To book chairs and scooters in advance telephone the unit on 02476 832020.

Taxis

There are few accessible taxis in the South Warwickshire area. Listed below are the firms that do have at least one taxi accessible by wheelchair:

- Lynns Taxis - 01926 881199
- Markhams Taxis/Avon Knight

Cars - 01926 881200
(Leamington)
- Taurus - 01926 851951
(Kenilworth)

The conditions of private hire drivers are that customers should be given as much assistance as is needed. Even if not specifically noted in these conditions, drivers are expected to welcome guide dogs and provide door to door service where required. If you wish to complain about any of these taxi services please contact: Member Services Department, Warwick District Council, Town Hall, The Parade, Leamington Spa. Telephone: 01926 450000.

Trains

When planning a journey by train it is always best to book in advance and advise rail staff of any necessary arrangements you may need, for example staff meeting you at your departure station, portable ramps and escorting you on to your train. Some trains may have accessible toilets, some tickets office windows have been fitted with induction loops and guide dogs may be taken anywhere on board.

You can apply for a Disabled Persons Railcard to get discounted fares. If you are a wheelchair user travelling in your own chair or a visually impaired person, then you are eligible for discounts without the Disabled Persons Railcard. Travelling companions can also get discounts. For general train enquiries. Telephone: 0191 2188103. Before you telephone for assistance you need to have the following information ready:

- a) Date of travel and departure time
- b) Departure and destination station and any connections
- c) Details of your requirements/disability
- d) Means of transport to and from stations
- e) Whether you are travelling alone
- f) Any other details that may assist you with your journey

Then, telephone one of the following numbers for further assistance in planning your journey:

- Network Rail: 0121 654 4288 (must give 3 days notice)
- Network Rail: 0121 654 4243 (can contact on day of travel)

Wheelchairs

Standard wheelchairs are available on permanent loan free of charge for people with permanent mobility problems that make walking difficult or impossible. To have an NHS Wheelchair, a person has to be assessed by the local Wheelchair Service. In South Warwickshire you need to be referred by your GP, therapist, nurse or other health professional.

The Government have recently introduced a new voucher scheme which has been designed to increase the choice of wheelchairs currently available, For further information Contact: Wheelchair Co-ordinator, South Warwickshire Wheelchair Service, Royal Leamington Spa Rehabilitation Hospital, Heathcote Lane, Warwick, CV34 6SR. Telephone 01926 317723.

If a suitable wheelchair is not available through the Wheelchair Service, then private purchase may be the only option. There are a number of local companies who specialise in 'Mobility Equipment', others can be found in the yellow pages under 'Disabled Equipment'.

Ashley Health Care, 31 Speedwell Road, Hay Mills, Birmingham, B25 8HU
Telephone 0121 772 6235

Midland Mobility, 194 Torrington Avenue, Coventry, CV4 9BL. Telephone 02476 471124. www.midlandmobility.co.uk

Wenman Mobility, Debden Farm, Barford, Warwick, CV35 8DA Telephone 01926 624432

When purchasing a wheelchair it is always a good idea to 'try out' as many models as possible, most companies provide shop and home demonstrations. Disabled Living Centres also offer equipment demonstrations and information to disabled people.

Birmingham Disabled Living Centre Tel: 0121 643 0980.

Coventry Centre for Independent Living Tel: 02476 694766

SEXUALITY/FAMILY/PERSONAL AFFAIRS

This section covers counselling services, dating agencies, organisations and groups which can help generally with personal relationships.

Adoption & Fostering

Disabled people can adopt and foster in the same way that all adults do. There should be no discrimination due to disability, the only criteria is that the person/people wishing to adopt or foster are able to look after the child. To enquire further or to begin an application please contact the 24 hour Enquiry Line, Telephone: 01926 413313 leaving your name and number or

write to: Social Services (Fostering & Adoption), Central Recruitment Team, Faraday Hall, Lower Hillmorton Road, Rugby, CV21 3TU.

Advocacy

South Warwickshire Independent Advocacy Alliance, Park House, 17 Avenue Rd, Leamington Spa, CV31 3PG. Telephone: 01926 887990. E-mail: advocacyalliance_warks@btopenworld.com - Provide an advocacy service to people with a Learning Disability, home visits can be arranged.

Mid Warwickshire MIND, 19b High Street, Leamington Spa, CV31 3AW. Telephone: 01926 450745. Provide a range of services including advocacy/support for people experiencing mental/emotional distress. Their building is fairly accessible, home visits and outreach worker are available.

Counselling

You can be referred to a counsellor by your own doctor. There are a number of counselling services available in this area and by telephone:

Bereavement Care, Telephone: Kenilworth 01926 864343, Warwick 01926 490933. Offer bereavement counselling for people who are finding it difficult when someone has died.

Clinical Psychology and Counselling Service, Royal Leamington Spa Rehab Hospital, Heathcote Lane, Nr. Warwick CV34 6SR. Telephone: 01926 317744. You must be referred by your own doctor for this service.

Disability Now, (SCOPE) 6 Market Rd, London, N7 9PW. Telephone: 0207 6197317 on Thursday 1pm -5 pm and Monday 6pm - 10pm.

www.disabilitynow.org.uk

Within this disability newspaper is an advice column and information on a Telephone Counselling Line operated by a disabled counsellor.

HIV Network Telephone: 02476 229292, provides help and support for people with HIV/AIDS.

RELATE Warwick Pageant House, Jury Street, Warwick CV34 4EW. Telephone: 01926 403340 for appointments in Warwick or Stratford. Offers very useful confidential counselling on personal relationships.

The Samaritans. Telephone: 01789 298866/08457 909090. In a crisis they will provide you with a listening ear.

SPOD UK (The Association to Aid the Sexual and Personal Relationships of People with a Disability), 286 Camden Road, London, N7 0BJ. For disabled people experiencing sexual or relationship difficulties write to the above address or telephone their Counselling Line on 0207 607 8851. E-mail: spoduk@aol.com (At present not operational, but will respond to e-mails)

Dating Agencies

Many local papers and magazines feature personal advertisements from people looking for relationships. Disability Now also does this with adverts from disabled people. There are other agencies specifically for disabled people and also used by non-disabled people.

Date Hear, 11-15 Bush House, Bush Fair, Harlow, Essex CM18 6NS. New dating agency for deaf and hearing-impaired people.

Find a Friend, Mutual Essential Links, 1 Weir Street, Northwich, Cheshire, CW9 5HL. Telephone/Fax: 01606 49093 (24 hours)

Lesbian & Gay Disability Organisations

There are associations that aim to challenge discrimination against both gay and disabled people. For more details on their campaigns or to receive mailouts or their quarterly magazines, contact:

Coventry and Warwickshire Friend, P.O Box 8, Coventry, CV1 3ZT.
Telephone Helpline: 02476 714199 (Mon, Wed, Fri, 7.30pm-9.30pm)
www.cwfriend.fsnet.co.uk

First Step: Help for adult male survivors of sexual abuse or rape.
Leicester – Helpline Mondays 7pm – 9.30pm, Telephone: 0116 2558868

Gemma, BM Box 5700, London, WC1N 3XX. (for disabled/able-bodied lesbian and bisexual women)

GYGL, Specialist groups for young people under 25 meet weekly in Coventry (as well as in Solihull) Telephone: 02476 224090

Lesbian and Gay Community Helpline: 02476 224090.

Lesbian and Gay Switchboard West Midlands, Telephone/Minicom: 0121 6226589, available seven days a week 7pm-10pm. Website: www.gaymidlands.org

REGARD, BM Regard, London, WC1 3XX. Telephone: 0207 738 8097 (run and controlled by disabled lesbians and gay men). Newsletter "Regard Writes Update" is available in Braille, large print or on tape if requested.

Rugby Rosa: Support group for survivors of rape or sexual abuse.
Helpline: Thursday 6 - 9pm (Answer-phone at other times).
Telephone: 01788 551151

Terrence Higgins Trust, 10 Manor Road, Coventry, CV1 2LX. Telephone: 02476 229292. Other helpful groups can be found within this organisation:

- Godiva Young Gay & Lesbians, Telephone: 02476 224090. A group meets every Monday evening in Coventry and there is wheelchair access to the building.

For something more social it may be worth contacting your own university if you are a student.

When term begins, if there is enough interest the following groups will run, Coventry University's Lesbian & Gay Society or Warwick University's Lesbian, Gay & Bi-sexual Alliance. Contact:

Coventry University Students Union - Telephone 02476 571200
Warwick University Students Union - Telephone 02476 572777

Sex aids & advice

There are national organisations that will provide information and advice on various aspects of sexuality. They can also put you in touch with local advice centres, counsellors and places to get sex aids.

British Association of Sex and Marital Therapy (BASMT), P.O Box 62, Sheffield, S10 3TS (please enclose Stamped Addressed Envelope)

SPOD UK (Association to Aid the Sexual and Personal Relationships of People with a Disability) 286 Camden Road, London, N7 0BJ. Telephone: 0207 6078851. E-mail: spoduk@aol.com (At present not operational, but will respond to e-mails)

Your local Family Planning Association may be able to help you with advice on sexual matters:

- Brunswick Child Health Clinic, Shrubland Street, Leamington Spa,

Telephone:01926 423736

- Kenilworth Child Health Clinic, Smalley Place, Kenilworth, Telephone:01926 852087
- Stratford-upon-Avon Community Health Offices, Alcester Road, Stratford-upon-Avon, Telephone:01789 269264

Single Parent Organisations

Since there are currently no organisations specifically for single parents in this area, the following contact is a national one that will help you set up a local group. They also give help, support and advice to single parents.

Women's Health, 52 Featherstone Street, London EC1Y 8RT. Telephone: 0207 2516580 or Fax: 0207 6080928. They publish leaflets discussing women's health, two are specifically for disabled women:

- Disabled Mothers: Supporting each other (1993, also on tape)
- Women's Health and Disability Broadsheet (1993)

A quarterly newsletter is also available. Please send a self-addressed envelope for a list of publications.

Support Groups

In the South Warwickshire area there are a large amount of support groups meeting a wide range of needs.

Angels, for those with inter-sex conditions and/or Dysphoria. For more information contact Marianne Rikki Rohan, Telephone: 01926 332467. E-mail: TS_Angels@yahoo.co.uk Website: www.AngelsUK.Info

Asian Women's Support Group (for users of MIND), Mid-Warwickshire MIND, 19B High Street, Leamington Spa CV31 3AW. Telephone: 01926 450745. This group meets weekly for mutual support, for users & survivors of the mental health system and only available for people already using MIND's services.

Headway, Head Injury Forum meet fortnightly to discuss any difficulties people are experiencing since their head injury. For information on these meetings please contact Headway Coventry & Warwickshire, Koco Building, The Arches, Spon End, Coventry, CV1 3JQ. Telephone: 02476 675455

Independent Options arrange social meetings for their service users. Contact them at your local Council of Disabled People office.

Leamington PHAB (Physically Handicapped and Able-Bodied Youth Group) Telephone: 01926 491873. Group meets Thursdays 7pm - 9pm, for details contact c/o Warwick Youth Centre, 71 Coten End, Warwick.

Resource Cafe, Mid-Warwickshire MIND, 19B High Street, Leamington Spa CV31 3AW. Telephone: 01926 450745. Offers support, employment training & counselling for members of MIND.

(For any other support groups not listed above please see section 'A - Z')

LAW AND DISABLED PEOPLE

This section covers pieces of legislation and various legal issues that are particularly relevant to disabled people.

Complaints

(about community care and charging policy)

If you have any reason to complain about the services you receive from Social Services or about the charges you have to make towards the support they give you, then there are various ways of taking the matter up. First and foremost discuss the issue with your social worker or occupational therapist, and then contact their Team Manager who is based at their offices.

To take matters further you can contact the Inspection Services within Warwickshire County Council (WCC) who will look into your complaint. National Care Standards, Telephone: 01926 436950

You can also contact your local councillor, the Chief Executive of the Department for Social Services (whose names and addresses can be found by ringing WCC, Telephone: 01926 410410 or your local Town Hall) and for a complaint about community care charging you can also contact: Central Charging Team, Warwick House, Wheat Street, Nuneaton CV11 4AJ Telephone: 01926 412533

As a last resort you can contact an Ombudsman, see later.

Disability Law Service

This is a national organisation specialising in the law and disability. They have a team of solicitors and legal advisors who are experts in varying fields such as community care, education, employment etc. They can be contacted for telephone advice or to discuss possible representations at: Room 241, 49–51 Bedford Row, London WC1R 4LR. Tel: 0207 831 8031

Discrimination

The Disability Discrimination Act 1995 enables disabled people to now get legal redress if they feel they have been discriminated in certain aspects of life, these include:

- Employment (whilst at work, whilst applying for work or when dismissed from work)- access to goods, services and facilities (where you are discriminated or your access is restricted in places such as shops, cinemas, restaurants)

Where someone feels they have been unfairly treated with regard to access to goods and services, then you should go to the local county court and ask for a "small claims form" to enable you to claim against the discrimination. This form is then returned to the court and the case heard soon after. If an employer discriminates, then you need to get an "Industrial 1" form from the local Employment service office or Citizens Advice Bureau and send the completed form to the Central Office of Industrial Tribunals.

For further information and guidance on the Act you can contact the Disability Rights Commission, Telephone: 08457 622633

Legal advice

You can gain free legal advice from a number of sources including:

- local Citizens Advice Bureau's
- insurance companies and associations
- the Council of Disabled People Warwickshire & Coventry
- solicitors (usually free for first half hour)
- relevant organisations such as trade unions etc, depending on your problem

Legislation

Various aspects and issues surrounding disability are covered in many Acts of Parliament; this section does not aim to detail them all as relevant topics are covered in other chapters. But, it is useful for disabled people to know of some of the 'main' pieces of legislation and where to go to find out more. Here are some of the main Acts of Parliament relating to disabled people:

Carers (Recognition and Services) Act 1995: now enables carers to request an assessment of their own needs whilst the person they are caring for is being assessed.

Chronically Sick and Disabled Persons Act 1970: the main part being section 2 which requires local authorities to assess the needs of, and provide the services to, disabled people

Community Care (Direct Payments) Act 1996: enables social services to pay money direct to disabled people to buy care that has been assessed as necessary.

Disability Discrimination Act 1995: enables disabled people to gain redress following limited discrimination in areas such as employment, transport and access to goods and services. (See above).

Disabled Persons (Services, Consultation and Representation) Act 1985: requires involvement by the disabled person on any assessment or discussions regarding themselves.

NHS and Community Care Act 1990: requires local authorities to assess and where necessary provide 'care in the community'.

There are many sources of information on legislation. (see section 'Useful Publications' for details)

- Directory for Disabled People, Kinross and Darnborough, Prentice Hall

- Disability Rights Handbook, Disability Alliance ERA
- Disability Now, Scope

Ombudsman (The Local Government Ombudsman)

An Ombudsman is usually the last resort, usually a complaint is made via your councillor, but if they are unable to, or refuse, then you can send a written complaint yourself. They will only investigate complaints where:

- the complaint has already been brought to the relevant authorities
- personal injustice has been caused as a result of an administration fault, eg
bias, delay, neglect etc.

A free booklet "Complaint About the Council?" How to complain to the local Government Ombudsman" is available from the Council, Telephone: 01926 410410, libraries or Citizens Advice Bureau's.

Direct contact can be made with the Local Government Ombudsman at:
2 The Oaks, Westwood Way, Business Park, Coventry CV4 8JB.
Telephone: 02476 695999. Website: www.lgo.org.uk

A TO Z Contacts and Support

Action for Leisure	02087 830173
Acupuncture British Council	0208 7350400
Advocacy Alliance	01926 887990
African Caribbean Project	01926 313200
Age Concern Warwickshire	01926 883118
Aids/Equipment at Rehab Hospital	01926 317737

Alzheimers Disease Society (Leamington Branch)	0207 306 0606 01926 888899
Arthritis Care (advice or support)	0207 916 1500 0808 800 4050
Bath Place Community Venture	01926 338421
British Red Cross	01926 83246
British Kidney Patient Association	01420 472021
	Or 01420 472022
BCODP (British Council of Disabled People)	01332 295551
British Epilepsy Association	0113 210 8800
Bus Pass free for Disabled People	01926 456827
W.D.C Parks	01926 456211
Building Control (W.D.C)	01926 456515
Bylthe + Liggins Solicitors	01926 831231
Care and Repair	01926 336612
Centre for Integrated Living (Coventry)	02476 694490
Children Equipment Northampton	0115 9452201
C.I.L Coventry	02476 694766
Citizens Advice Bureaux Banbury	01295 264637
Citizens Advice Bureaux L/Spa	01926 421515
Citizens Advice Bureaux Stratford	01789 293299
Connexion – Leamington Spa	01926 334241
Contact a Family	0121 455 0655

Council of Disabled People Information Service		01926 889349
Council for Voluntary Service	L/Spa Stratford	01926 881151 01789 298115
Deaf Interpreting Service Coventry & Warks		02476 229667
Department of Transport Mobility Unit		0207 726 4973
DIAL UK		08457 413041
Disability Alliance		0207 247 8776
Disabled Housing Trust		01444 239123
Disability Now (Subscriptions)		0207 619 7317 0845 1207001
Disability Rights Commission		08457 622633
Disabled Living Foundation		0207 289 6111
Disabled Flexi Bus		0500 212225
Dogs for the Disabled Banbury		01295 252600
Drug Advisory Service Leamington Spa		01926 885000
Diabetic Association		0207 424 1000
D.L.A unit – Blackpool		08457 123456
D.L.A unit – Birmingham (Five Ways)		0121 6262000
Ellen Badger Hospital		01608 661410
Employment Service, Jephson House		01926 311441
Environmental Health		01926 450000
Fish Insurance		01772 724442
Hereward Collage		02476 461231

Headway, Coventry and Warwickshire	02476 675455
Leonard Cheshire Foundation	01926 881612
Library, Leamington Spa Pump Room	01926 742721
ME Action for ME	01749 670799
Meals on Wheels at Stratford	01789 209210
MENCAP Mid-Warwickshire	01926 622990
Or	01926 622992
Midland Royal National Institute For Deaf People	0121 622 5662
Midland Sports Centre for the Disabled	02476 474455
M.S Society	01926 854843
Shaw Trust	01225 716300
Phab Local	01386 861124
Phoenix Ambulance Possum Controls Ltd.	01926 881989 01753 579234
Rehab U.K	0121 616 3900
Ridgeway School at Warwick	01926 491987
Royal Leamington Spa Rehab Hospital	01926 317700
Samaritans	01789 298866
Satkaar	01926 315191
Sikh Community Centre	01926 883129
Solace, Depression, Stress + Anxiety	01789 296650
Sydni Centre	01926 422071

Shopmobility, Banbury	01295 252722
St Michaels Hospital	01926 496241
Tourist Information Centres, Leamington Spa	01926 311470
Transport Bus Pass Free Disabled Students	01926 414140
Travel Tokens (Taxi or Bus) Direct Line	01926 884836

Taxis

A&M Group Taxis and Mini Buses	0500 212225
Castle Cars for W/Chairs	01926 494989
Markhams Taxis	01926 313141
Tudor Taxis	01926 495000
Varley Hibbs	01926 881251
Vivatec	0207 384 0555
Volunteer Drivers, Alcester	01789 763117
Warwickshire Association for the Blind	01926 494129
Warwickshire Collage	01926 318000
Warwickshire County Council	01926 410410
Warwick District Councils	01926 450000
Warwick Hospital	01926 495321
Wenman Mobility (Catalogue)	01926 624432
Whizz Kidz Charitable Organisation	0207 233 6600

UK National Phone Numbers

Asian People with Disability Alliance	0208 961 6773
A.T.S Travel	01708 863198
British Council of Disabled People	01332 295551
Can Be Done	0208 907 2400
Centre for Accessible Environments	0207 357 8182
Child Poverty Action Group	0207 253 3406
Different Strokes	02476 601628
Disability Equipment Register	01454 318818

Disability View	0141 564 5100
Disabled Drivers Association	01508 489 449
Holiday Care Service	0845 1249971
RADAR Holidays	0207 250 3222
Midland Mobility	02476 41124
Motability	01279 635666
Multiple Sclerosis Society of Scotland & Northern Ireland	0208 9080 2802
National RNIB (general)	0845 7066 9999
New Deal for Lone Parents	0800 868868
Patients Association	0845 668 4455
PHAB (Clubs)	0208 667 9443
RADAR	0207 250 3222
REMAP	0845 1300 456
Royal National Institute For Deaf People	0207 296 8000
SCOPE (People with Cerebral Palsy)	0808 800 3333
SKILL: Web - WWW.SKILL.ORG.UK	0207 4500 620
Stroke Association	0845 303 3100

USEFUL PUBLICATIONS

AA Guide For The Disabled Traveller. Available from AA Shops or
Tel: 0990 500600

Directory for Disabled People. (A Darnborough & D Kinrade) Prentice
Hall/Harvester Wheatsheaf, Campus 400, Maylands Avenue, Hemel
Hempstead, Hertfordshire HP2 7EZ

Disability Discrimination: The New Law. (Brian Doyle) Jordan Publishing
Ltd. 21 St. Thomas Street, Bristol BS1 6JS.

Disability Now. (newspaper/publication) 12 Park Crescent, London W1N
4EQ. Tel: 0171 383 4575

Disability Rights Handbook. Disability Alliance ERA, Universal House, 88-
94 Wentworth Street, London E1 7SA. Tel/Minicom: 0171 247 8776

Door To Door - A Guide To Transport For People With Disabilities.
(TRIPSCOPE & The Department of Transport Disability Unit) Available by
mail order from HMSO Publications Centre, PO Box 276, London SW8
5DT. Tel: 0171 873 9090

English Heritage, Guide for Visitors with Disabilities. Available in large print, braille & on tape from English Heritage, PO Box 9019, London W1A 0JA. Tel: 0171 973 3434

Essential Guide to Mental Health Services in South Warwickshire. Available from Mid-Warwickshire MIND, 19B High Street, Leamington Spa CV31 3AW. Tel: 01926 450745

Guide to Grants for Individuals in Need. Copies can be obtained from The Directory of Social Change, Radius Works, Back Lane, London NW3 1HL. Tel: 0171 284 4364

Head Injury: A Practical Guide. (Trevor Powell) Winslow Press Ltd

Holiday Care Guide to Accessible Accommodation & Travel '96. Available from Holiday Care Service, 2nd Floor, Imperial Buildings, Victoria Road, Horley, Surrey RH6 7PZ. Tel: 01293 774535/Minicom: 01293 776943

Holidays in the British Isles - A Guide for Disabled People '98. Will be available in January 1998 from RADAR, 12 City Forum, 250 City Road, London EC1V 8AF. Tel: 0171 250 3222/Minicom: 0171250

National Welfare Benefits Handbook. Written by and available from Child Poverty Action Group, Tel: 0171 253 3406

People First - Self Advocacy. Books, Videos and Packs available from People First, Instrument House, 207-215 King's Cross Road, London WC1X 9DB. Telephone/Fax: 0171 713 6400.

Practical Guide for Disabled People (HB6) Available free, also in braille (HB6B) and on tape (HB6A) from Department of Health, PO Box 410, Wetherby LS23 7LN

Rail Travel for Disabled Passengers. Available from train stations or travel centres.

Wheelchairs - Equipment for Disabled People. The Disability Information Trust, Mary Marlborough Lodge, Nuffield Orthopaedic Centre, Headington, Oxford OX3 7LD. Tel: 01865 22759

