

# Supporting people



**Catalyst  
Housing**

**Information and  
guidance for residents**

# Supporting people

We want to support all our residents, particularly those that belong to minority groups and those who might find it hard to get access to information they need.

This leaflet contains useful contact details if you are elderly or disabled, have a young family, are gay or do not have English as your first language.

## Disabled people

### Directgov

This is a government website that contains information for disabled people. It enables you to apply for a Blue Badge online and contains information about employment, education and learning, transport, housing, finances, travel, leisure and health.

[www.direct.gov.uk/DisabledPeople](http://www.direct.gov.uk/DisabledPeople)

### Dial UK

This is an organisation that provides local disability information and advice services run by and for disabled people on all aspects of living with a disability. This includes welfare benefits, community care, equipment, independent living, mobility and transport, discrimination and holidays.

[www.dialuk.info](http://www.dialuk.info)

Tel: **01302 310 123**

Text phone: **01302 310 123**  
(please use voice announcer)

DIAL UK, St Catherine's,  
Tickhill Road, Doncaster,  
South Yorkshire, DN4 8QN



# Older people

## First Stop

This is a free service offering advice and information for older people, their families and carers about housing and care options in later life. It also provides information on financial matters and rights.

[www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

Tel: **0800 377 7070**

## Age UK

This is a charity offering advice on a range of issues affecting older people. It advises on financial matters, health and wellbeing, travel and lifestyle, home and care, work and learning and other products.

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Tel: **0800 169 6565**

## Directgov

The Directgov website contains localised information. You can go on this website to apply for a Blue Badge, bus pass and council tax discounts. You can also pay your council tax and cold weather payments here. It also signposts to other organisations that help and support older and retired people.

[www.direct.gov.uk](http://www.direct.gov.uk)

## Local councils

Local councils are a good source of information for older people concerning support services such as mobile meals, occupational therapy, handyman schemes, taxi schemes and advice on keeping warm.

<http://mycouncil.direct.gov.uk>



# Gay, lesbian, bisexual and transgender people

## The Equality and Human Rights Commission

The Equality and Human Rights Commission provides information about equality and diversity. One of its key roles is to provide advice and guidance on rights, responsibilities and good practice, based on equality law and human rights. Its website provides information about age, disability, gender and race equality. Its helpline gives information and guidance on discrimination and human rights issues.

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

Tel: **0845 604 6610**  
(8am-6pm Monday to Friday)

Text phone: **0845 604 6620**

Equality and Human Rights  
Commission Helpline,  
Freepost RRLG-GHUX-CTR,  
Arndale House, Arndale Centre,  
Manchester, M4 3AQ

Email: [englandhelpline@equalityhumanrights.com](mailto:englandhelpline@equalityhumanrights.com)

## The Home Office

The Home Office leads on equality issues relating to women, sexual orientation and transgender matters. It has responsibility across government for equality strategy and legislation. It works to dismantle barriers to social mobility and equal opportunities. It is responsible for policy relating to sexual orientation and transgender equality for lesbian, gay, bisexual and transgender people.

[www.homeoffice.gov.uk/equalities](http://www.homeoffice.gov.uk/equalities)



### **The Lesbian and Gay Foundation**

This provides a range of support services to lesbian, gay and bisexual people. It contains information about support groups, and has a counselling helpline, a befriending scheme, a sexual health programme, a substance-misuse project, organisational training and a range of guides and resources.

[www.lgf.org.uk](http://www.lgf.org.uk)

Tel: **0845 330 3030**

### **Being Gay Is OK (BGIOK)**

The BGIOK website offers information and advice for gay, lesbian, bisexual and unsure under twenty-fives. It gives common sense, no nonsense advice and information on subjects such as being gay, relationships and sex, religion, bullying and mental health. It attempts to help people understand and feel better about their sexuality.

[www.bgiok.org.uk](http://www.bgiok.org.uk)

Email: [jason@bgiok.org.uk](mailto:jason@bgiok.org.uk)

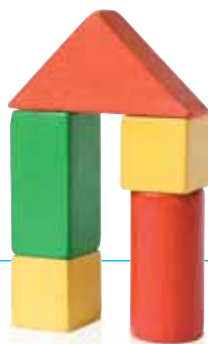
## **Children and young people and families**

### **Local councils**

Many councils have a section on their websites dedicated to children and young people and families. This may be found under the heading of children and families, the Family Information Service or family services directory. Councils provide information and support for families living in the borough and details of services available for children and young people.

Information may include activities for young people, childcare, holiday playschemes, children's centres, healthcare services, parenting support, schools, benefits and tax credits.

<http://mycouncil.direct.gov.uk>



## People who do not have English as their first language

### English UK

This is a language teaching association which contains information about hundreds of organisations – all accredited by the British Council – which offer language training.

[www.englishuk.com](http://www.englishuk.com)

Tel: **020 7608 7960**

Email: [info@englishuk.com](mailto:info@englishuk.com)

English UK,  
219 St John Street,  
London, EC1V 4LY

### English in Britain

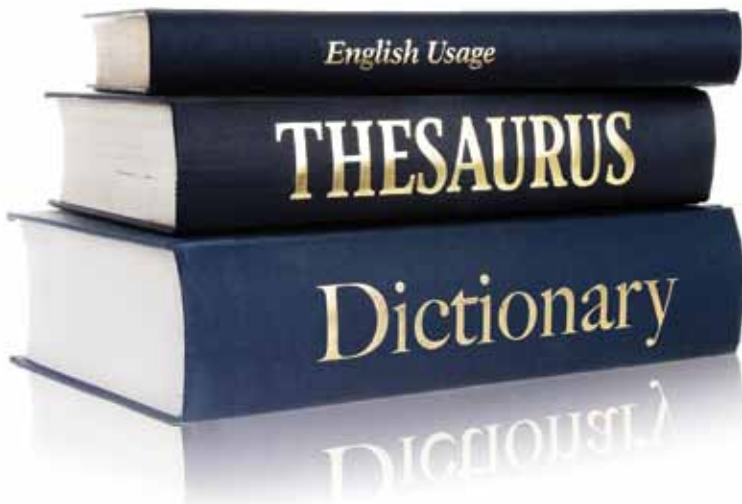
This website allows users to search for an English language course at a local accredited language training organisation.

[www.englishinbritain.co.uk](http://www.englishinbritain.co.uk)

### The British Council

The British Council has a dedicated website – Education UK – which includes a directory of courses and institutions offering English courses across the UK.

[www.educationuk.org](http://www.educationuk.org)



If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

### Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

### Hindi

अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

### Portuguese

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

### Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

### Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી શ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

### Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

### Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਐਂਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

### Urdu

ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

**0300 456 2099**

**Better Homes.  
Better Service.  
Better Future.**



CHL004-12 Supporting people 05/12

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.



**Catalyst Housing Ltd**

Ealing Gateway  
26-30 Uxbridge Road  
London W5 2AU

Call: **0300 456 2099**  
*(London customers)*

Call: **0300 456 2090**  
*(South East customers)*

Visit: [www.chg.org.uk](http://www.chg.org.uk)

Follow: [@Catalyst4You](https://www.instagram.com/Catalyst4You)



**Catalyst  
Housing**

*A charitable housing association, IPS no.16561R*