

Services for disabled people



Catalyst
Housing



Services for disabled people

Catalyst is here to support its residents, particularly those who may find it hard to access the information they need.

If you have a disability or are a carer of someone with a disability, this leaflet gives you useful information on where you can get support.



Transport

Motability

On this website you'll be able to exchange your mobility allowance to lease a car, scooter or powered wheelchair.

Visit: www.motability.co.uk

Disabled persons railcard

This railcard entitles you and an assistant to a third off most fares across the UK. The card costs just £20 for one year and £54 for three.

Call: **0845 605 0525**

Visit:

www.disabledpersons-railcard.co.uk

Eurostar – wheelchair users

There is a wheelchair user fare available on Eurostar so you can travel in the comfort of your own wheelchair. You can also take one travelling companion with you at a reduced rate.

Visit: www.eurostar.com

London Taxicard

This scheme provides subsidised transport in taxis and private-hire vehicles for people who have serious mobility difficulties or visual impairments.

Call: **0845 415 4156** or
020 7934 9791

Visit: www.londoncouncils.gov.uk



Dial-a-ride

If you live in London you can use this free, door-to-door transport service which lets you travel for up to five miles at no cost. You'll need to register and pre-book journeys, and the driver will help you to your door.

Call: **0845 999 1 999** or
020 7309 8900
Visit: **www.tfl.gov.uk**

Freedom Pass

This is available to all disabled Londoners. It is effectively a free zone 1–6 pass and can be used at all times on tubes, buses, trams, the Docklands Light Railway, and after 9.30am on rail services.

You can apply for a pass at a post office and it will be issued by your local council.

Call: **0845 275 7054**
Visit: **www.tfl.gov.uk**

Disabled persons bus pass

If you are registered disabled you may be eligible for a disabled persons bus pass as part of the English National Concessionary Travel Scheme. To apply for a pass just contact your local council.

Blue badge

This national scheme lets you park in disabled parking bays and in areas where there is restricted parking.

Call: **0844 463 0213**
Visit: **www.gov.uk**



Aids and adaptations

If you or someone you live with has a disability, special needs or mobility problems, simple changes to your home can help you stay there and keep your independence.

Aids and adaptations are alterations or changes that help you get around your home more easily. They can range from simple things like grab rails to help you get out of the bath to major improvements such as stair lifts and ramps.

If you need your home adapted just contact your council or GP. They will arrange for an occupational therapist to come and see you and assess your situation. The occupational therapist will then make recommendations on what work needs to be done in your home.

If the work is simple, Catalyst will pay for it and do it. If the work is expensive, you or your local council will have to pay for it. Your occupational therapist can help you

apply for a grant from your local council. The amount of money you will get depends on your needs, how much you earn and the area you live in.

For more details pick up a copy of Catalyst's 'Living independently' leaflet.



Social

HeartnSoul

Runs club events for people with a learning disability and their friends.

Visit: www.heartnsoul.co.uk

The Access London Theatre guide

Published three times a year, the Access London Theatre guide features audio-described, captioned and signed performance listings for London. It's available in large print, braille, audio tape and CD.

Visit: www.officiallondontheatre.co.uk/access

Attitude is Everything

This organisation improves deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

Visit: www.attitudeiseverything.org.uk

Disability Arts Online

Online magazine featuring the work of disabled artists and opportunities.

Visit: www.disabilityartsonline.org.uk





The National Federation of Shopmobility UK

Shopmobility is a scheme that lends manual wheelchairs, powered wheelchairs and powered scooters to people who want to visit a local leisure or shopping facility.

Call: **0844 41 41 850**

Visit: www.shopmobilityuk.org

Disabled travel advice

Whether you're off on holiday, on a day trip, or looking for an everyday means of travel or transport, you'll find lots of advice here on how you can get about easily as a disabled user.

Visit:

www.disabledtraveladvice.co.uk

Access Travel

This organisation provides wheelchair accessible holiday solutions for people with restricted mobility.

Visit: www.access-travel.co.uk



Utilities

WaterSure

If you receive benefits and you or someone you live with has a medical condition which requires significant additional use of water, your water bill will be capped if you have a water meter. Examples of medical conditions include weeping skin diseases (such as psoriasis), Crohn's disease or ulcerative colitis.

Call: **0845 746 2222**

Visit:

www.unitedutilities.com/watersure



Government assistance on fuel costs

The government gives grants to elderly, disabled and people on low incomes to help them with their fuel bills. Schemes include:

Cold Weather Payment: payments are made when your local temperature is either recorded or forecast to be an average of zero degrees Celsius, or below, over seven consecutive days.

Winter Fuel Payment: you could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 January 1952. You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit.

The Warm Home Discount scheme: you can get up to a £140 discount on your electricity bill if your supplier is part of the scheme and you are on a low income. Contact your electricity supplier for more details.

Visit: www.gov.uk

Benefits and financial help

The government provides a range of benefits and financial advice for people with disabilities. On its website you can find out about the benefits you may be entitled to, how much you could get and how to claim.

The website also includes information on grants you may be eligible to apply if you or someone you care for has a disability including:

- **Elected Office Fund:** financial assistance for disabled people who stand for election
- **Disabled Facilities Grant:** to help you get your home adapted
- **Attendance Allowance:** can be used to pay towards the cost of personal care
- **Disability Living Allowance:** a tax-free benefit for disabled children and adults
- **Disability Premiums (Income Support):** extra money if you're under 60 with health problems that stop you working
- **Employment and Support Allowance:** money you get if you can't work because of illness or disability

For more details visit www.gov.uk



Local advice and support organisations

The Disability Forum

This group helps to raise awareness of the issues affecting disabled people, and also supports disabled residents and their carers.

Contact the forum through Catalyst's resident involvement team on **0300 0456 2099** or getinvolved@chg.org.uk

Social services

Contact your local social services department to get information about the local help and support available in your area.

To find your local social services visit www.gov.uk

Contact a Family

This national charity provides support, information and advice to families of disabled children whatever their condition or disability.

Call: **0808 808 3555**

Visit: www.cafamily.org.uk

Scope

This national charity provides support, information and advice to families of disabled children whatever their condition or disability.

It also runs a network of DIAL groups – Disability and Information Advice Line services (local groups run by and for people with disabilities).

Call: **0808 800 3333**

Visit: www.scope.org.uk



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 બ્રેઈલ, 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, ਆੱਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ 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.**



CHL004-28 Disability leaflet 11/14

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

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



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A charitable housing association, IPS no.16561R