

Created May 2006

Directory of Supporting People Services
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What is Supporting People?

Supporting People funds housing support, practical assistance and advice that helps vulnerable people stay independent. Supporting People services can help homeless household's access housing and set up a new home. Supporting People services prevent vulnerable people from losing their home, through helping them increase their benefits, tackling rent arrears and through helping tenants resolve their problems with their landlords and neighbours. Supporting People services can also help vulnerable people who have been the victims of crime or who are being harassed and bullied, by liaising with the Police, the Anti Social Behaviour Team and Victim Support and through offering practical advice on how to prevent crime.

Through tackling problems as they arise and early help and support SP services can prevent someone from breaking down and needing to be admitted to hospital. Supporting People services provide emotional support and some counselling that help vulnerable households develop the solutions to their own problems. This prevents breakdown and behaviour that could put the vulnerable household and others at risk, preventing involvement from Social Services, Police, the Anti Social Behaviour Team etc.

A supporting People service help vulnerable people access GP and other healthcare services, education etc. and supports them in developing their community networks. Supporting People services can also help vulnerable people access training and help in gaining a job and employment. Supporting People is the glue between the service user, statutory services and the wider community.

The programme offers a wide range of other services for teenage parents, people with mental health problems, people at risk of offending, refugees, single homeless people, homeless families, domestic violence survivors, people involved with substance misuse, people with a learning disability, people with HIV/AIDS etc.....

Purpose of this Directory

This Director provides information on all the supported housing services in Haringey funded by Supporting People. It also details other Supporting People funded services that help people access and maintain their own home and remain independent. Non Supporting People funded advice services are also included in the Directory.

The Directory will tell you who to contact if you need a supported housing service or support to help you stay in your own home.

Supported Housing vulnerable people between 16 and 65

Haringey's Supporting People programme funds over 1715 number of supported housing units specifically for vulnerable people between 16 and 65 .These services require someone to move to a particular property to which the support service is attached. The accommodation offered by these services can be a self-contained flat, a house share with other people with similar needs or a hostel where kitchen and bathroom facilities are shared. The level of support on offer can range from a visit once a week to support that is available on site 24 hours a day 7 days a week.

These services can be accessed through Housing Services by contacting the Vulnerable Adults Team at:

Haringey Vulnerable Adults Team (VAT)

Haringey Council
1st Floor
Apex House
Tottenham
N15 5PQ
Tel: 020 8489 4293
Fax: 020 8489 4292

You will need to make a Housing Application so that you can access these services and the Vulnerable Adults Team will be able to guide you, your carer and people that work with you through what is needed. **Please also see section on Housing Services on page 72.**

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For more detailed information on accommodation based services see section below on Supported Housing for adults between 16 and 65 years of age on pages 6-28.

Provider Name	Service Name	Ages Supported	Number of Households Supported	Outline of Services Offered	Comments	Who to contact to find out more
Supported Housing for Offenders						
North West London Housing Association	North West London Schemes	18-25, 26-49, 50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	45.00	Alarm/On Call System, Day Time Staff on Site with Emergency Call Out		John Norley Services Manager 0870 901 9710 john.norley@novas.org
Penrose Housing Association	Knight Court	18-25, 26-49, 50-54, 55-59, 60-64, 65-74	3.00	Day Time Staff on Site with Emergency Call Out		Michelle Barned 0207 281 1557
Supported Housing for People with Drug and Alcohol Problems						

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Haringey Advisory Group on Alcohol	Philip Lodge	All Age Groups	10.00	Floating/Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	Gina Warrilow Day Services Manager 0208 800 6999 gina@haga.co.uk
Haringey Advisory Group on Alcohol	Roseberry Drug	All Age Groups	5.00	Day Time Staff on Site with Emergency Call Out	Gina Warrilow Day Services Manager 0208 800 6999 gina@haga.co.uk
North West London Housing Association	NWLHA- PDR	18-25, 26-49, 50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	18.00	Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	John Norley Services Manager 0870 901 9710 john.norley@novas.org

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Supported Housing for People with HIV/AIDS					
Ackee Housing Project	All Age Groups	2.00	Floating/Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out		Nadine Esty Project Manager 020 7254 5159 ackeehousing@btconnect.com
Hestia Housing & Support (Strutton Housing Association)	All Age Groups	1.00	Floating/Visiting Support, Alarm/On Call System		Abigail Ampofo Group Manager, HIV Services 07814 402 413 abigail.ampofo@hestia.org
Hestia Housing & Support (Strutton Housing Association)	All Age Groups	35.00	Floating/Visiting Support, Alarm/On Call System		Abigail Ampofo Group Manager, HIV Services 07814 402 413 abigail.ampofo@hestia.org
Hestia Housing & Support (Strutton Housing Association)	All Age Groups	5.00	Floating/Visiting Support, Alarm/On Call System		Abigail Ampofo Group Manager, HIV Services 07814 402 413 abigail.ampofo@hestia.org
Kush Housing Association	All Age Groups	3.00	Floating/Visiting		Sam Amponsah Team Manager

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			Support		020 7275 8449 07958 541 136 sam.amponsah@kush.org.uk
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Supported Housing for People with a Mental Health problem					
St Martin of Tours Housing Association	Bruce Grove	18-25, 26-49, 50-54, 55-59, 60-64	10.00	24 hour cover with Waking Night Staff	Joyce Curtis Manager 020 8885 2328 joyceC@stmartinoftours.org.uk
Aran Homes	Aran Homes - Truro Road	All Age Groups	8.00	Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff	Michelle Northcote Project Manager 020 8889 4244 aranhomes@btconnect.com

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Arbours Association	Arbours Association	All Age Groups	15.00	Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff	Samuel Koledoye Office Co-ordinator 020 8340 7646 koledoye1@aol.com
Baytree Community Care (lon) LTD	Baytree Arcadian Road	All Age Groups		24 Hour cover with sleep in staff, alarm/on call system, day time staff on site with emergency call out, floating/visiting support, Warden support on site.	Mr C.H. Mistry Managing Director 0208 882 4321 07961 427 874 baytreecare@aol.com
Bridge Link Community Care Ltd	Bridge Link Community Care Ltd	18-25, 26-49, 50-54, 55-59, 60-64	37.00	Peripatetic Warden, Day Time Staff on Site with Emergency Call Out, Other, Floating/Visiting Support	Kevin Stott Care Co-ordinator 020 8888 7016 07971 196783 bridgeline06@tiscali.co.uk

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Carr-Gomm Society Ltd	Station Road	All Age Groups	9.00	Day Time Staff on Site with Emergency Call Out, Floating/Visiting Support	Rosemary Gay Service Manager 020 7482 2048 rosemary.gay@carr-gomm.org.uk
Carr-Gomm Society Ltd	Carr Gomm Society - short term	All Age Groups	40.00	Floating/Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	Colin Mills Area Business Manager 020 7482 2048 07967 362471 colin.mills@carr-gomm.org.uk
Carr-Gomm Society Ltd	Lordship Lane	All Age Groups	10.00	Floating/Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff	Elizabeth Duncan Project Manager 020 8881 8066 elizabeth.duncan@carr-gomm.org.uk

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Hornsey Housing Trust	West Green Road	All Age Groups	12.00	Floating/ Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk
Mind in Haringey	Hornsey Vale	18-25, 26-49, 50-54, 55-59, 60-64	10.00	Floating/Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	Anita Hudson Residential Services Manager 020 8374 8807 Anita.Hudson@mih.org.uk
Mind in Haringey	Philip Lane	18-25, 26-49, 50-54, 55-59, 60-64	8.00	Floating/Visiting Support, Alarm/On Call System	Residential Services Manager 020 8374 8807 Anita.Hudson@mih.org.uk
Mind in Haringey	Brampton Park Scheme	18-25, 26-49, 50-54, 55-59, 60-64	7.00	Floating/ Visiting Support, Warden Support on Site	Jan Galloway Residential Services Manager 020 8374 8807 Anita.Hudson@mih.org.uk

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Mind in Haringey	Milton Park	60-64, 55-59, 50-54, 26-49, 18-25	8.00	24 hour cover with Sleep in Staff		Anita Hudson Residential Services Manager 020 8374 8807 Anita.Hudson@mih.org.uk
Parkcare Homes (Craegmoor Healthcare)	Wood Green Supported Living	All Age Groups	29.00	Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff		Siobhan George Contract Manager 01684 295985 sws.admin@craegmoorparkcare.co.uk
Philadelphia Association The	The Grove	All Age Groups	7.00	Floating/Visiting Support, Day Time Staff on Site with Emergency Call Out		Nigel Duerdoth Houses Manager 020 8930 9407 07808 927 529 nigelduerdoth@o2.co.uk
Richmond Fellowship	Haringey Supported Housing Service	60-64, 55-59, 50-54, 26-49, 18-25	8.00	24 hour cover with Sleep in Staff		Mary Xtian Service Manager 020 8365 1161 07917 175 190 mary.xtian@richmondfellowship.org.uk

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St Lucy Lodge	St Lucy Lodge	55-59, 50-54, 26-49	5.00	Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff		Vera Cudjoe Manager 020 8808 6669 slodge@yahoo.co.uk
Step Forward	Community Support 1	18 - 64		Floating/visiting service		Iain Carruth Operations Manager - North Thames 020 8829 8335 iain.carruth@mht.co.uk
Step Forward	Haringey Floating Support 1 (MH)	All Age Groups		Floating/Visiting Service		Iain Carruth Operations Manager - North Thames 020 8829 8335 iain.carruth@mht.co.uk
Step Forward	Allington & Copperfield (MH)	All Age Groups		Floating/Visiting Service		Iain Carruth Operations Manager - North Thames 020 8829 8335 iain.carruth@mht.co.uk
Step Forward	Ashton Mews	All Age Groups		Floating/Visiting Service		Iain Carruth Operations Manager - North Thames

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						020 8829 8335 iain.carruth@mht.co.uk
TULIP Mental Health Group	Cromwell Lodge	18-25, 26-49, 50-54, 55-59, 60-64	14.00	24 hour cover with Waking Night Staff		Charlotte Thomas Manager 020 8340 3010 cthomas@tulip.org.uk
TULIP Mental Health Group	Tulip- Supported Housing	18-25, 26-49, 50-54, 55-59, 60-64	14.00	Floating/ Visiting Support, Alarm/On Call System		Helyn Woghiren Operational Manager 020 8889 6921 07931 704 979 hwoghiren@tulip.org.uk
Ujima Housing Association	High Cross	18-25, 26-49, 50-54	14.00	Day Time Staff on Site with Emergency Call Out		Neville Minyotte Care Services Manager 0208 801 6758 neville.minyotte@ujima.org.uk

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Supported Housing for Refugees						
Mace Housing Co-operative	Refugee Project	26-49	3.00	Floating/ Visiting Support		Felix Okene Service Manager 0207 254 9560 felix@mace-housing.org.uk
Mind in Haringey	Refugee Support Service	18-25, 26-49, 50-54, 55-59, 60-64	6.00	Floating/ Visiting Support		Dermot Boyle Director 020 8340 2474 07909 962 580 snrmgr@mih.org.uk
Supported Housing for the Single Homeless and Rough Sleepers						
St Mungos Housing Association	Vartry Road	18-25, 26-49, 50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	22.00	Day Time Staff on Site with Emergency Call Out, 24 hour cover with Waking Night Staff		Oscar Kato Project Manager 020 8809 5742 07803 599 623 oscark2@mungos.org

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Broadway (formerly Housing Services Agency)	Broadway Short term	All Age Groups	16.00	Floating/ Visiting Support, Warden Support on Site		Kate Byrne Service Manager Supported Housing North 0207 561 3283 07958 734 428 kate.byrne@broadwaylondon.org
Broadway (formerly Housing Services Agency)	Northumberland Park	All Age Groups	7.00	Floating/ Visiting Support, Warden Support on Site		Kate Byrne Service Manager Supported Housing North 0207 561 3283 07958 734 428 kate.byrne@broadwaylondon.org
CARA Irish Housing Association	Hampden Road- High Road -CA	All Age Groups	11.00	Day Time Staff on Site with Emergency Call Out		Margaret Finnegan Support Worker 0207 281 9664 margaretfinnegan@caraha.org
CARA Irish Housing Association	Hampden Lane	All Age Groups	7.00	Day Time Staff on Site with Emergency Call Out		Rosemarie Mackey Support Worker 0208 801 2879 margaretfinnegan@caraha.org

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CARA Irish Housing Association	Craven Park Road. Stroud Green - CA	All Age Groups	16.00	Day Time Staff on Site with Emergency Call Out		Margaret Finnegan Support Worker 0207 281 9664 margaretfinnegan@caraha.org
CARA Irish Housing Association	Woodstock Road- Victoria Terrace	All Age Groups	13.00	Day Time Staff on Site with Emergency Call Out		Margaret Finnegan Support Worker 0207 281 9664 margaretfinnegan@caraha.org
CARA Irish Housing Association	Liberty Mews (Eldon Works)	All Age Groups	6.00	Day Time Staff on Site with Emergency Call Out		Joan Barber Support Worker 0208 442 8075 margaretfinnegan@caraha.org
Christian Action (Enfield) Housing Association	Single Homeless Project	18-25, 26-49	22.00	Floating/ Visiting Support		Karen Walters Housing Services Manager 01992 765 947 karenwalters@christianaction.org.uk

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Hornsey YMCA	Hornsey YMCA	18-25, 26-49	140.00	Warden Support on Site, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff, 24 hour cover with Waking Night Staff		Ben Badejo Hostel Manager 0208 340 2345 ben@ymcahornsey.org.uk
Mace Housing Co-operative	Single Homeless Project	18-25, 26-49	79.00	Floating/ Visiting Support		Felix Okene Service Manager 0207 254 9560 felix@mace-housing.org.uk
St Ignatius Housing Association Ltd	St Ignatius Housing Association Ltd	26-49, 50-54, 55-59, 60-64	49.00	Floating/ Visiting Support, Day Time Staff on Site with Emergency Call Out		Paul Fernandes Director of Operations 020 8912 0373 07939 542464 supportingpeople@btconnect.com
Stonewall Housing Association	Holmdale Terrace	16-17, 18-25	6.00	Other		Bob Green Housing Services Manager

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						020 7354 6317 bob@stonewallhousing.org
Ujima Housing Association	Philip Lane and Crescent Road	18-25	15.00	Floating/ Visiting Support		Ike Ezerioha Outreach Services Manager 020 8733 0733 07771 933 444 ike.ezerioha@ujima.org.uk
Supported Housing for Young People and Teenage Parents						
Community Housing Association	Young Mother & Baby Unit	16-17, 18-25	11.00	Floating/ Visiting Support		Kathleen Hopgood Head of Support 020 7428 5553 07966 643 013 khopgood@communityhousing.org.uk

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Ackee Housing Project	Ackee Housing Project- short term	16-17, 18-25	15.00	Floating/ Visiting Support, Peripatetic Warden, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out		Brenda Lewis Project Manager 020 7254 5159 ackeehousing@btconnect.com
Christian Action (Enfield) Housing Association	Northumberland Park	16-17, 18-25	4.00	Floating/ Visiting Support		Karen Walters Housing Services Manager 01992 765 947 karenwalters@christianaction.org.uk
Community Housing Association	Patchwork Community HA- Young Persons	16-17	43.00	Floating/ Visiting Support		Kathleen Hopgood Head of Support 020 7428 5553 07966 643 013 khopgood@communityhousing.org.uk

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EPIC Trust	Lansdowne Road	16-17, 18-25	8.00	Warden Support on Site, Peripatetic Warden, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, Floating/ Visiting Support	Joanna Wajszcuk Project Manager 020 7704 5444 joanna.wajszcukcorrea@circleanglia.org
Rainer Housing (North London)	Stapleton Hall Road	16-17, 18-25	6.00	Floating/ Visiting Support, Warden Support on Site, Alarm/On Call System, Other	Graeme Andrews Executive Service Manager 020 8693 3311 graeme.andrews@raineronline.org
Rainer Housing (North London)	Hermitage & Cavendish Road	16-17, 18-25	6.00	Floating/ Visiting Support	Graeme Andrews Executive Service Manager 020 8693 3311 graeme.andrews@raineronline.org

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Supported Housing for people with Physical Disabilities and Sensory Impairments					
Habinteg Housing Association	Habinteg HA	All Age Groups	23.00	Warden Support on Site, Alarm/On Call System	Delroy Marshall Area Manager (Job Share Monday to Wednesday) 020 7822 8738 dmarshall@habinteg.org.uk
Servite Houses	Peregrine House	60-64, 65-74, 75-84, 85-94, 95+	34.00	24 hour cover with Waking Night Staff	Peter Snelling 0208 307 3360

Floating Support

Floating Support services are not tied to any particular type of accommodation or property and they generally don't require someone to move in order for them to receive housing related support. They can offer support to people who own their own home, to private tenants and to vulnerable households living in ordinary Council and Housing Association tenancies. Floating support services are also able to support homeless people in temporary accommodation waiting permanent housing, people still in hospital awaiting discharge and households with no fixed address who may need support in accessing housing. The support offered is generally low level with a support worker visiting once a week or possibly once every two weeks, depending on needs.

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There are three floating support services that are free and are open to any professional and all agencies and they take direct self-referrals from local residents. Most referrals received by these services are received directly from the people who need them.

All three services take referrals over the telephone. Once a referral is received the support service will carry out an assessment of need and they will then work out a plan of support with the person needing the support that will then be reviewed after three months.

They can help vulnerable people access housing, maintain a home, claim benefits, better manage money, to find a college course and a job, to make friendships, to find leisure activities, to establish contact with local people, get a GP and other local services and to guide people to live on their own without needing support.

They will also do some things on a person's behalf, including sorting out outstanding bills likely to cause disconnection and speaking on a person's behalf if they don't feel confident doing it themselves. However, these services aim to build self-confidence and skills, enabling individuals to manage their own lives, eventually without the need for support.

If English is not your first language then these service can provide a support worker who can speak other languages.

The Key Support Service works with single adults and couples without children between 16 and 60, 60+ works with single older people over 60 and HARTS works with vulnerable families with children under 16. In addition to the areas referred to already the HARTS service is able to support families in building better relationships with their children's school; fostering improved parenting skills; accessing low cost and good quality childcare and in helping a parent with a mental health problem work better with services for children.

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To get access to floating support contact:

HARTS for Families

1-7 Corsica Street

London N5 1JG

Tel: 0845 303 2350

Fax: 020 8826 1701

Email: harts@circle33.org

Key Support

7 Willoughby Road

London N8 0HR

Tel: 020 8347 2327

Fax: 020 8348 0418

Email: keysupport@patchwork.org.uk

60+ in Haringey

Block 27F, Units 3/4/5/6

N17 Studios

784-788 High Road

Tottenham N17 0DA

Tel: 0800 652 610

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Floating Support for Black Minority and Ethnic Communities

There are also cultural and language specific services provided by local Black and Minority Ethnic Led Organisations.

Referrals: These services will also take referrals over the telephone from agencies and professionals and they also take self-referral. The details of these services are:

Provider Service	Special Comment	Age Groups supported	Total Number of Households Supported	Who to Contact
Haringey Somali Carers Trust	Older people with support needs	All Age Groups	23	Mohammed Elmi Tel: 020 8375 3482 Fax: somcarers@hotmail.com
Haringey Chinese Centre	Older people with support needs	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	18	Raymond Yip Tel: 020 8881 8649 Fax: 020 8829 9228 chinesecentre@btconnect.com
Cypriot & Elderly Disabled Group	Older people with support needs	60-64, 65-74, 75-84, 85-94	43	John Constantinou Tel: 020 8881 2329 Fax: 020 8881 6687 cypedg@yahoo.com
Haringey Irish Community Centre		55-59, 60-64, 65-74, 75-84, 85-94, 95+	3	Larry O'Mahony Tel: 020 8809 8410 Fax: larryomahony@caraha.org

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Haringey Somali Community & Cultural Centre		All Age Groups	44	Mohammed Maigag Tel: 020 8885 1307 Fax: 020 8801 0696 hscca@btconnect.com
Ethiopian Community Centre		All Age Groups	3	Alem Gebrehiwot Tel: 020 8801 9224 Fax: 020 8801 0224 alem@btinternet.com OR alem@eccuk.org
Eritrean Community in Haringey		All Age Groups	8	Tesfay Gebremichael Tel: 0208 365 0819 Fax: 0208 808 9219 ericomharingey@yahoo.co.uk
Turkish Cypriot Women's Project		All Age Groups	45	Imren Incirli Tel: 020 8340 3300 Fax: 020 8341 7240 i.incirli@tcwp.org.uk OR info@tcwp.org.uk
Kurdish Advice Centre		All Age Groups	46	Joseph Jeffers Tel: 020 8347 8657 Fax: 020 8347 8656 info@kurdishadvicecentre.org.uk
Cypriot Community Centre	Refugees	All Age Groups	16	Susie Constantinides Tel: 020 8881 2329/7826 Fax: 020 8881 8794 susiecon112@yahoo.co.uk
Kurdish Community Centre	Refugees	All Age Groups	33	H.Z (Emin) Korkmaz Tel: 020 8880 1804 Fax: 020 8802 9963 kurdscentre@hotmail.com

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Phoenix Community Care Ltd Tenancy Support Service	Refugees	18-25	10	Pauline Hawkes Tel: 020 8887 6888 Fax: 020 8141 1579 pauline@phoenixcommunity.co.uk
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Other Specialist Floating Support Services

Provider Service	Special Comment	Age Groups supported	Total Number of Households Supported	Who to Contact
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Families				
LBH Children Service Younger Children Assessment Team		All Age Groups	40	Janet Cousins Tel: 020 8489 2250 Fax: 020 8489 2248 janet.cousins@haringey.gov.uk

Mental Health				
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LBH Social Services Employment Support Service		18-25, 26-49, 50-54, 55-59, 60-64	16	Gavin Eastley Tel: 020 8489 4872 Fax: 020 8489 4879 gavin.eastley@haringey.gov.uk
LBH Social Services Mental Health Outreach Service		18-25, 26-49, 50-54, 55-59, 60-64	20	Norma Johnson Tel: 020 8489 2250 Fax: 020 8489 2248 janet.cousins@haringey.gov.uk
Step Forward Visions - Haringey Community Mental Health Support Service	This service offers intensive floating support for people with severe mental health problems living in their own homes. It can offer daily support visits.	All Age Groups	67	Iain Carruth Tel: 020 8829 8335 Fax: 020 8829 8350 iain.carruth@mht.co.uk

Young People				
LBH Youth Offending Service Accommodation Support Officer Youth Offending	For Young Offenders	18-25, 16-17	10	Vinnett Percy Tel: 0208 489 1124 Fax: 0208 489 1588 Vinnett.Percy@haringey.gov.uk
LBH Leaving Care Scheme	Young People Leaving Care	16-17, 18-25	60	Angela Neita Tel: 0208 489 5806 Fax: 020 8489 5858 angela.neita@haringey.gov.uk

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Physical Disability and Sensory Impairment				
LBH Winkfield Resource Centre Winkfield Floating Support Floating Support Deaf/Hard of Hearing Service	People with a Physical or Sensory Disability	All Age Groups	34 30	Patrick O'Neil Tel: 020 8889 0396 Fax: 020 8829 9035 patrick.oneill@haringey.gov.uk
Lifeways Community Care Supported Living - Floating	People with a Physical or Sensory Disability	All Age Groups	1	Jonathan Tweed Tel: 020 8441 7757 Fax: 020 8441 7758 j.tweed@lifeways.co.uk
Haringey NHS Teaching Primary Care Trust Speech & Language Therapy Department	This service is specifically for people with severe loss of speech following stroke and/or serious brain injury	18-25, 26-49, 50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	5	Tanya Cavlovic Tel: 020 8887 2979 Fax: 020 8887 2301 tanya.cavlovic@nmh.nhs.uk
Phoenix Group	People with a Physical or Sensory Disability	26-49, 50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	21	Tom Stapleton Tel: 020 8889 7070 Fax: 020 8881 7235 haringeyphoenixgroup@yahoo.co.uk
Haringey NHS Primary Care Trust Physiotherapy Service	People with a Physical or Sensory Disability Older people with support needs	65-74, 75-84, 85-94, 95+	3	Delia Thomas Tel: 020 8442 6502 Fax: delia.thomas@beh-mht.nhs.uk

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Alcohol				
Haringey Advisory Group on Alcohol		All Age Groups	38	Gina Warrilow Tel: 0208 800 6999 Fax: 0208 802 0081 gina@haga.co.uk
Outreach Project (Day Centre)				

The Safe and Sound service (community alarm) offers an alarm linked to a control centre, which can get assistance from the police and emergency services and which can also provide assistance and advice over the telephone. This can be used by older people, people with disabilities, younger people who are vulnerable, survivors of domestic violence and victims of hate crime who live in their own homes.

The Safe and Sound Service can be contacted at:

Woodside House
294 High Road
Wood Green N22 8YX
Tel: 020 8489 2365
Fax: 020 8489 2393

Metropolitan Care & Repair helps elderly and disabled homeowners and private tenants to repair, improve and adapt their homes. The service also runs a Gardening scheme, a Hospital Discharge and Anti Burglary Support project. The Service can be contacted at:

The Chocolate Factory
B303 Clarendon Road

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Wood Green

London N22 6UH

Tel: 0208 829 0040

Fax: 0208 888 9575

Email: sfal@mht.co.uk

Supported Housing for Older People

If a person or couple is over 55 years of age they may qualify for their own self contained flat with either the Council or Housing Association where a sheltered warden support service is offered. Generally this type of supported housing is provided in blocks of flats specifically for older people and the warden will generally keep an eye on tenants offering mostly low level practical help and advice. Tenants may also be able to get assistance in cleaning their flats and dealing with other minor domestic tasks such as laundry.

If you want to find out more about older person supported housing then contact:

Supported Housing Assessments

Woodside House

294 High Road

Wood Green

London N22 8YX

Tel: 020 8489 2367

Fax: 020 8489 239

Email: anne.pollock-taylor@haringey.gov.uk

Created May 2006

Extra Care Supported Housing for Older People						
Abbeyfield Muswell Hill Society	Abbeyfield Muswell Hill	65-74, 75-84, 85-94, 95+	23.00	Floating/Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff		Judith Hackett Contract Manager 020 8883 0605 office@abbeyfieldmuswellhill.org.uk
Hornsey Housing Trust	Abyssinia Court	55-59, 60-64, 65-74, 75-84, 85-94, 95+	37.00	Warden Support on Site, Alarm/On Call System		Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk
Hornsey Housing Trust	Margaret Hill House	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	23.00	Warden Support on Site, Alarm/On Call System		Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk
Servite Houses	Ashling House	60-64, 65-74, 75-84, 85-94, 95+	12.00	Warden Support on Site, Alarm/On Call System		Olayinka Rasheed Scheme Manager 020 8885 3758 olayinka.rasheed@servitehouses.org.uk

Created May 2006

Sheltered and Supported Housing for Older People

Anchor Trust	Anchor Trust	60-64, 65-74, 75-84, 85-94, 95+	60.00	Alarm/On Call System		Sumitra Spencer Supporting People Co-ordinator 01274 386 059 sumitra.spencer@anchor.org.uk
ASRA Greater London Housing Association	ASRA Greater London- long term	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	32.00	Peripatetic Warden, Alarm/On Call System		Kiron Mahal Head of Housing 0207 940 6651 kiron.mahal@lha-asra.org.uk
EPIC Trust	Swallow House	55-59, 60-64, 65-74, 75-84, 85-94, 95+	35.00	Warden Support on Site, Peripatetic Warden, Alarm/On Call System		Mohammed Patel Service Manager 020 7704 5429 mohammed.patel@circleanglia.org
Hanover Housing Association	Edmansons Close Sheltered Housing	60-64, 65-74, 75-84, 85-94, 95+	60.00	Warden Support on Site, Alarm/On Call System		Lisa Da Silva Service Manager 01784 446 100 lisa.dasilva@hanover.org.uk

Created May 2006

Hill Homes	Nuffield Lodge	60-64, 65-74, 75-84, 85-94, 95+	24.00	Warden Support on Site, Alarm/On Call System	Valerie Leaver Scheme Manager 0208 341 4079 zen72784@zen.co.uk
HOLM	HOLM RCH	60-64, 65-74, 75-84, 85-94, 95+	9.00		Anne Imbadi General Manager 0208 374 4167 07910 40 7388 anne@holm68.fsnet.co.uk
Hornsey Housing Trust	Palm Tree Project	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	14.00	Warden Support on Site, Alarm/On Call System	Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk
Hornsey Housing Trust	Sheba Court	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	12.00	Warden Support on Site, Alarm/On Call System	Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk

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Hornsey Housing Trust	Olive Tree House	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	16.00	Warden Support on Site, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk
Hornsey Housing Trust	Hornsey Housing - floating Support Scheme	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	40.00	Peripatetic Warden, Alarm/On Call System	Kevin Bryant Service Manager 020 8347 2222 kevinb@hornseyht.co.uk
LBH Adult Care Housing	LBH Sheltered Schemes	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	984.00	24 hour cover with Sleep in Staff, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, Floating/Visiting Support, Peripatetic Warden, Warden Support on Site	Janet Reid Neighbourhood Housing Manager 020 8489 2353

Created May 2006

LBH Adult Care Housing	LBH Community Good Neighbourhood Schemes	50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	506.00	24 hour cover with Waking Night Staff, Alarm/On Call System, Floating/Visiting Support, Day Time Staff on Site with Emergency Call Out, Peripatetic Warden, Warden Support on Site		Janet Reid Neighbourhood Housing Manager 020 8489 2353
London & Quadrant Housing Trust	Jubilee Court	55-59, 60-64, 65-74, 75-84, 85-94, 95+	35.00	Warden Support on Site, Alarm/On Call System		Christine Temple 020 8532 4060 ctemple@lqgroup.org.uk
London & Quadrant Housing Trust	The White House	55-59, 60-64, 65-74, 75-84, 85-94, 95+	30.00	Warden Support on Site, Alarm/On Call System		Christine Temple 020 8532 4060 ctemple@lqgroup.org.uk
London & Quadrant Housing Trust	Cozen Court	55-59, 60-64, 65-74, 75-84, 85-94, 95+	13.00	Alarm/On Call System, Other		Christine Temple 020 8532 4060 ctemple@lqgroup.org.uk

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London & Quadrant Housing Trust	Amelia House-Ravensdale Mansions	55-59, 60-64, 65-74, 75-84, 85-94, 95+	31.00	Alarm/On Call System, Other	Christine Temple 020 8532 4060 ctemple@lqgroup.org.uk
Methodist Homes Housing Association	The Paddock	55-59, 60-64, 65-74, 75-84, 85-94, 95+	26.00	Alarm/On Call System, Day Time Staff on Site with Emergency Call Out	Jackie Argent 0208 444 1050 scheme.muswell@mha.org.uk
Presentation Housing Association	Clive Lloyd House	60-64, 65-74, 75-84, 85-94, 95+	27.00	Floating/Visiting Support, Warden Support on Site, Alarm/On Call System	Eric Da Silva Service Manager 020 7091 9291 eric.dasilva@presentation-sia.org.uk
Sanctuary Housing Association	Claudia Jones House and Redruth	60-64, 65-74, 75-84, 85-94, 95+	67.00	Warden Support on Site, Alarm/On Call System	Patricia Johnson Senior Sheltered & Supported Housing Officer 020 8826 1603 patriciaj@sanctuary-housing.co.uk
Servite Houses	Jubb Powell House	60-64, 65-74, 75-84, 85-94, 95+	31.00	Warden Support on Site, Alarm/On Call System	Philomena Gould Scheme Manager 020 8802 0992

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						philomena.gould@servitehouses.org.uk
Servite Houses	Servite House	60-64, 65-74, 75-84, 85-94, 95+	30.00	Warden Support on Site, Alarm/On Call System		Catherine Dinzey Scheme Manager 020 8800 5877 catherine.dinzey@servitehouses.org.uk
Southgate Churches & Wood Green HA	Rosecroft	60-64, 65-74, 75-84, 85-94, 95+	32.00	Warden Support on Site, Alarm/On Call System		Loyola Mellon Warden 0208 888 4170
Southgate Churches & Wood Green HA	John Aldis House	60-64, 65-74, 75-84, 85-94, 95+	6.00	Peripatetic Warden, Alarm/On Call System		Loyola Mellon Warden 0208 888 4170
Step Forward	Passmore Edwards House	55-59, 60-64, 65-74, 75-84, 85-94, 95+	36.00	Warden Support on Site, Alarm/On Call System		Phillip Long Operational Manager (Older People) 020 7501 2352 phillip.long@mht.co.uk
Step Forward	Sylvia Lawla Court	55-59, 60-64, 65-74, 75-84, 85-94, 95+	26.00	Warden Support on Site, Alarm/On Call System		Phillip Long Operational Manager (Older People) 020 7501 2352

Created May 2006

						phillip.long@mht.co.uk
Step Forward	Cherry Tree House	55-59, 60-64, 65-74, 75-84, 85-94, 95+	27.00	Warden Support on Site, Alarm/On Call System		Phillip Long Operational Manager (Older People) 020 7501 2352 phillip.long@mht.co.uk

Domestic Violence

If you are experiencing Domestic Violence the Supporting People programme provides safe and secure refuges that provide confidential accommodation and support. These services offer support, help and advice in relation to Housing, liaison with the Police, Health and Social Services, access to schools and legal matters.

For safety reasons the details of these services are not mentioned in this directory

These services can be accessed by contacting:

Hearthstone

Tel: 020-8888-5362

Learning Disability

Created May 2006

If you have a learning disability and want a home of your own with support or are wanting more independence then Supporting People can offer you:

- Support in a shared house (if you don't want to live alone)
- Regular support attached to a flat or block of flats and
- Less regular visiting support if you live in a Council, Housing Association and private flat.
- There is also support available if you own your own home.

May need description of criteria

You can get referred to these services by either speaking to your social worker or by contacting:

The Combined Team for Learning Disabilities
Unit 5
St George's Estate
White Hart Lane
Wood Green N22 5QL
Tel: 0208 489 1384
Fax: 0208 489 1327

Supported Housing for People with a Learning Disability					
Haringey Association for Independent Living	Kitchener Road	All Age Groups	3.00	Floating/ Visiting Support, Alarm/On Call System	Kevin Dowd Director 0208 809 4442 Ext.224 for Kevin kevindowd@hailtd.org

Created May 2006

Haringey Association for Independent Living	Philip Lane	All Age Groups	8.00	Floating/ Visiting Support, Alarm/On Call System, Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff		Kevin Dowd Director 0208 809 4442 Ext.224 for Kevin kevindowd@hailtd.org
Haringey Association for Independent Living	Altair Close	All Age Groups	17.00	Floating/ Visiting Support, Day Time Staff on Site with Emergency Call Out		Kevin Dowd Director 0208 809 4442 Ext.224 for Kevin kevindowd@hailtd.org
Haringey Association for Independent Living	Wellesley Road	18-25, 26-49, 50-54, 55-59	5.00	24 hour cover with Sleep in Staff, Day Time Staff on Site with Emergency Call Out		Kevin Dowd Director 0208 809 4442 Ext.224 for Kevin kevindowd@hailtd.org

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Hoffmann Foundation for Autism	Hoffmann de Visme Foundation	18-25, 26-49, 50-54, 55-59	5.00	24 hour cover with Waking Night Staff		Marcia Clarke Chief Executive 0208 964 6650/6653 m.clarke@hoffmannfoundation.org.uk
HOLM	HOLM 1	26-49, 50-54, 55-59, 60-64, 65-74, 75-84, 85-94, 95+	4.00	Floating/Visiting Support, 24 hour cover with Sleep in Staff, 24 hour cover with Waking Night Staff, Other		Anne Imbadi General Manager 0208 374 4167 07910 40 7388 anne@holm68.fsnet.co.uk
LBH Adult Placement Scheme	LBH - Adult Placement Scheme	All Age Groups	4.00	Floating/Visiting Support, Day Time Staff on Site with Emergency Call Out, Live in Landlady / Landlord		Andy Harvey Adult Placement Officer/Small Homes Monitor 020 8489 1604 andy.harvey2@haringey.gov.uk
Lifeways Community Care	Supported Living-long term	All Age Groups	2.00	Floating/Visiting Support, Alarm/On Call System, 24 hour cover with Sleep in Staff		Jonathan Tweed Area Manager 020 8441 7757 j.tweed@lifeways.co.uk

Created May 2006

Marcus & Marcus Ltd	Coleraine Road Mental Health Unit	18-25	1.00	24 hour cover with Sleep in Staff		Edward Marcus Manager 020 8442 9293 07843 432 748 marcusandmarcus@yahoo.co.uk
Norwood	Tetherdown	All Age Groups	5.00	Day Time Staff on Site with Emergency Call Out		Bernice Gabay Service Manager 0208 420 6835 bernice.gabay@norwood.org.uk
Penta Hact	Haringey LD A	All Age Groups	13.00	Floating/ Visiting Support		Peter Lord Penta Hact Manager Outreach Haringey and Enfield 020 8808 8238 plord@pentahact.org.uk
Precious Homes Ltd	Burgoyne Supported Housing Project	16-17, 18-25	4.00	24 hour cover with Sleep in Staff		Robert McCullough Manager 0208 342 9522 burgoyneroad1@hotmail.com

Created May 2006

Precious Homes Ltd	Burghley Supported Housing Project	18-25, 26-49, 50-54	11.00	24 hour cover with Sleep in Staff		Tom Kinsella Burghley Road Manager - Supported Housing 0208 888 4512 tomas.kinsella@hotmail.co.uk
Precious Homes Ltd	Precious Homes - The Mews & Green Lanes	18-25, 26-49	3.00	Day Time Staff on Site with Emergency Call Out, 24 hour cover with Sleep in Staff		Tom Kinsella Burghley Road Manager - Supported Housing 0208 888 4512 tomas.kinsella@hotmail.co.uk
Precious Homes Ltd	Precious Homes- 272 Lordship Lane	18-25, 26-49	3.00	24 hour cover with Sleep in Staff		Tom Kinsella Burghley Road Manager - Supported Housing 0208 888 4512 tomas.kinsella@hotmail.co.uk
Precious Homes Ltd	Precious Homes- Turnpike Lane and Gathorne Road	18-25, 26-49	9.00	24 hour cover with Sleep in Staff		Tom Kinsella Burghley Road Manager - Supported Housing 0208 888 4512 tomas.kinsella@hotmail.co.uk

Created May 2006

Precious Homes Ltd	Handsworth Road	18-25, 26-49, 55-59	1.00	Floating/ Visiting Support		
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Reviews of Supported Housing Services funded by Supporting People

The Government requires the Council to carry out a review and quality assessment of all supported housing services funded through Supporting People. This includes looking at whether the services are meeting local needs, are responsive to the views of people using services, are using public money well and are able to meet the priorities set out in local plans agreed by the Council, NHS and other agencies. The Council also looks at how good services are in following areas:

- Support Planning
- Health and Safety
- Managing Risk
- Protecting people from abuse
- Fair access and equal opportunities
- Complaints

The Council's Supporting People Team visit supported housing services to look at how well they are performing in these areas and to interview staff to find out whether they fully understand what they should be doing.

The Team will ask people using supported housing services for their views on how good their service is and what they think should be changed or improved. The views of people using these services are very important to the Council and they will drive what happens to these services in the future.

The Team will also ask professionals and organisations that work with supported housing services what they think of them.

Created May 2006

If you want to find out more about our assessments of supported housing services and what we plan to do with these service in the future then please call the Supporting People Team on:;

Supporting People

40 Cumberland Road

Wood Green

London N22 7SG

Tel: 020 8489 3319

Fax: 020 8489 3303

Email: supporting.people@haringey.gov.uk

Summaries of the findings from the review of Supporting People services can be found on the Council Website at:

http://harinet.haringey.gov.uk/supporting_people1

Housing Services

What if I am homeless?

If you are homeless you have the right to ask any local authority for housing - although it is recommended that you approach the authority where you last had a permanent address. The council provides a number of services that will be able to help homeless people listed below. However, if you are homeless and without anywhere to stay while seeking help, you should call the emergency line on 020 8348 3148.

If you are or will be homeless, you or a professional working with you can contact the Vulnerable Adults Team (VAT) for help and advice. The VAT team will carry out an assessment of your needs and make appropriate referrals for accommodation to be made.

Haringey Vulnerable Adults Team (VAT)

Haringey Council

1st Floor

Apex House

Tottenham

N15 5PQ

Tel: 020 8489 4293

Fax: 020 8489 4292

Service: Based with the Housing Options team, the VAT are the focal point for single people with (mental health issues and) housing problems. The team works with other agencies to place people in supported housing and assist recovery process towards independent living. The team has close links to partner organisations HAGA and DASH for those who are addressing their drug or alcohol problems. The team includes staff from both mental health and housing backgrounds.

Alternatively, you may be referred to the Homeless Persons Unit who may be able to provide temporary accommodation. You or a professional working on your behalf needs to make an appointment with the HPU who will advise you on which documents you will need to bring to the meeting so that you can make a housing application.

Created May 2006

Homeless Persons Unit (HPU) – Prevention and Options Team

Apex House,
820 Seven Sisters Road
Tottenham
N15 5PQ
Telephone: 020 8489 4359

Service: The HPU operates an appointment system and so you should telephone the HPU for an appointment before you attend. The HPU will advise you on what housing options may be available.

What if I'm experiencing housing problems?

If you are not homeless or threatened with homelessness imminently but have housing problems the council may be able to help you.

If you are a council tenant, you should contact your housing officer on any issues relating to your accommodation. The main council switchboard 020 8489 0000 will be able to put you through to your housing officer/the team responsible for your home.

If you are private tenant or owner-occupier experiencing problems the Prevention and Options Team may be able to help.

Prevention and Options Team

Apex House
820 Seven Sisters Road
Tottenham
N15 5PQ
Tel: 020 8489 4359

Service: The Housing Advice Team deals with private tenants or owner-occupiers who experiencing housing difficulties, including; disrepair, rent or mortgage arrears, harassment, problems with your landlord and illegal eviction.

Housing Registration Team

Apex House
820 Seven Sisters Road
Tottenham N15 5PQ
Phone: 020 8489 4306
Fax: 020 8489 4292

Service: People wishing to make an application for housing should contact the Housing Registration Team. The team will be able to send people application forms and explain the process and documentation required when making applications. Alternative housing applications can be collected from all council Customer Care Centres.

Residential care homes

In addition to its residential care home service for older people (020 8489 0000), the council commission's mental health residential placements from specialist care home providers. Before this type of residential care is offered, a full assessment of your needs will be undertaken and discussed with you. People should contact their care coordinator to discuss what options may be available.

If you would like a list of residential care and nursing homes run by voluntary and private organisations contact:

Contracts

Social Services
40 Cumberland Road
Wood Green
N22 7SG
020 8489 0000

The Adult Placement Scheme

The Manager, Adult Placement Scheme
Adult Placement Scheme
Unit 5, St George's Estate
White Hart Lane
Wood Green
N22 5QL
Phone: 020 8489 1693
Fax: 020 8489 1348
Email: sarah.louis@haringey.gov.uk

Service: This service provides people who are not able to live on their own with the opportunity to live in a family home. Adult Placement carers are council-approved and can give people the support and care they need. The scheme can offer long-term placements, short breaks and daytime care. Professional referrals only.

General Advice and Legal representation

In any situation where an offence has been alleged, where you have been arrested or are obliged to attend a Police Station, legal representation can be crucial. The Law Society can provide a list of local solicitors.

The Law Society

Ipsley Court
Berrington Close
Redditch
Worcs
B98 0TD
Web: www.lawsociety.org.uk
Tel: 01527 517141 ext 3286

Created May 2006

Tottenham Law Centre

754 – 758 High Road

Tottenham

N17 0AL

Tel: 020 8808 5354

Fax: 020 8801 1516

Email: Tottenhamlawcentre@tiscali.co.uk

Service: Legal advice and information on housing, debt, welfare benefits and immigration issues for people in receipt of benefits or on a low income.

Inquest

89-93 Fonthill Road

Finsbury Park

N4 3JH

Tel: 020 7263 1111

Fax: 020 7561 0799

Web: www.inquest.org.uk

Email: inquest@inquest.org.uk

Service: Inquest provides an independent free legal and advice service to bereaved families and friends on the Inquest system. It offers specialist legal advice to lawyers, bereaved people, advice agencies, policy makers, the media and the general public on contentious deaths and their investigation.

Hornsey Citizen Advice Bureaux

Hornsey Town Hall

Crouch End Broadway

Crouch End

N8 9JJ

Tel: 0870 126 4030

Turnpike Lane Citizen Advice Bureaux

14a Willoughby Road

Turnpike Lane

N8 0JJ

Tel: 0870 126 4030

Tottenham Citizen Advice Bureaux

Town Hall Approach Road

Tottenham

N15 4RY

Tel: 0870 126 4030

Complaints

To ensure that services meet your needs it is important that you have the opportunity to make suggestions or complaints. When making a complaint it is important to be as clear as possible. Ensure that you include details of what happened, when it happened and who was involved. If you feel unhappy about making the complaint yourself some organisations, such as

Created May 2006

Citizens Advice Bureaux will be able to give you advice or offer an advocacy service.

The following have official procedures to deal with your complaint:

Haringey Council

Social Services

Complaints Team
FREEPOST LON 18635
Wood Green
N22 7BR

Tel: 020 8489 3398

Fax: 020 8489 3329

Email: socialservices.complaints@haringey.gov.uk

Minicom or textphone on 020 8489 3159

Housing Services

Complaints Team
6th Floor River Park House
225 High Road
Wood Green
N22 8HQ

Tel: 020 8489 4337/4321/4235

Fax: 020 8489 2844

Email: housing.complaints@haringey.gov.uk

Minicom or textphone on 020 8489 4306

The Children Service

Complaints Team
FREEPOST LON 18635,
Wood Green
N22 7BR

Tel: 0800 073 0701

Fax: 020 8489 3850

Email: youngpeople.complaints@haringey.gov.uk

Minicom or textphone on 020 8489 3326

Haringey Teaching Primary Care Trust (HTCPT)

PALS Manager
Haringey TPCT
St Ann's Hospital
St Ann's Road
Tottenham
N15 3TH

Created May 2006

Tel: 020 8442 6859

Web: www.haringey.nhs.uk

Email: pals@haringey.nhs.

Service: PALS provides confidential advice and information about local health services. It can help you if you wish to make suggestions or complaints about local health services. It will also provide help and support for patients, families and carers.

Residential or Nursing Homes

If you have a concern about a residential or nursing home you can contact the local Commission for Social Care Inspection office which covers Haringey, Enfield and Barnet.

Commission for Social Care Inspection

Solar House

282 Chase Road

Southgate

N14 6HA

Tel: 020 8447 6930

Fax: 020 8447 6966

www.csci.org.uk

Specific Needs

There are other non-Supporting People funded services that provide specialist advice on particular conditions and issues. This section we have lists some national and local organisations that will be able to give you more information on conditions you or someone close to you may be experiencing. Also listed in this chapter are details of local services tailored to the needs of particular groups.

Haringey has a number of good local directories that focus on the needs of particular groups. They include - 'Services for older people in Haringey', 'Women's Directory', 'I Shall Survive' guide to domestic violence advice and support, 'Directory of Black and Minority Ethnic Community & Voluntary Organisations in Haringey' and 'Children, Young People and their Families in Haringey'. We recommend that if you require further general information on services for particular groups that you consult one of the group specific directories, all available through Haringey Library Service.

Created May 2006

Services for specific conditions

Mental Health

Anorexia and Bulimia Care

15 Fernhurst Gate
Aughton Ormskirk,
Lancashire L39 5ED
Tel: 01695 422479

Depression Alliance

212 Spitfire Studios
63 - 71 Collier Street
Islington
N1 9BE
Tel: 0845 123 23 20
www.depressionalliance.org

Eating Disorders Association (EDA)

First Floor Wensum House
103 Prince of Wales Road
Norwich NR1 1DW
Tel: 0845 634 1414 (Adult Helpline)

First Steps to Freedom

1 Taylor Close
Kenilworth
Warwickshire
CV8 2LW
Email first.steps@btconnect.com
Telephone 01926 864473

Service: First steps to freedom is a registered charity which aims to help, in a practical way, people who suffer from phobias, obsessive compulsive disorder general anxiety, panic attacks, anorexia and bulimia, and those who wish to come off tranquillisers, together with help for their carers.

Manic Depression Fellowship - The Bipolar Organisation

Castle Works
21 St George's Road
London SE1 6ES
Tel: 020 7793 2600
Website: www.mdf.org.uk

Mentality

Tel: 020 7716 6777
www.mentality.org.uk

Created May 2006

MIND Info line

Tel: 0845 766 0163

www.mind.org.uk

National Institute for Mental Health, England (NIMHE)

Service: Promotes mental health

Tel: 0113 254 3811

www.nimhe.org.uk

Obsessive Compulsive Disorder UK

Service: Offers support for those who suffer in silence from this debilitating disorder.

www.ocduk.org

Relate

Tel: 020 8447 8101

Service: Family counselling services to support better family relationships.

Rethink (formerly National Schizophrenia Fellowship)

30 Tabernacle Street,

London EC2A 4DD

Tel: 0845 456 0455

email: info@rethink.org.uk

web: www.rethink.org.uk

Saneline - Helpline

Tel: 0845 767 8000

www.sane.org.uk

Alcohol Drug and Addiction

Haringey Alcohol HAGA

590 Seven Sisters Road

Tottenham

N15 6HR

Phone: 020 8800 6999

Fax: 020 8802 0081

Web: www.haga.co.uk

Service: Provides a wide range of services for adults with alcohol problems, including counselling, family services and a women's group. There is a day care centre with a crèche and a Children & Families worker.

Drug Advisory Service Haringey (DASH)

80 Stroud Green Road

Finsbury Park

N4 3EN

Created May 2006

Tel: 020 7272 2757

Fax: 020 7263 6005

Service: DASH offers a free and confidential service, providing a range of accessible services to drug users, their families, partners and friends in the London Borough of Haringey. The team at DASH is made up of people with different experience and skills. It includes trained medical, nursing and counselling staff.

Advice and Information, Drop-in Services, Motivational Interviewing, Needle Exchange, Substitute prescribing, Resettlement support, Liason Service for Acute Medical and Psychiatric Sector, Assessment / Care management, Arrest Referral Schemes.

Eating Disorders

St Ann's Eating Disorder Service – Phoenix Wing

St Ann's Hospital

St Ann's Road

Tottenham

N15 3TH

Tel: 020 8442 6387

Service: Provides a comprehensive service for people suffering from an eating disorder. Inpatient and outpatient services. Contact Phoenix Wing for referral details.

People from Black and Minority-Ethnic communities

ACLC Pyramid Counselling & Mediation Service

9 Clarendon Road

Hornsey

N8 0DJ

Tel: 020 8881 7121

Fax 020 8889 1898

Email: aclcpyramid@aol.com

Service: Short-term counselling, psychotherapy and family mediation for African and African Caribbean people and their family and partners (who may be of other ethnic backgrounds). Referrals can be made via telephone or email. A referral form is available by request.

African and Afro-Caribbean Mental Health Advocacy Project

Mind in Haringey

Station House

73c Stapleton Hall Road

Stroud Green

N4 3QF

Tel: 020 8340 2474

Created May 2006

Service: Advocacy and advice for people of African and Caribbean heritage.

Antenna Outreach Service

Excel House
312 High Road
Tottenham
N15 4BN

Tel: 020 8365 9537

Service: Early intervention and support for young Black and mixed-heritage people aged 16-25 experiencing mental health problems.

**Black and Minority Ethnic Counselling Service
Mind in Haringey**

Station House
73c Stapleton Hall Road
Stroud Green
N4 3QF

Tel: 020 8340 2474

Tel: 020 8347 8507

Service: Counselling service for people from BME people.

Cabinda Community Association

North Block
1st Floor
Selby Centre
Selby Road
Tottenham
N17 8JL

Tel: 020 8808 6115

Fax: 020 8808 7226

Email: info@cabinda.co.uk

Website: www.cabinda.co.uk

Service: Advice and guidance on mental health, drug use and immigration.
Advocacy for people with HIV and mental health issues.

Cypriot Community Centre

Earlham Grove
Wood Green
N22 5HJ

Tel: 020 8881 2329

Fax: 020 8881 6687

Email: cypedg@yahoo.com

Web: www.cedg.org.uk

Service: Advice and counselling, welfare rights, social and cultural activities and services for the elderly.

Created May 2006

Ethiopian Community Centre

Selby Centre

Selby Road

Tottenham

N17 8JN

Tel: 020 8801 9224

Fax: 020 8801 0244

Email: post@eccuk.org

Website: www.eccuk.org

Service: Information and advice on immigration, welfare and health related issues including mental health and HIV. Languages spoken other than English: Amharic

Immigrant Counselling and Psychotherapy

79 1/2 Tollington Park

Finsbury Park

N4 3AG

Tel: 020 7272 7906

Fax: 020 7272 6920

Email: info@icap.org.uk

Website: www.icap.co.uk

Service: National organisation providing culturally sensitive psychotherapy mainly for Irish immigrants. Group therapy also available.

Jewish Care

91-93 Stamford Hill

Stamford Hill

N16 5TP

Tel: 020 8442 7750

Fax: 020 8880 2425

Email: rjacobs@jcare.org.uk

Service: Day care for the elderly, people with mental health problems including Alzheimer's and dementia. Transport provided.

Kurdish Housing Association

South Block 1st Floor

Selby Centre

Selby Road

Tottenham

N17 8JL

Tel: 020 8808 9954

Fax: 020 8493 0163

Email: info@kurdishhousing.org

Website: www.kurdishhousing.org

Service: Housing, advice on welfare and counselling
Language spoken other than English: Kurdish, Arabic, Farsi, and Turkish

Created May 2006

London Irish Women's Centre

59 Stoke Newington Church High Street
Stoke Newington
N16 0AR

Tel: 020 7249 7318

Fax: 020 7923 9599

Email: info@liwc.co.uk

Service: Advice and advocacy for Irish women and women of Irish descent.

Nafsiyat Intercultural Therapy Centre

262 Holloway Road
Holloway
N7 6NE

Tel: 020 7686 8666

Fax: 020 7686 8667

Email: admin@nafsiyat.org.uk

Website: www.nafsiyat.org.uk

Service: Psychotherapy for individuals, couples and families and groups.
Languages spoken other than English: Aramaic, Arabic, Bengali, Greek, Farsi, Turkish, Cantonese, Mandarin,

Pyramid Health and Social Care Association (PHASCA)

280 St Ann's Road
Tottenham
N15 5BN

Tel: 020 8809 7651

Fax: 020 8800 0227

Email: info@phasca.com

Website: www.phasca.com

Service: Family and individual psychotherapy and counselling service.
Languages spoken other than English: Turkish, Egyptian and African languages.

Refugees

Jamait Al Nissa

8-10 Bedford Road
Wood Green
N22 7AU

Tel: 020 8889 9433

Fax: 020 8881 3291

Email: jan@btconnect.com

Service: Centre for unemployed women, especially refugees. Befriending service for women experiencing mental health problems or domestic violence.

Created May 2006

Medical Foundation for the Care of Victims of Torture

111 Isledon Road
Islington
N7 7JW

Tel: 020 7697 7777

Fax: 020 7697 7799

www.torturecare.org.uk

Service: Medical, social and psychological help to victims and their families.

Refugee Floating Support Scheme

Mind in Haringey

Station House
73c Stapleton Hall Road
Stroud Green
N4 3QF

Tel: 020 8340 2474

Service: Practical and emotional support provided through weekly visits for up to six clients.

Older People:

Dementia and confusion are problems that mainly affect older people - although older people can experience other forms of mental distress.

Haringey has two community mental health teams for people over the age of 65. The teams are based at St Ann's Hospital and include community mental health nurses, psychologists, community mental health occupational therapists and social workers. The teams help people and their carers with mental health needs. A GP referral is needed.

Tel: 020 8442 6702 (West consultant psychiatrist)

Tel: 020 8442 6165 (East consultant psychiatrist)

Tel: 020 8442 6233 (community mental health nurses and occupational therapists)

Created May 2006

Age Concern in Haringey

Tottenham Town Hall
Town Hall Approach Road
Tottenham
N15 4RY

Tel: 020 8801 2444

Fax: 020 8365 1732

Email: info@acharingey.org.uk

Website: www.ageconcernharingey.org.uk/

Service: Age Concern provides a wide range of information and advice to older people, their relatives, friends and carers. It can help on topics including, health and social care, money matters, housing advice, legal advice, transport, leisure and education.

Alzheimer's Society Haringey

R18 William Rainbird House
Beaufoy Road
Tottenham
N17 8AY

Tel: 020 8808 9931

Email: alzharingley@btconnect.co.uk

Cypriot Elderly and Disabled Group

Earlham Grove
Wood Green
N22 5HJ

Tel: 020 8881 2329

Fax: 020 8881 6687

Email: cypedg@yahoo.com

Website: www.cedg.org.uk

Service: Day care centre. Transport service and general advice on benefits, housing and social services. Translation and interpretation, advocacy and support with visits to GPs and hospital care.

Haringey Council's Older People's Service

Social Services
40 Cumberland Road
Wood Green
N22 7SG

Tel: 020 8489 1400

Created May 2006

Fax: 020 8489 5977

Email: over65@haringey.gov.uk

Website: www.haringey.gov.uk

Service: The council provides a wide range of services for older people including:

- Assessment and Care Management Team – This team will assess and review personal care needs and can provide support in the community or in a residential or nursing home.
- Residential Service - care homes for older people managed by the council.
- Day Care Service - day centres and drop-in centres.
- Home Care Services - help in the home including home care throughout the day and night, Rapid Response and an enabling team.
- Meals on wheels
- Intermediate Care – rehabilitative and therapeutic services to prevent older people from having to go into hospital, or to help them regain their independence and confidence following a hospital stay.
- Supported Housing - sheltered and community good neighbour schemes to assist people to live independently.
- Community Alarm - 24-hour call monitoring and emergency response service for older, disabled and other vulnerable people.
- Occupational Therapy - advice, equipment and adaptations to people's homes
- Adult Placement Scheme - family accommodation for adults who cannot live alone.
- Equalities and Diversity Team - information and advice on age discrimination and other issues.
- Adult Protection - service to protect people from adult abuse.

Older People's Psychology Service

Block G2
St Ann's Hospital
St Ann's Road
Tottenham
N15 3TH

Tel: 020 8442 6124

Service: Psychology service for people over 65 experiencing emotional or mental distress.

Women

Haringey Women's Forum

1 Bruce Grove
Tottenham
N17 6RA

Created May 2006

Tel: 020 8885 4705

Fax: 020 8880 9135

Email: info@hwfonline.org.uk

Web: www.hwfonline.org.uk

Service: Advice, counselling and support on range of women's issues.

Kiran - Asian Women's Aid

Tel: 020 8558 1986

Service: Offer temporary accommodation for Asian women escaping domestic violence with their children.

NIA Project Helpline

Tel: 020 7683 1210

Service: Advice line for women experiencing domestic violence.

Threshold Infoline

Tel: 0808 808 6000

Service: Advice about mental health issues for women.

Women's Therapy Centre

10 Manor Gardens

Holloway

N7 6JS

Tel: 020 7263 7860

Fax: 020 7281 7879

Email: Enquiries@womenstherapycentre.co.uk

Web: www.womenstherapycentre.co.uk

Service: Psychoanalytic psychotherapy to women - individuals and groups.
Low cost sessions.

Children and Young People

Services are provided by the health service, the council or independent organisations. Most child and adolescent mental health services (CAMHS) are organised into one of four tiers following a model set out by the Health Advisory Service, as follows:

Tier 1 - covers mild emotional and behavioural difficulties or the early stages of disorders.

Tier 2 - covers common disorders with one or two risk factors.

Tier 3 - covers less common problems indicating a more severe, complex and persistent condition.

Tier 4 - Potentially severe disorders. Intensive and highly specialised care usually provided for older children and adolescents who are severely mentally ill or at suicidal risk.

Child & Adolescent Mental Health Service (CAMHS)

H Block

St Ann's Hospital

St Ann's Road

Tottenham

N15 3TH

Tel: 020 8442 6467

Fax: 020 8442 6737

Service: CAMHS is a multi disciplinary team providing psychiatry, psychology, child psychotherapy, speech and language therapy and family therapy. Service offers disabled access. Health professionals, social services, education and voluntary sector can make referrals. Age range: 0 to 16 years (up to 18 years if in education.)
(Tier 2/3 CAMH Service)

Adolescent Outreach Service

9 Bruce Grove

Tottenham

N17 6RA

Tel: 020 8365 1375

Fax: 020 8365 1381

Email: aot.nhs@btopenworld.com

Service: There is a multi disciplinary crisis intervention service for young people aged 11 to 18 with mental health problems living in Haringey. Education, Health or Social Services can make referrals. Disabled access and contact with interpreters.
(Tier 2 & 3 CAMH Service)

Antenna Outreach Service

Excel House
312 High Road
Tottenham
N15 4BN

Tel: 020 8365 9537

Service: Early intervention and support for young Black and mixed-heritage people aged 16-25 experiencing mental health problems.

Child & Adolescent Gender Identity Development Service

Tavistock and Portman NHS Trust
8 Fitzjohns Avenue
Hampstead
NW3 5NA

Tel: 020 7794 8262

Fax: 020 7447 3748

Email: gidu@tavi-port.nhs.uk

Service: Multi disciplinary service for children and young people, and their families, who are experiencing difficulties in the development of their gender identity. The service also sees children of parents with transsexualism or other gender identity problems. The service has disabled access and interpreters can be arranged on request.

(Tier 4 CAMH Service)

Haringey Educational Psychology Service

48 Station Road
Wood Green
N22 7TY

Tel: 020 8489 3004

Fax: 020 8489 3088

Service: Educational Psychology for children and young people aged 0 to 19 years, to enhance their development and learning. An Educational Psychologist visits each school regularly. Teachers can make referrals using the educational psychology form, and getting the parent's agreement. Parents and other professionals (if they have received parental permission) can contact the service directly for an initial consultation. Disabled access and contact with interpreters.

(Tier 2 & 3 CAMH Service)

Haringey Outreach Service Team (HOST)

Excel House
312 High Road
Tottenham
N15 4BN

Tel: 020 8365

Service: Early

Created May 2006

The Institute of Family Therapy

24-32 Stephenson Way
London
NW1 2HX

Tel: 020 7391 9150

Fax: 020 7391 9169

Service: Specialises in working with families, individuals, couples and other relationship groups.

www.instituteoffamilytherapy.org.uk

Multi-Borough Advocacy Service

Tel: 020 7613 2886

Service: Advocacy for children.

North London Family Mediation Service

Tel: 020 8343 9899

Service: Helps families resolve conflicts arising from break-ups.

Open Door Young People's Consultation Service

12 Middle Lane
Crouch End
N8 8PL

Tel: 020 8348 5947

Fax: 020 8341 1684

Email: opendoor8@talk21.com

Service: Open Door works with young people aged 13 to 24 years and parents of teenagers and young adults. They provide once weekly psychotherapy and counselling for young people on an ongoing basis. Open Door also offers a six-session brief therapy service available to 13 and 14 year olds where parent/s are invited to attend some of the sessions. It is not necessary that an agency contacts Open Door but any agency is welcome to refer although contact from the young person will be sought prior to an appointment being offered.

(Tier 2 CAMH Service)

Portman Clinic

Tavistock and Portman NHS Trust
8 Fitzjohns Avenue
Hampstead
NW3 5NA

Tel: 020 7794 8162

Fax: 020 7447 3748

Email: portman@tavi-port.nhs.uk

Created May 2006

Service: The clinic provides forensic psychotherapy for children and adolescents who have problems with criminal behaviour, delinquent or violent acts or sexual impulses. Disabled access and contact with interpreters.
(Tier 4 CAMH Service)

S.P.A.C.E. (Supporting Parents Carers and Children Equally)

C/o PHASCA
Chestnuts Community Centre
280 St Ann's Road
Tottenham
N15 5BN
Tel/Fax: 020 8800 0227

Email: info@phasca.com

Service: SPACE provides a service which offers family intervention, which extends to siblings and also one-to-one counselling if necessary. It is an innovative, preventative intervention for distressed families who aim to enhance parents and carers and children relationships. SPACE helps parents/carers to understand and cope with transitional changes in children and adolescents challenging behaviour, and engage in empowering and improving life styles for families in crises.

Speech and Language Therapists

c/o Operational Manager Speech and Language Therapy Services,
Block G1
St Ann's Hospital
St Ann's Road
Tottenham
N15 3TH

Tel: 020 8442 6866

Fax: 020 8442 6311

Service: There are speech and language therapists who will specialise in children's mental health difficulties. They will contribute to training, advice, differential diagnosis and intervention for children and young people referred to child and adolescent mental health services who have speech, language or communication difficulties.

(Tier 2 & 3 CAMH Service)

Step-Ahead (Adolescents in Haringey & Enfield Alcohol and Drugs Service)

40 Bromley Road
Tottenham
N17 0AW

Tel: 020 8493 8525

Fax 020 8493 8318

Web: www.step-ahead.org

Age range: 10 to 18 years

Service: Staff will make arrangements to meet young people and their parents or carers at other times if necessary. AHEADS exists to minimise the

Created May 2006

harm and potential for substance use by young people in Haringey. They also offer information, advice and support to parents and carers of younger users. (Tier 1 CAHM Service)

Tavistock Clinic

Tavistock and Portman NHS Trust
120 Belsize Lane
Hampstead
NW3 5BA

Tel: Child & Family dept 020 7447 3730

Fax 020 7447 3733

Adolescent dept Tel: 020 7447 3714

Fax 020 7447 3721

Email: child+family@tavi-port.nhs.uk

Email: adolescent@tavi-port.nhs.uk

Service: The Tavistock Clinic provides a range of services for children, adolescents and families experiencing emotional or behavioural difficulties or distress. The Child & Family Department sees families from before the birth of a child to school leaving age. The Adolescent Department works with young people aged 14 to 21. The service has disabled access and interpreters can be arranged on request. Additionally, patient leaflets and appointment letters are available in twelve languages.

(Tier 3 CAMH Service)

Young Minds

Tel: 020 7336 8445

www.youngminds.org.uk

Young People's Consultative Service

Tavistock and Portman NHS Trust
120 Belsize Lane
Hampstead
NW3 5BA

Tel: 020 7447 3787

Fax 020 7447 3721

Email: adolescent@tavi-port.nhs.uk

Created May 2006

Service: A self-referral service offering a brief series of four appointments. For young people aged 16 years plus. Telephone referrals are encouraged and a first appointment is usually offered within three weeks. The aim is to help young people get a clearer understanding of the difficulty they have. The service is available for people aged 16 years plus.

Disabled access and contact with interpreters.

(Tier 2 CAMH Service)

Domestic Violence

Haringey Council's '**I Shall Survive**' domestic violence booklet has full information on all domestic violence services in Haringey. It is available from council offices, receptions, libraries and Hearthstone.

Hearthstone

Tel: 020 8888 5362

Fax: 020 8889 6508

Service: One-stop-shop providing a range of service to both women and men fleeing domestic violence.

People with HIV/AIDS

HIV Team

Social Services

40 Cumberland Road

Wood Green

N22 7SG

Tel 020 8489 5970

Fax 020 8489 3032

Website: www.haringey.gov.uk

Service: Haringey Council provides a wide range of support, advice and information to people infected with or affected by HIV or AIDS. Services include care management, home care support, housing advice, welfare rights advice, infant feeding project, nutritional advice and social work support.

HIV/AIDS Drop-In

Winkfield Resource Centre

33 Winkfield Road

Wood Green

N22 5RP

Tel 020 8489 0396

Created May 2006

National Aids Helpline

Tel: 0800 567 123

Other languages, telephone 0800 717 2227

People with Alcohol, Drug and Addiction Problems

Haringey Advisory Group on Alcohol

590 Seven Sisters Road

Tottenham

N15 6HR

Tel: 020 8800 6999

Fax: 020 8802 0081

Email: admin@haga.co.uk

Web: www.haga.co.uk

Service: Advice and treatment for people experiencing problems with alcohol.

Drug Advice Service in Haringey (DASH)

80 Stroud Green Road

Stroud Green

N4 3EN

Tel: 020 7272 2757

Fax: 020 8263 6005

Service: Drug advisory service in Haringey. Needle exchange, drop-in service, children and family worker.

Dual Diagnosis

Maple Unit

Q1 Block

St Ann's Hospital

St Ann's Road

Tottenham

N15 3TH

Tel: 020 8442 6113

Fax: 020 8442 6113

Service: Specialist service for people with severe mental health problems and substance misuse. Professional referral required.

Lesbian and Gay People

Lesbian and Gay Switchboard London

Created May 2006

Tel: 020 7837 7324

Service: 24-hour helpline for gay men and lesbians.

London Friend

86 Caledonian Road

Kings Cross

N1 9DN

Tel: 020 7837 3337

Service: Telephone helpline, counselling and support groups for lesbians and gay men, bisexuals. Open 7.30am- 10pm

PACE

Tel: 020 7700 1323

Service: Lesbian, gay and bisexual family therapy service

Victims of Crime including Rape

Haringey Police Community Safety Unit

98 Tottenham Lane

Hornsey

N8 7EJ

Tel: 020 8345 1944

In an emergency dial 999

Haringey Women's Aid

PO Box 915

Hornsey

N8 7EE

Tel: 020 8341 4665

Fax: 020 8341 4665

Email: s.draper@btconnect.com

Service: Temporary crisis accommodation for women and children fleeing domestic violence.

NHS direct

Tel: 0845 464748

Website: www.nhsdirect.nhs.uk

Service: 24-hour health helpline.

The Haven Whitechapel Sexual Assault Referral Clinic

Created May 2006

9 Brady Street
Whitechapel
E1 5DG

Tel: 020 7247 4787

Service: 24-hour services to survivors of rape and serious sexual assault in north and east London.

Sexual Violence Legal Advice Line

Helpline: 020 7251 8887

Email: info@row.org.uk

Website: www.rightsofwomen.org.uk

Service: Free confidential advice to women on rape, sexual assault and other sexual violence.

Survivors

Tel: 0845 122 1201

Service: Helpline for male victims of sexual abuse, including rape.

Victim Support Haringey

24-26 Commerce Road

Wood Green

N22 8ED

Tel: 020 8888 9878

Fax: 020 8888 9848

Email: admin@vsharingey.freemove.co.uk.

Service: Free, practical and emotional support to victims of crime independent of the police. Help with criminal injuries compensation claims. Support provided for court witnesses including pre-trial visits.

For Witness Service support contact Highgate on 020 8347 9405 or Lordship Lane on 020 8801 3770.

Support for Carers

Who are carers?

Informal carers are people who provide help or support to a relative, partner or friend who experiences mental distress, and are not paid. They may give practical help or emotional support or, more likely, a combination of both. They may live with the person who has a mental illness or provide care from a distance.

Supporting carers to care

Under carers' legislation, carers have a legal right to an assessment of their needs. It is a chance to discuss with a social worker, nurse or other assessor what help they need. Since the Carers (Equal Opportunities) Act, 2004 became law, carers are entitled to support with caring so that they can continue activities which are important to them.

To qualify for a carer's assessment, a carer has to provide a substantial amount of care on a regular basis or intensive support in times of crisis. They may be eligible for a carer's assessment even if the person they care for refuses an assessment. They can have their assessment separately and in private.

To request a carer's assessment, a carer should contact the care co-ordinator of the person they look after. If the person does not have an allocated worker, a carer can ask their GP to put them in touch with Social Services. Alternatively, Haringey Carers' Support Team on **020 8489 3967** can make a referral to the appropriate team. If the cared for person is in hospital, a carer can approach their primary nurse.

Following an assessment, and where needed, a carer can have services provided directly to them.

Planning care

Carers should be listened to and included in care planning. If possible -and beforehand- carers should agree with the person they care for what points they want to raise. The views of carers may sometimes conflict with the wishes of the person with mental distress, but they should expect to be able to put them forward. Support from an advocate may be helpful.

Sharing of personal information

As long as the person cared for agrees, carers should receive a copy of the care plan. The amount of information the carer receives will depend on the wishes of the cared for person. If they are happy for the carer to be kept informed, this should be made clear to the professionals involved, for example, in writing. If not, the carer will receive information only in general

Created May 2006

terms. Equally, what the carer discusses with mental health professionals should be treated as confidential and not disclosed without their agreement.

'Advanced directives', drawn up by the cared for person at a time when they are well, may help overcome some of these difficulties.

Publications

Guide for Carers

National Institute for Mental Health in England (NIMHE)

www.nimhe.org or www.londondevelopmentcentre.org or

Tel: 020 7307 2431

Who to contact for help

Local carers groups or Haringey Carers Centre can provide valuable support. Contact with other carers can diminish feelings of loneliness and of having no one to turn to who truly understands. Organisations that support carers of people with mental ill health include:

Admiral Nurses

Eastgate Lodge

St Ann's Hospital

St Ann's Road

Tottenham

N15 3TH

Tel.020 8442 6233

Service: Support for carers of people with dementia

Alzheimer's Society Haringey

R18

William Rainbird House

Beaufoy Road

Tottenham

N17 8AY

Telephone 020 808 9931

Email alzhariney@btconnect.com

Service: Support group for carers of people with Alzheimer's/dementia

Black & Minority Ethnic Carers Support Service

Selby Centre

Selby Road

Tottenham

N17 8JL

Tel: 020 8808 5510 / 020 8801 5530

Fax: 020 8880 3470

E-mail: info@bme carers.org.uk **Web:** www.bme carers.org.uk

Service: BME Carers Support Service provides respite service, bereavement service, Carers Support Group (monthly meeting) and Haringey Carers Consultative Forum (Quarterly meetings) to all carers living in Haringey. The North London Carers Learning Network provides short courses to all carers living in North London.

Carers Support Team

Haringey Social Service
40 Cumberland Road
Wood Green
N22 7SG

Tel: 020 8489 3967

Service: Information, advice, carer registration, sign posting to services, and drop-in sessions. Complementary therapies, training opportunities and short breaks

Haringey Carers Centre

c/o Winkfield Centre
33 Winkfield Road
Wood Green
N22 5RP

Tel: 020 8489 8980

Service: Information, advice and support for carers. Benefits advice and group representation

NCH/Haringey Young Carers Project

Red Gables Family Centre
113 Crouch Hill
Crouch End
N8 9QN

Tel. 020 8348 4660

Fax: 020 8348 4660

Email: Haringey.youngcarers@nch.org.uk

Service: Support, information and advice for young carers from 5 - 18 years and their families

Mental Health Carers Support Association

334 High Road
Tottenham
N15 4BN

Tel. 020 8885 2006

Email: mhcarerssupport@aol.com

Service: Advice, information, casework/advocacy, Support Group, Respite, and training in mental health.

Money

The benefits that you may consider claiming are outlined below.

The rules governing eligibility are complex and you can get help from your Social Worker, local Citizen's Advice Bureaux or local Department for Work and Pensions office.

Attendance Allowance or Disability Living Allowance

Are both available to help you with the extra costs associated with disability or illness

- whether or not you are still working
- whether you are living alone or with others, or
- whether you have a carer or not.

Which benefit you claim depends on your age:

- if you are under 65 and need help with personal care or if you have difficulty getting around, you can claim Disability Living Allowance
- if you are 65 or more and you need help with personal care, you can claim Attendance Allowance.

These allowances are not means tested. They are also tax-free and do not affect claims for other entitlements such as **Income Support** or **Incapacity Benefit**.

Available from your Jobcentre Plus

Incapacity benefit

Incapacity benefit is paid to a person who:

- is aged below 60 for a woman, 65 for a man, and
- is incapable of work because of sickness or disability; and
- is not entitled to Statutory Sick Pay and
- has paid sufficient National Insurance contributions.

However, a person whose incapacity for work began before the age of 20 (in some cases 25) may not have to meet the contribution conditions. The contribution condition for Incapacity Benefit is complicated.

There are three types of **Incapacity Benefit**: lower rate short-term, higher rate short-term and long-term. For the first 196 days you will usually have to show that you are incapable of work by sending in medical certificates. After 196 days most people will have to have a medical examination to decide if they pass the Personal Capability Assessment. Some people with particular conditions or severe disabilities do not have to pass this assessment.

Income Support

If you are on a low income, your savings are below a set limit, you are working fewer than 16 hours a week or not working, you may be able to get either

Income Support or income-based **Jobseeker's Allowance**. If you can look for work, you should usually claim **Jobseeker's Allowance**. If you are a lone parent with dependent children, are sick or disabled or you are caring for a disabled person, you may be entitled to **Income Support**. If you are over 60 you may be entitled to **Pension Credit**.

Jobseeker's Allowance

If you are on a low income, are not working (or working fewer than 16 hours per week), and are not entitled to income support, you may be able to get income-based **Jobseeker's Allowance**, as long as you are available for and actively seeking work. If your income is not low enough, or your savings are too high, but you have been paying National Insurance contributions in the last two years and are now looking for work, you may also be entitled to contribution-based **Jobseeker's Allowance** for a limited period.

What if my disability is causing additional difficulties in finding or keeping a job?

Disability Employment Advisers can provide a range of support, advice and information including specialist support to people who are recently disabled, or those whose disability or health condition has deteriorated and who need employment advice. They provide support to disabled people who are having difficulty in getting a job because of their disability, and also to people in employment who are concerned about losing their job because of a disability. Access to Work Advisers have specialist knowledge of the Access to Work programme which provides support to disabled people and their employers to help overcome work-related obstacles resulting from disability. They work closely with Disability Employment Advisers. Both types of adviser can be contacted at your Jobcentre.

Help from the Social Fund

If you are on a low-income benefit, you may qualify for help with costs for your home or for dealing with an emergency.

Cold weather payment

If you or your partner are getting **Income Support** or income-based **Jobseeker's Allowance**, and have a child under the age of five, or you are disabled, or are aged 60 or over then you may qualify.

Available from the Inland Revenue

Working Tax Credit and Child Tax Credit

If you or your partner works 16 hours or more a week, you may be entitled to **Working Tax Credit** and/or **Child Tax Credit**. People with disabilities can receive extra working tax credit allowances. People reducing their working hours (and income) because of disability or long term illness might get help.

Available from Haringey Council

Housing Benefit

If you are paying rent and have a low income whilst working you may qualify for **Housing Benefit**. Some families on low-income benefits qualify for up to 100% **Housing Benefit**.

Council Tax Benefit

If you are paying Council Tax and have a low income whilst working you may also qualify for **Council Tax Benefit**. Some families on low-income benefits qualify for up to 100% **Council Tax Benefit**.

For information about Housing and Council Tax Benefits, write to:

Haringey Council

PO Box 10505

Wood Green

N22 7WJ

Tel: 020 8489 2800

The National Health Service provides help with health costs and visits to hospital

If your income is low you may be entitled to help with health costs and visits to hospital.

Permitted earnings (formerly therapeutic earnings).

To qualify as 'permitted work' the following rules have to be met:

- the work is for less than 16 hours per week;
- the wages are not more than £78 per week;
- the work does not go on for more than 26 weeks;
- this 26 week period can be extended for an unlimited period where the person is working with a Department of Work and Pensions Advisor, or with an external organisation (e.g. Disability Employment Advisor, people supported by Pathway, Shaw Trust, or another supported employment agency) who agrees that this further period is likely to improve the person's job prospects.

Employment and Training

Volunteering

Haringey Association of Voluntary and Community Organisations (HAVCO)

Room 334

Lee Valley Techno park

Ashley Road

Created May 2006

Tottenham Hale
N17 9LN
Tel: 020 8880 4087
Fax: 020 8880 4088
Email: info@havcoharingey.org.uk
Web: www.havcoharingey.org.uk

Service: Local organisation representing the voluntary and community sector in Haringey. It can provide information on opportunities for volunteering and local services.

Haringey Community Empowerment Network (HarCen)

260 - 262 High Rd
Tottenham
N15 4AJ
Tel: 020 8885 6575
Fax: 020 8885 5123
Web: www.harcen.org.uk
Email: info@harcen.org.uk

Service: HarCEN is the Haringey Community Empowerment Network. The network works with local community, voluntary, faith groups and residents

General Employment Services for Disabled People

Disability Employment Advisors (DEA) services are of use to people who are 'work ready' or who can be expected to be work ready within a relatively short space of time, say up to six months. DEAs are also the gateway to the Access to Work scheme.

Access to work

This is a fund held by the Jobcentre to enable disabled people to attain or retain employment. It will pay for adjustments to the workplace or other costs associated with maintaining employment. For details see the website <http://www.jobcentreplus.gov.uk/cms.asp?Page=/Home/Customers/HelpForDisabledPeople/AccessToWork>

Permitted earnings (formerly therapeutic earnings).

To qualify as 'permitted work' the following rules have to be met:

- the work is for less than 16 hours per week;
- the wages are not more than £78 per week;
- the work does not go on for more than 26 weeks;
- this 26 week period can be extended for an unlimited period where the person is working with a Department of Work and Pensions Advisor, or with an external organisation (e.g. Disability Employment Advisor, people supported by Pathway, Shaw Trust, or another supported employment agency) who agrees that this further period is likely to improve the person's job prospects.

Social Security and Job Centres

Muswell Hill, Crouch End and Highgate Job Centre Plus

1 Elthorne Road
Archway
N19 4AL
Telephone: 0845 601 6916

Tottenham Job Centre

Scotland Green House
624 High Road
Tottenham
N17 9TL
Tel: 020 8219 5500

South Tottenham Job Centre

Fountayne Business Centre Block 2
Broad Lane
Tottenham
N15 4EQ
Telephone: 020 8219 5400
Textphone: 020 8219 5471

Tottenham Social Security Office

640-656 High Road
Tottenham
N17 0AA
Telephone: 020 8365 5200
Textphone: 020 8365 5540

Wood Green Job Centre

128 Mayes Road
Wood Green
N22 6SY
Telephone: 020 8219 5800

Wood Green Social Security Office

Granta House
1 Western Parade
Wood Green
N22 6UH
Telephone: 020 8899 3200
Textphone: 020 8365 55

Education and Leisure

Education

Haringey Adult Learning Service (HALS)

HALS aim is to be a positive force in our community, enabling people to achieve their learning and employment goals.

They aim to help you:

- Get the job you want and progress within it
- Develop your skills and knowledge
- Raise your achievement
- Reach your potential
- Improve your confidence
- Make learning fun

HALS provides learning opportunities for the local community and help with looking for work. You have the opportunity to discuss your learning needs before, during or after attending a HALS course, and you will be given support in order to find out what else you can do and progress onto.

HALS

Wood Green Library
2nd Floor
High Road
Wood Green
N22 6XD
Tel: 020 8489 2500
Fax: 020 8489 2551

HALS White Hart Lane Learning Centre

White Hart Lane School Campus
White Hart Lane
Wood Green
N22 5QJ
Tel: 020 8489 8781
Fax: 020 8489 8782

HALS Guidance Service:

HALS Guidance is wide ranging service which helps learners in accessing various courses throughout London, in the preparation of CVs, and can give advice on relevant benefits. For more information:

Tel: 020 8489 2715

Email: Hals@haringey.gov.uk

Web: www.haringey.gov.uk/services/hals

College of North East London (CONEL)

High Road
Tottenham

Created May 2006

N15

Tel: 020 8442 3055

Web: www.conel.ac.uk

Service: CONEL has around 12,000 full-time and part-time students and approximately 1,000 staff on several sites including the Tottenham Centre, Tottenham Green Centre, Heron House and the Middlesex University Campus in Enfield.

Middlesex University

North London Business Park

Oakleigh Road South

New Southgate

N11 1QS

Tel: 020 8411 5000

Service: Middlesex University aims to be a global university committed to meeting the needs and ambitions of a culturally and internationally diverse range of students by providing challenging academic programmes.

Web: www.mdx.ac.uk

The Open University

Open University

Walton Hall

Milton Keynes

MK76AA

Tel: 01908 653231

Web: www.open.ac.uk

Email: general-enquiries@open.ac.uk

Service: The Open University provides high-quality university education through supported open and distance learning.

University of the Third Age (U3A)

U3A Central Office

Old Municipal Buildings

19 East Street

Bromley

BR1 1QH

Tel: 020 8466 6139

Fax: 020 8466 5749

Service: U3A's main purpose is to encourage lifelong learning for those no longer in full time employment.

Leisure

Leisure

Parks Service

Tel: (020) 8489 5662

Email: parkscustomer care@haringey.gov.uk

Created May 2006

Web: www.haringey.gov.uk/leisure

Service: Haringey has just under 400 hectares of parks, recreation grounds and open spaces including four Green Flag award winning parks. Our open spaces offer a variety of free fun, games and entertainment. From playgrounds to tennis courts, football pitches to picnic areas all ages are catered for. Our parks play host to a number of events, from small-scale community fairs to mayor music concerts.

Leisure Centres

Tottenham Green Leisure Centre

1 Philip Lane
Tottenham
N15 4JA
Tel: 020 8489 5322
Fax: 8489 5344

White Hart Lane Community Sports Centre

White Hart Lane
Wood Green
N22 5QW
Tel: 020 8881 2323

Park Road Pools

Park Road
Crouch End
N8 8JN
Tel: 020 8341 3567

LIBRARIES

www.haringey.gov.uk/leisure/libraries

Alexandra Park Library

Alexandra Park Road
Alexandra Park N22 4UJ
Tel: 020 8489 8770

Coombes Croft Library

Tottenham High Road
Tottenham N17 8AG
Tel: 020 8489 8771

Hornsey Library

Haringey Park
Crouch End N8 9JA
Tel: 020 8489 1118

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Highgate Library

1 Shepherd's Hill
Highgate N6 5QT
Tel: 020 8489 8772

Marcus Garvey Library

Tottenham Green Centre
1 Phillip Lane
Tottenham N15 4JA
Tel: 020 8489 5309

Muswell Hill Library

The Library Building
Queens Avenue
Muswell Hill N10 3PE
Tel: 020 8489 8773

St Ann's Library

Cissbury Road
Tottenham N15 5PU
Tel: 020 8489 8775

Stroud Green Library

Quernmore Road
Stroud Green
N4 4QR
Tel: 020 8489 8776

Wood Green Central Library

High Road
Wood Green
N22 6XD
Tel: 020 8489 2780

Mobile and Housebound Library Service

Tel: 020 8489 2700

This service is available to anyone who is housebound because of an infirmity or disability. The mobile service visits 14 street sites every two weeks and goes to people in sheltered housing and residential homes. It has disabled access and carries a selection of books.

Bruce Castle Museum and Archive

Lordship Lane (junction Bruce Grove)
Tottenham N17 8NU
Tel: (020) 8808 8772

www.haringey.gov.uk/leisure/brucecastlemuseum

Bruce Castle is a Grade I listed 16th Century manor house in 20 acres of parkland. Bruce Castle opened as a Museum in 1906 and now houses the Borough of Haringey's local history collections and archives. Exhibitions cover

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the history of the local area and the Castle itself. They include many examples of local paintings, photographs and prints.

The Castle also houses the Borough Archive which is users can access by appointment.

Arts centres

Jackson's Lane Centre

269a Archway Road

Highgate

N6 5AA

Tel: (020) 8340 5226

www.jacksonslane.org.uk

Jackson's Lane is a 167-seat theatre, a dance studio, a dance rehearsal space, two activity rooms, a foyer and a café and a bar. The centre is committed to Access and promotes a wide range of disability arts, including a month long festival focusing on performances, commissions, debates, workshops and exhibitions.

Collage Arts

Chocolate Factory

Clarendon Road

Wood Green

N22 6XJ

Tel: (020) 8365 7500

www.collage-arts.org

This is the main arts development organisation in the borough. It runs ranges of creative courses open to everyone with new programmes are put together on a regular basis.

Mountview Academy of Theatre Arts

Ralph Richardson Memorial Studios

Clarendon Road

Wood Green N22

Tel: (020) 881 2201

www.mountview.ac.uk

Mountview Academy of Theatre Arts is one of the UK's leading drama schools and offers undergraduate, postgraduate and part-time courses in Acting, Musical Theatre and Technical Theatre.

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