

# Disability Access Guide

- Access details for Haringey Council buildings and Directory of Disability Services
- Disability Equality Language



The image features a solid yellow background. On the left side, there are three thick, white, curved lines that overlap each other, resembling stylized arcs or the partial outlines of circles. These lines sweep from the bottom left towards the top right, creating a sense of movement and depth.

All Photographs were provided by the winners of  
the Disability Re-Vision Competition 2005



<b>1. Access details for Council's main buildings</b> .....	1
1.1 General: Alexandra House - Civic Centre .....	2
1.2 Customer Service Centre .....	7
1.3 General: Education - Enfield Crematorium.....	13
1.4 Main Libraries .....	15
1.5 Social Services .....	27
1.6 Social Services continued (inc day care centres).....	37
1.7 Sports Centres.....	50
<b>2. Where to get further information or guidance</b> .....	55
2.1 Haringey Council .....	56
2.2 Local Organisations.....	57
2.3 National Organisations .....	59
<b>3. Getting around Haringey and beyond</b> .....	63
<b>4. Disability Equality Language - Welcome to My World</b> .....	67
<b>5. Sign Language – Alphabets</b> .....	74

I am pleased to present this update of Haringey Council's Disability Equality Access Guide. The aim of the guide is to provide as much information as possible as to the accessibility of Council buildings for all.

The Disability Discrimination Act (DDA) 1995 introduced legislation that set a basis for disabled people to be able to access services and employment opportunities. Part 3 of the Disability Discrimination Act (DDA) came into force on 1 October 2004, requiring that adjustments needed to be put in place to improve physical access to buildings used by the public.

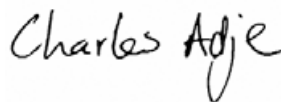
The Disability Discrimination Act 1995 has been amended by the Disability Discrimination Act 2005 to place a duty on all public sector bodies to promote disability equality. This duty will have a significant impact on the way in which all public services are provided and on improving the lives of disabled people.

As part of the implementation, Haringey Council has commissioned an audit of all Council buildings used by disabled people. Many access improvements have already been completed and some work is underway.

The Council is committed to implementing the requirements of the Act and creating an environment where all disabled people can participate fully as equal citizens. We aim to promote inclusiveness through providing facilities that can be accessed by all.

I would like to take this opportunity to thank everyone in the community and the Council who have contributed to the preparation of the guide. Comments, additions or suggestions are always welcome to improve and update the information within it. Please send them to Helen Choudhury, Equalities & Diversity Unit, 3rd Floor, Wood Green Library, 187 - 197a High Road, London, N22 6XD, or by email: [helen.choudhury@haringey.gov.uk](mailto:helen.choudhury@haringey.gov.uk)  
Tel: 020 8489 2577.

I hope and trust that you find this guide useful.



**Councillor Charles Adje**  
**Leader of the Council**  
**Executive member for equalities**

**Haringey Council**  
**March 2006**

# 1. Access details for Haringey Council's main buildings

The Council has been committed to Equal Opportunities through its own policies for many years. The Disability Discrimination Act, which came into force in 1995, prohibits unlawful discrimination on the grounds of disability in relation to employment and access to goods and services to the public.



Name of building: **Alexandra House**  
Address: **10 Station Road, Wood Green N22 4TR**  
Contact tel. no: **020 8489 3988**

Business / Description of service: **Community charge, rent, land charges.**

Opening hours: **Monday to Friday 9am - 5pm (Except Thursday 9am - 7pm)**

Bus links: **184, W3**

Tube station: **Wood Green (Piccadilly Line)**

## Facilities

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Level Access

**Car Park:** No, but on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** Yes

Name of building: **Asylum Seekers Services**

Address: **476, High Road, Tottenham, N17 9JF**

Contact tel. no: **020 8489 4902**

Business / Description of service: **Services for children and adults, benefits.**

Opening hours: **Monday to Friday 9am - 5pm (Except Wednesday 1pm - 5pm)**

Bus links: **123, W4, 279**

Tube station: **Seven Sisters, then get bus 279**

## Facilities

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** No, but on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** Yes

Name of building: **The Civic Centre**

Address: **High Road, Wood Green, London N22 8LE**

Contact tel. no: **020 8489 2609**

Fax no: **020 8489 2644**

Business / Description of service: **Registration of Marriage, Births/Deaths, Council/Committee meetings, Building Schools for the Future, Enforcement team.**

Opening hours: **Monday to Friday** 9am - 5pm, **Evening** 5pm - 10pm (Council meetings only), **Weekends** 9am - 12pm (for the performance of Marriage ceremonies only)

Bus links: **29, 121, 232, 329**

Tube station: **Wood Green (Piccadilly Line)**

## Facilities

**Entry phone:** No

**Door Bells/Buzzer:** Yes

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Platform Lift to Council Chamber where wheelchairs are permitted for Council meetings (size 1100mm x1400mm)

**Ramp Access:** Ramped to automatic doors leading to the reception.

**Car Park:** Yes, two parking bays for disabled people at the front of the building are available. Also on street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed at main reception, Register office and the Council Chamber.

**Accessible toilets:** Yes, there is an upstairs cubicle and toilets downstairs

**Minicom:** No

Name of building: **Broadwater Farm Housing**

Address: **108C, Gloucester Road, N17 6GZ**

Contact tel. no: **020 8489 8650**

Fax no: **020 8489 8669**

Business / Description of service: **Housing benefits, Council tax, Rent**

Opening hours: **Monday, Tuesday, Thursday 9am - 5pm, Wednesday  
Closed, Friday 9am - 12noon**

Bus links: **W4, 123, 243**

## Facilities

**Entry phone:** No

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** No, public  
access to ground floor only

**Ramp Access:** Yes

**Car Park:** No, but on-street blue  
badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes, portable  
loops

**Accessible toilets:** Yes, with  
emergency buttons

**Minicom:** No

Name of building: **South Tottenham Customer Services Centre**

Address: **Apex House, 820 Seven Sisters Road, Tottenham N15 5PQ**

Contact tel. no: **020 8489 4315 - Ms Bernadette Mulvihill**

Fax no: **020 8489 4208**

Business / Description of service: **Homelessness, Housing Benefits, Council Tax, Parking, Housing Repair, Concessionary Travel.**

Opening hours: **Monday to Friday 8.45am - 5pm (Except Wednesday 12pm - 5pm)**

Bus links: **149, 243, 259, 279, 318, 341, 349, 476**

Tube station: **Seven Sisters (Victoria Line)**

## Facilities

**Entry phone:** No

**Car Park:** Yes

**Door Bells/Buzzer:** No

**Signage:** Yes

**Automatic push button:** No

**Hearing Loops:** Yes, portable  
Induction loops installed.

**Automated door:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** No

**Minicom:** No

**Ramp Access:** Yes

Name of building: **North Tottenham Customer Services Centre**

Address: **639 High Road, Tottenham N17 8BD**

Contact tel. no: **020 8489 5202**

Business / Description of service: **Homelessness, Housing benefits, Council Tax, Parking, Housing Repair and Concessionary Travel.**

Other services: **Turkish and Kurdish language sessions** - regular drop-in sessions for users who prefer to use Turkish or Kurdish are held every week on Wednesdays from 9am to 1pm and on Thursdays 9am to 5pm.

**Pensions advice** - Pensions Service drop-in advice sessions are held from 1pm to 5pm on the second and fourth Tuesday of every month.

Opening hours: **Monday to Friday 8.45am - 5pm**

Bus links: **Bus numbers 149, 259,279, 341, 349 and 476 pass the centre in the High Road with stops close by. Bus number 318 passes down Lordship Lane and Lansdowne Road with stops close by in Lansdowne Road.**

Rail links: **The nearest over ground Station is in White Hart Lane on the Liverpool Street/Enfield Line. This station is about half a mile away from the centre.**

## **Facilities**

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** No but has double doors for wheelchair users via back entrance

**Accessible Lift:** No, one level

**Ramp Access:** Level access

**Car Park:** Yes, and on-street Blue Badge parking available.

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Wood Green Customer Services Centre**

Address: **48 Station Road, Wood Green N22 4TY**

Contact tel. no: **020 8489 2284**

Business / Description of service: **Housing benefits, Council Tax, Rent**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **184, W3**

Tube station: **Wood Green (Piccadilly Line)**

Customer services Language support: **Support for users whose first language is not English is available from the Haringey Interpretation and Translation Service. Please talk to centre staff if assistance is required.**

Call Centre Opening hours: **Monday to Friday 8am - 6pm**

Abandoned vehicles: **0845 073 6904**

Council tax: **0845 073 3557**

Homelessness and housing advice: **0845 076 2700**

Housing and council tax benefit: **0845 071 2800**

Housing Management: **0845 071 1023**

Housing repairs free phone: **0800 195 3404**

Parking: **0845 073 1234**

Graffiti and fly posting line: **0845 073 1979**

Anti-social behaviour line: **0845 671 1177**

Sheltered housing repairs line: **020 8489 8693**

Minicom: **020 8489 2088**

**The Council switchboard (020 8489 1000) opening time 8.45am - 5pm**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** Yes

Name of building: **Hornsey Customer Services Centre**

Address: **Broadway Annex, Hornsey Town Hall, Crouch End N8 9JJ**

Contact tel. no: **020 8489 1012**

Business / Description of service: **Homelessness, Housing Benefits, Council Tax, Parking, Housing Repair, Concessionary Travel.**

Opening hours: **Monday to Friday 8.45am - 5pm**

Bus links: **41, 91, W5 and W7 pass through Crouch End Broadway with stops in the Broadway.**

Rail links: **The nearest over ground station is Crouch End Hill on the North London Line. This station is about three-quarters of a mile from the centre.**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** No

**Ramp Access:** Level access

**Car Park:** Parking is available in Hatherley Gardens - accessible via Haringey Park. Also, on-street blue badge parking is available.

Parking is possible in local residential streets. A public car park is available (charges payable) behind Woolworth's in the Broadway - accessible via Crouch Hall Road.

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Education Services**  
Address: **48 Station Road, Wood Green N22 4TY**  
Contact tel. no: **020 8489 2284**

Business / Description of service: **Student loan, services for primary, secondary and special needs schools.**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **184, W3**

Tube station: **Wood Green (Piccadilly Line)**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Level access

**Car Park:** Yes and on-street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** Yes

**Minicom:** Yes

Name of building: **Enfield Crematorium**

Address: **Great Cambridge Road, Enfield EN1 4DF**

Contact tel. no: **020 8363 8324**

Fax no: **020 8367 2517**

Business / Description of service: **Funerals, memorials for cremations**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **217, 317**

Tube station: **Turkey Street**

## **Facilities**

**Entry phone:** No

**Ramp Access:** Yes

**Door Bells/Buzzer:** No

**Car Park:** Yes and on-street blue badge parking is available.

**Automatic push button:** No

**Signage:** Yes

**Automated door:** No but entry via double doors which are left open during office hours and are also wheelchair accessible.

**Hearing Loops:** Yes, portable loops installed

**Accessible Lift:** No

**Accessible toilets:** Yes

**Minicom:** No

## **1.4 Main Libraries**

Business / Description of services: **Loan of books, CDs, DVDs, story tapes, talking books, and toys. Basic reference, information & enquiry service, reference books, information leaflets, free internet facility, daily newspapers (some in community languages), study/reading areas, displays, cultural events and activities. Reading groups (adult & children), MP's/Councillors' surgery, Silver Surfer basic computer training, toy library, children's events & activities, Under Five's Drop-in, story time and photocopying facilities.**

Name of building: **Wood Green Central Library**

Address: **High Road, Wood Green, N22 6XD**

Contact tel. no: **020 8489 2700**

Enquiry service: **020 8489 2780/ 2781**

Telephone renewals: **0845 071 4343**

Fax no: **020 8489 2555**

Minicom no: **020 489 2598**

Additional Services: **Haringey Adult Learning Services, including Adult Guidance is on the second floor. Tel: 020 8489 2500**

**Exhibitions, school classes, MP's, University of Third Age, Age Concern Drop-in, Fax facility. Room and hall hiring facility available.**

Opening hours: **Monday to Friday 8.45am - 7pm, Saturday 9am - 5pm, Sunday 12pm - 4pm**

Bus links: **29, 67, 121, 123, 141, 144, 184 (all on the High Rd), 221, 230, 232, 243, 329, W3, W4.**

Tube station: **Wood Green (Piccadilly line) and then turn left and walk for about 100 metres towards the shopping city.**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes, access to other floors for wheelchair users via service lift

**Ramp Access:** Level access to the library

**Car Park:** Yes, in main parking bay

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** Yes, on first floor

**Minicom:** Yes

Name of building: **Hornsey Library**

Address: **Haringey Park, N8 9JA**

Contact tel. no: **020 8489 1118**

Children's Library: **020 8489 1428**

Audio Visual Library: **020 8489 1438**

Mobile & Housebound Service: **020 8489 1424**

Book & Toy Bus Service (Surestart): **020 8489 1451**

Telephone renewals: **0845 071 4343**

Fax no: **020 8374 6942**

Additional Services: **Some community language books, World music, exhibitions, school classes and Fax facilities. Tea/coffee facility and Hall Hire.**

**The library houses the Mobile and House Service and the Book & Toy Bus Service (Surestart)**

Mobile Library: **Visits sheltered housing and residential homes, as well as some street sites throughout the borough. Telephone 020 8489 1425 for more information.**

House service delivery: **A free delivery service for people unable to leave their homes, delivered on a monthly basis. Deliver books in large and small print, books in community languages, jigsaws, videos, music on cassette or CD, DVDs and talking books. It also offers a free hire service for cassette players and CD players. Telephone 020 8489 1425 for more information.**

Books and Toy Bus: **Visits sites within the Surestart area in the north of the borough. It offers books, toys, information leaflets, tapes community languages books and advice to parents/guardians on appropriate books and toys. Telephone 020 8489 1425 for more information.**

Opening hours: **Monday to Friday** 9am - 7pm, **Saturday** 9am - 5pm

Bus links: **41** (get off at Clock Tower then walk for about 100 metres), **91, 210, 144, W2** (get off at Hornsey Town Hall bus stop then walk for about 40 metres), **W3, W5** (Hail & Ride), **W7**.

Tube station: **Finsbury Park** then **W7** bus to **Crouch End**.

Rail links: **Crouch End Hill** on the North London Line, about a mile from the library.

## Facilities

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Level access

**Car Park:** Yes and on-street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Highgate Library**

Address: **Shepherds Hill, Highgate, N6 5QT**

Contact tel. no: **020 8489 8772**

Telephone renewals: **0845 071 4343**

Opening hours: **Monday to Friday 9am - 7pm, Saturday 9am - 5pm**

Bus links: **43, 134 (from Muswell Hill), 263 (from Archway), 271, W5 (Hail & Ride from Crouch End)**

Tube station: **Highgate (Northern line)**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Level access

**Car Park:** Yes and on-street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** No

**Minicom:** Yes

Name of building: **Alexandra Park Library**

Address: **Alexandra Park Road, N22 7UJ**

Contact tel. no: **020 8489 8770**

Telephone renewal: **0845 071 4343**

Additional Service: **The library also houses the Tagore Centre on the first floor.**

Opening hours: **Monday to Friday** 9am - 7pm, **Saturday** 9am - 5pm,  
**Sunday** 12pm - 4pm

Bus links: **102, 184, 299, 102, W3 (to foot of Alexandra Palace then about 15 minutes walk).**

Rail links: **Alexandra Palace, then 184 bus**

Tube station: **Bounds Green (Piccadilly line) then bus**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** No

**Minicom:** No

Name of building: **Coombes Croft Library**

Address: **Tottenham High Road, N17 8AG**

Contact tel. no: **020 8489 8771**

Telephone renewals: **0845 071 4343**

Opening hours: **Monday to Friday 9am - 7pm, Saturday 9am - 5pm**

Bus links: **123, 149, 243, 259, 279 (along Tottenham High Rd), W3 (to White Hart lane station), 318, W4 (to Bruce Grove and then 15 minutes walk along the High Rd)**

Rail links: **White Hart Lane**

Tube station: **Seven Sisters (Victoria Line) then bus**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** No

**Ramp Access:** Yes

**Car Park:** No but on-street blue badge parking is available.

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Marcus Garvey Library**

Address: **Tottenham Green Leisure Centre, 1 Philip Lane, N15 4JA**

Contact tel. no: **020 8489 5309**

Children's Library: **020 8489 5360**

Telephone renewals: **0845 071 4343**

Fax no: **020 8489 5338**

Additional Services: **Study support club, University of Third Age and Fax facilities**

Opening hours: **Monday to Friday 9am - 7pm, Saturday 9am - 5pm**

Bus links: **41, 73, 76,123, 149, 230, 243, 259, 279, 318, 341, 349, W4**

Rail links: **Seven Sisters (Victoria Line), then about 10 minutes walk or take bus.**

Tube station: **Seven Sisters (Victoria line) and then turn left and walk for about 300 metres or otherwise take a bus.**

## **Facilities**

**Entry phone:** Yes

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Level access

**Car Park:** Yes. Seven car-parking spaces are available in front of the building and on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** No

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Muswell Hill Library**

Address: **Queens Avenue, N10 3PE**

Contact tel. no: **020 8489 8773**

Children's Library: **020 8489 8774**

Telephone renewals: **0845 071 4343**

Additional Services: **The library houses the Muswell Toy Library (a registered charity), Tel: 020 8444 0244**

Opening hours: **Monday to Friday 9am - 7pm, Saturday 9am - 5pm**

Bus links: **43, 102, 134 (from Archway), 144 (from Edmonton via Wood Green), 234, 299 (from Bounds Green), W7 (from Finsbury Park via Crouch End).**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** No but there is an accessible entrance via side door

**Car Park:** Yes, and on-street blue badge parking is available.

**Signage:** No

**Hearing Loops:** Yes, portable loops installed.

**Accessible toilets:** No

**Minicom:** No

Name of building: **Stroud Green Library**

Address: **Quernmore Road, N4, 4QR**

Contact tel. no: **020 8489 8776**

Telephone renewals: **0845 071 4343**

Additional Services: **School Classes**

Opening hours: **Monday to Friday 9am - 7pm, Saturday 9am - 5pm**

Bus links: **29, 141 (along Green Lanes to Haringey station, then across railway bridge), W3 (from top of Ferme Park Rd, then walk for about 10 minutes), W5 (from Haringey Sainsbury's and from Crouch End)**

Rail links: **Haringey Station**

Tube station: **Manor House (Piccadilly line)**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** No but on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** No

**Minicom:** Yes

Name of building: **St. Ann's Library**

Address: **Cissbury Road, Tottenham, London N15 5PU**

Contact tel. no: **020 8489 8775**

Telephone renewal: **0845 071 4343**

Additional Services: **The community hall is available for hire**

Opening hours: **Monday to Friday 9am - 7pm, Saturday 9am - 5pm**

Bus links: **67, 259, 279 (to Seven Sisters Rd then a short walk), 318**

Tube station: **Seven Sisters (Victoria Line) then a bus or walk for about 20 minutes**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** No, one floor

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is also available

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Social Services**

Address: **40 Cumberland Road, Wood Green N22 7SG**

Contact tel. no: **020 8489 3900**

Fax no: **020 8489 5915**

Minicom no: **020 8489 5982**

Business / Description of service: **Older people Care Management team** - assesses the personal care needs of older people and the support needs of carers.

**Carer's support team** - provides information and advice to unpaid carers and professionals on services and assessments available to carers.

**Disabled children's team** - provide full range of assessment and support services for disabled children.

**Fostering service** - provides temporary or permanent foster homes for children who are unable to live at home.

**Adoption service** - finds permanent families for children who are no longer able to live with their own parent (s) and offers adoption support to children, adopters and families once adoption has taken place.

**Post adoption service** - provides post-adoption support to all those affected by adoption.

**Family Link team** - offers short planned breaks to disabled children and their families. It also accepts applications from people who would like to become family link carers.

**Physical disabilities team** - assesses needs of people that will determine level of support required such as assistance with daily living tasks, advice and information to remain in own home and the community.

**HIV team** - wide range of support, advice and information for people infected or affected by HIV or AIDS.

**Children and young people team** - offers advice and support to children, young people and families.

Protection of vulnerable adults from abuse - service for adults living with physical and/or mental disability or frailty, is dependent on others for their care and support. Provides response on allegations of abuse, neglect or harm.

**Travellers team** - provide social work service to travelling members of the community.

**Supporting people team** - the scheme funds different initiatives to enable people to remain independent and live in their own home.

Opening hours: **Monday to Friday** 9am - 5pm

Bus links: **W3, 144, 243, 329, 123, 29, 121, 41 Wood Green tube station and then walk for about 40 metres down Station Rd, Cumberland Rd on the right.**

Tube station: **Wood Green (Piccadilly Line) and then cross over to Station Road and then walk for about 50 metres.**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is also available

**Signage:** Yes

**Hearing Loops:** Yes, portable loops installed

**Accessible toilets:** Yes

**Minicom:** Yes

Name of building: **Leaving Care Team Reception**

Address: **Old Library Building, Crompton Crescent, Tottenham N17 7LD**

Contact tel. no: **020 8489 5800**

Fax no: **020 8489 5858**

Business / Description of service: **Support and assistance with accommodation, employment & training for young people aged 16 and over who have been accommodated by the local authority.**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **W3, 144, 217, 231, 444**

Rail links: **White Hart Lane**

## **Facilities**

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** No, entry via double doors

**Accessible Lift:** No

**Ramp Access:** Yes

**Car Park:** No, but on-street blue badge parking is also available

**Signage:** No

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Woodside House** (No Reception)

Address: **294 High Road, Wood Green N22 8YX**

Contact tel. No. older people: **020 8489 2309**

Contact tel. No. sheltered housing: **020 8489 2367**

Emergency Response: **020 8489 2365**

Emergency Duty Social Work Team: **020 8341 3148**

Fax no: **020 8489 2393**

Minicom no: **020 8881 0852**

Business / Description of service: **Services for Older People** - Meals on wheels, pension advice, transport, lunch-on-club, foot-care, hearing aid, home care.

**Emergency Duty Social Work Team** - Social work team that responds to out of normal working hour's urgent referrals.

**Emergency Response** - Community Alarm Service - provides alarms to vulnerable people.

**Sheltered Housing** - provides supported housing for older people.

Opening hours: **Monday to Friday** 9am - 5pm

Bus links: **329, 121, 29**

Tube station: **Wood Green (Piccadilly line)** and then turn right and walk for **about 500 metres** or otherwise take bus.

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is also available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Minicom:** Yes

Name of organisations: : **Community Mental Health Teams Hornsey and Wood Green** (Hornsey and Highgate Community Mental Health Team, and Wood Green Community Mental Health Team)  
Services for: **Adults**

Address: **Canning Crescent Centre, 276-292 High Road, Wood Green N22 8JT**

Contact tel. no: **020 8829 1000**

Fax no: **020 8829 1005**

Business / Description of service: **An integrated multi-disciplinary service offering a care co-ordination and care management service for users using the Care Programme Approach, tribunal reports and assessments required by the NHS and Community Care Act 1990.**

Who may refer: **GP / carers / relatives / other professionals**

Referral method: **Referral form**

Information required for referral: **See referral form / interpreting needs**

Opening hours: **Monday to Friday 9am - 5pm**

Disabled access: **Yes**

## **Facilities**

**Entry phone:** Yes

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** No

**Automatic push button:** No

**Hearing Loops:** No

**Automated door:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** Yes

**Minicom:** No

**Ramp Access:** Level access

Name of building: **Community Mental Health Teams - Tottenham**

(North Tottenham Community Mental Health Team, & South Tottenham Community Mental Health Team)

Services for: **Adults**

Address: **24 Tynemouth Road, Tottenham N15 4RH**

Contact tel. no: **020 8275 4089**

Fax no: **020 8275 4123**

Business / Description of service: **An integrated multi-disciplinary service offering a care co-ordination and care management service for users using the Care Programme Approach, tribunal reports and assessments required by the NHS and Community Care Act 1990.**

Who may refer: **GP / carers / relatives / other professionals**

Referral method: **Referral form**

Information required for referral: **See referral form / interpreting needs**

Opening hours: **Monday to Friday 9am - 5pm**

Disabled access: **Yes**

## **Facilities**

**Entry phone:** Yes

**Ramp Access:** Yes

**Door Bells/Buzzer:** Yes

**Car Park:** Yes

**Automatic push button:** No

**Signage:** Yes

**Automated door:** No, doors are opened for service users

**Hearing Loops:** No

**Accessible Lift:** Yes

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Six8four Centre**  
Address: **684, High Rd, Tottenham N17 OAE**  
Contact tel. no: **020 8489 8950**  
Fax no: **020 8489 8951**

Business / Description of service: **Social environment for people living with mental health needs. Identifies and develops skills, self confidence and life skills. Social and educational activities.**

Opening hours: **Monday and Thursday 10am - 5pm. Tuesday, Wednesday and Friday 10am - 5pm**

Bus links: **59, 279, 149, 345**

Rail links: **White Hart Lane**

Tube station: **Seven Sisters (Victoria Line)**

## **Facilities**

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** No

**Automated door:** No, entry via double doors

**Accessible Lift:** No

**Ramp Access:** Level Access

**Car Park:** No, but on-street blue badge parking is also available

**Signage:** Yes

**Hearing Loops:** No

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Haslemere Road RCC**  
Address: **4 Haslemere Road Crouch End N8 9QX**  
Contact tel. no: **020 8341 2815**

Business / Description of service: **Respite Care, allows visitors. Most of the buildings are not public buildings.**

Opening hours: **Monday to Friday 8.45am - 5pm**

Bus links: **41 (from Tottenham), W7 (from Finsbury Park), 91 (from Archway)**

Rail links: **The nearest over ground Station is in White Hart Lane on the Liverpool Street/Enfield Line. This station is about half a mile away from the centre.**

## Facilities

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** No

**Automated door:** No

**Accessible Lift:** No, public access on ground floor only

**Ramp Access:** Yes

**Car Park:** No, but on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes, separate part of the building

**Minicom:** No

Name of building: **The Haven Day Centre**  
Address: **20A Waltheof Gardens, Tottenham N17 1DX**  
Contact tel. no: **020 8885 5199**

Business / Description of service: **Provides care for the elderly. Over 65's with one or more physical impairment and sensory impairment.**

Opening hours: **Monday to Friday 8.45am - 5pm**

Bus links: **243 or 123 towards Wood Green**

Rail links: **Bruce Grove**

Tube station: **Seven Sisters (Victoria Line), Wood Green (Piccadilly line) and Turnpike Lane please note when you get off either tube stations you must get on one of the above buses.**

## **Facilities**

**Entry phone:** Yes

**Door Bells/Buzzer:** No

**Automatic push button:** No

**Automated door:** Yes

**Accessible Lift:** No, public access on ground floor only

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes, separate part of the building

**Minicom:** No

Name of building: **The Grange Day Centre**  
Address: **32-34A White Hart Lane, Tottenham, N17 8PD**  
Contact tel. no: **020 8489 4833**  
Fax no: **020 8489 4818**

Business / Description of service: **Respite Care, allows visitors. Most of the buildings are not public buildings.**

Opening hours: **Monday to Friday 8.45am - 5pm**

Bus links: **W3**

Rail links: **White Hart Lane**

Tube station: **Wood Green**

## Facilities

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** No, public access on ground floor only

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes, separate part of the building

**Minicom:** No

Name of building: **Woodside Day Centre**

Address: **57 White Hart Lane N22 5SJ**

Contact tel. no: **020 8888 5245**

Fax no: **020 8881 9296**

Business / Description of service: **Provides service for over 55's with mental health problems.**

Opening hours: **Monday to Friday 9am - 4pm**

Bus links: **W3 to Wood Green and 29 329, 121 to Haringey Civic Centre**

Rail Station: **The nearest over ground Station is in White Hart Lane on the Liverpool Street/Enfield Line. This station is about half a mile away from the centre.**

Tube station: **Wood Green Tube station**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** Yes

**Automatic push button:** No

**Automated door:** No

**Accessible Lift:** No, one floor only

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes

**Accessible toilets:** Yes, separate part of the building

**Minicom:** No

Name of building: **Keston Day Centre**

Address: **Keston Road N17 6PW**

Contact tel. no: **020 8880 3515**

Fax no: **020 8365 1034**

Business / Description of service: **Day activities for adults with learning difficulties**

Opening hours: **Monday to Friday 9am - 4pm**

Bus links: **41, 67, 230**

Rail links: **Seven Sisters**

Tube station: **Seven Sisters or Turnpike Lane**

## Facilities

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** No, one floor only

**Ramp Access:** Yes

**Car Park:** No but on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** No

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Ermine Road Day Opportunities**

Address: **2 Ermine Road, Tottenham, N15 6DB**

Contact tel. no: **020 8802 5642**

Fax no: **020 8211 8362**

Business / Description of service: **Seven Sisters provides a service for adults with learning difficulties which addresses autism, emotional support, communication support and additional mental health needs**

Opening hours: **Monday to Friday 9am - 4.30pm**

Bus links: **Heading towards Wood Green, Ponders End or Edmonton Green 243, 76, 149, 349, 476**

Rail links: **South Tottenham or Stamford Hill**

Tube station: **Seven Sisters or Turnpike Lane**

## **Facilities**

**Entry phone:** No

**Door Bells/Buzzer:** Yes

**Automatic push button:** No

**Automated door:** No

**Accessible Lift:** No, one floor only

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available

**Signage:** Yes

**Hearing Loops:** Yes and audio portable loops

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Talbot Road Support Unit**

Address: **8A Talbot Road, Tottenham N15 4DH**

Contact tel. no: **020 8802 5642**

Fax no: **020 8211 8362**

Business / Description of service: **Provide respite unit but at the moments emergency for clients with learning difficulties aged 18+**

Opening hours: **24 hours 7 days a week**

Bus links: **41, W4, 230, 279, 259, 349, 243, 123, 476, 73**

Rail links: **Seven Sisters, South Tottenham**

Tube station: **Seven Sisters**

## Facilities

**Entry phone:** Yes

**Door Bells/Buzzer:** Yes

**Automatic push button:** Yes

**Automated door:** Yes

**Accessible Lift:** Yes

**Ramp Access:** Yes

**Car Park:** Yes and on-street blue badge parking is available

**Signage:** No

**Hearing Loops:** No

**Accessible toilets:** Yes

**Minicom:** No

Name of building: **Alexandra Road CU**

Address: **32 Alexandra Road N8 0PP**

Contact tel. no: **020 8802 5642**

Fax no: **020 8802 5642**

Business / Description of service: **Provide respite unit but at the moments emergency for clients with learning difficulties aged 18+**

Opening hours: **24 hours 7 days a week**

Bus links: **41**

### **Facilities**

**Entry phone:** Yes

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** No

**Automatic push button:** Yes

**Hearing Loops:** No

**Automated door:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** Yes

**Minicom:** No

**Ramp Access:** Yes

Name of building: **Clarendon Day Centre**

Address: **20 Clarendon Road N8 0DJ**

Contact tel. no: **020 489 4860**

Fax no: **020 489 4879**

Business / Description of service: **Day centre for mental health service users between 18 and 65**

Opening hours: **Monday to Wednesday 9am - 9pm, Thursday 12.30pm - 5pm, Weekends 1pm - 5pm.**

Tube station: **Turnpike lane tube station**

## Facilities

**Entry phone:** Yes

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** Yes

**Automatic push button:** No

**Hearing Loops:** No

**Automated door:** No

**Accessible toilets:** Yes

**Accessible Lift:** Yes

**Minicom:** Yes

**Ramp Access:** No, one level only

Name of building: **Red Gables Family Centre**

Address: **113 Crouch End Hill, N8 9QN**

Contact tel. no: **020 489 8100**

Fax no: **020 348 7500**

Business / Description of service: **Drop in session parent and young children 0-5, Supervised contact court, Direct work with children and family therapy, Parenting education and classes, Assessments, Counselling and Behaviour management**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **91, W7 and 41**

Rail links: **Crouch Hill**

Tube station: **Finsbury Park**

## **Facilities**

**Entry phone:** Yes

**Ramp Access:** Yes

**Door Bells/Buzzer:** Yes

**Car Park:** Yes

**Automatic push button:** Yes

**Signage:** No

**Automated door:** Yes, main entrance only

**Hearing Loops:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** No

**Minicom:** Yes

Name of building: **33 Winkfield Resource Centre**

Address: **33 Winkfield Road Wood Green N22 5RP**

Contact tel. no: **020 8889 0396**

Fax no: **020 8829 9035**

Business / Description of service: **Offers a range of services and facilities to support and enable disabled residents. Services available in the centre include carer's centre, deaf services and job club, disability benefits advisor, Haringey Phoenix group, HIV drop in, occupational therapy assessment centre, physical disabilities floating support service and sensory impairment service**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **243, 144, W3, W4**

Rail links: **Alexandra Palace**

Tube station: **Wood Green Tube Station**

## **Facilities**

**Entry phone:** No

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** Yes

**Automatic push button:** Yes

**Hearing Loops:** Yes

**Automated door:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** No, one level

**Minicom:** Yes

**Ramp Access:** Yes

Name of building: **Clarendon Day Centre**

Address: **20 Clarendon Road N8 0DJ**

Contact tel. no: **020 489 4860**

Fax no: **020 489 4879**

Business / Description of service: **Day centre for users of mental health services between 18 and 65**

Opening hours: **Monday to Wednesday 9am - 9pm,**  
**Thursday 12.30pm - 5pm, weekend 1pm - 5pm**

Tube station: **Turnpike lane tube station**

## **Facilities**

**Entry phone:** Yes

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** Yes

**Automatic push button:** No

**Hearing Loops:** No

**Automated door:** No

**Accessible toilets:** Yes

**Accessible Lift:** Yes

**Minicom:** Yes

**Ramp Access:** Level access

Name of building: **Professional Development Centre (PDC)**

Address: **Downhills Park Road**

Contact tel. no: **020 489 5000**

Fax no: **020 489 5004**

Business / Description of service: **Assist the development of schools by making sure that they have access to information of the range of services. PDC work in conjunction with higher education and other accredited institutions.**

Opening hours: **Monday to Friday 9am - 5pm**

Bus links: **123, 217, 231, W4**

Rail links: **Hornsey**

Tube station: **Turnpike Lane**

## Facilities

Entry phone: Yes

Car Park: No

Door Bells/Buzzer: Yes

Signage: Yes

Automatic push button: No

Hearing Loops: Yes

Automated door: No

Accessible toilets: Yes

Accessible Lift: No

Minicom: No

Ramp Access: Yes

Name of building: **New River Sports Centre**

Address: **White Hart Lane, Wood Green N22 5QW**

Contact tel. no: **020 8881 2323**

Fax no: **020 8881 8983**

Business / Description of service: **Features: a floodlit athletics track, equipped for all field events with 1000 seater spectator's grandstand; four hard surface tennis courts; grass pitches for soccer and rugby and an artificial grass surface; an equipped gym and a full programme of fitness classes. The Olympic Function Suite is available for hire, licensed for 200 people. Home to the Enfield and Haringey Athletics Club.**

Opening hours: **Monday to Friday 10am - 10.30pm, Weekends 9am - 5.30pm**

Bus links: **W3**

Tube station: **Wood Green (Piccadilly Line)**

## Facilities

Entry phone: No

Car Park: Yes

Door Bells/Buzzer: No

Signage: Yes

Automatic push button: Yes

Hearing Loops: Yes

Automated door: Yes

Accessible toilets: Yes

Accessible Lift: No

Minicom: Yes

Ramp Access: Yes

Name of building: **Park Road Swimming Pools**

Address: **Park Road, Hornsey, N8 8JN**

Contact tel. no: **020 8341 3567**

Fax no: **020 8340 3588**

Business / Description of service: **Features: three indoor pools, a 50 metre out-door pool (The Lido), children's pool edged by grass slopes, the 'Fit Stop' air-conditioned exercise room, therapy room and a sauna and sunbed suite, a full programme of swimming, diving, water aerobics, Pilates, massage, fitness, yoga and body toning classes. All ground floor facilities are fully accessible. There is a pool hoist and shallow steps available to main pool.**

Opening hours: **Monday 7am - 7.30pm, Tuesday to Thursday 7am - 9.30pm, Friday 7am - 7pm, Saturday 7.15am - 7.30pm, Sunday 7.15am - 6.30pm**

Bus links: **41, 91, W7, W2, W3**

## **Facilities**

**Entry phone:** No

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** No

**Automatic push button:** No

**Hearing Loops:** No

**Automated door:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** Yes

**Minicom:** No

**Ramp Access:** Level access

Name of building: **Tottenham Green Leisure Centre**

Address: **1 Philip Lane, Tottenham, N15 4JA**

Contact tel. no: **020 8489 5322**

Fax no: **020 8489 5344**

Tel. (Administration and bookings for functions): **020 8489 5315**

Business / Description of service: **Multi-facility indoor leisure centre with: two 25m swimming pools, a shallow water beach area, giant flume & wave machine (weekends & holidays pm); 3 squash courts; facilities for badminton, basketball, five-a-side football, volleyball, netball, martial arts, trampoline, table tennis and short mat bowls; a health and fitness suite that includes a fitness room, sauna, steam room and sunbed and a seminar room.**

**There are two function areas for hire that can accommodate 100 -200 and up to 800 guests. The Lagoon Café is just next to the main pool for a light snack of drink. The centre also offers a comprehensive range of courses and classes.**

Opening hours: **Monday to Friday 7am - 10.30pm, Weekends 7am - 5.30pm**

Bus links: **123, 230, 149, 243, 76, 259, 359, 279, 41**

Tube station: **Seven Sisters (Victoria line)**

## **Facilities**

**Entry phone:** No

**Car Park:** Yes

**Door Bells/Buzzer:** No

**Signage:** Yes

**Automatic push button:** No

**Hearing Loops:** Yes

**Automated door:** Yes

**Accessible toilets:** Yes

**Accessible Lift:** Yes

**Minicom:** Yes

**Ramp Access:** Level access

Name of building: **Finsbury Park Track and Gym**

Address: **Hornsey Gate, Endymion Road, London, N4**

Contact tel. no: **020 8802 9139**

Business / Description of service: **The Centre offers an athletics track that is equipped for field events & a gym. The Centre also hires the in-field for rugby training.**

Opening hours: **Monday, Wednesday, Friday** 10am - 4pm,  
**Tuesday and Thursday** 4pm - 9.30pm, **Weekends** 10am - 4pm

Bus links: **W3, 210, W7, 29, 253, 259, 279**

Tube station: **Finsbury Park / Manor House**

## Facilities

**Entry phone:** No

**Car Park:** Yes

**Door Bells/Buzzer:** Yes

**Signage:** Yes

**Automatic push button:** No

**Hearing Loops:** No

**Automated door:** No

**Accessible toilets:** No

**Accessible Lift:** No, single storey

**Minicom:** No

**Ramp Access:** Level access to gym but no ramp down to track

## 2. Where to get further information or guidance

Here is a list of some of the many disability organisations that can give advice, help and information.



## **Equalities and Diversity Unit**

The Equalities and Diversity Unit offers a range of services to disabled people including Organising events for disability issues throughout the year and offering advice and support to disabled people.

Please let us know your needs and we will arrange to meet them.

Address: **3rd Floor Wood Green Central Library, High Road, Wood Green, N22 6XD**

Tel: **020 8489 2583**

Fax: **020 8489 2577**

Email:

**Helen.choudhury@haringey.gov.uk**

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## **Social Services**

**Combined Team for Learning Disabilities**

Address: **Unit 5, St George's Estate, White Hart Lane, Wood Green, N22 5QL**

Tel: **020 8489 1384**

Fax: **020 8489 1327**

## **Social Services**

**Physical Disabilities Team**

Address: **40, Cumberland Road, Wood Green, N22 7SQ**

Tel: **020 8489 3093**

Fax: **020 8489 3032**

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## **Social Services**

**Disabled Children's Team**

Address: **40, Cumberland Road, Wood Green, N22 7SQ**

Tel: **020 8489 3671**

Fax: **020 8489 3688**

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## **Winkfield Resource Centre**

Address: **33, Winkfield Road, Wood Green, N22 5RP**

Tel: **020 8889 0396**

Fax: **020 8829 9035**

Minicom: **020 8365 7935**

Email: **wrc@haringey.gov.uk**

### **Age Concern Haringey**

Age Concern offers information and advice on a wide range of issues such as money matters, housing rights, health and social care, your rights to local services etc.

Address: **Tottenham Town Hall,  
Approach Rd, Tottenham, N15 4RY**  
Tel: **020 8801 2444**  
Fax: **020 8365 1732**  
Email: **info@acharingey.org.uk**

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### **Haringey Consortium for Disabled People and Carers (HCDC)**

This group offers a variety of services to carers and people with disabilities including a peer support network for carers.

Address: **551B High Rd, N17 6SB**  
Tel: **020 8801 5757**  
Fax no: **020 8801 8551**  
Minicom no: **020 8880 3570**  
Email: **director.hcdc@btconnect.com**

### **Haringey Mencap Ltd 'Stepping Out'**

This organisation offers leisure activities during school holidays for children aged 11 to 19 years with profound learning disabilities and/or complex needs.

Address: **Bell Brewery, 676 High Road, Tottenham, N17 0AE**  
Tel: **020 8365 0251**  
Fax: **020 8801 8875**  
Email: **stepout@lineone.net**

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### **Haringey MIND**

Provides information to the public and professionals on all aspects of mental health from its public information service, which is run by the central information unit and its regional offices.

Address: **Station House,  
73c Stapleton Hall Road, N4 3QF**  
Tel: **020 8340 2474**  
Fax: **020 8340 8308**  
Email: **central@mih.org.uk**

### **Haringey Phoenix Group**

This group provides support to visually impaired people, their families and carers.

Address: **Winkfield Resource Centre,  
3 Winkfield Road, N22 5RP**  
Tel: **020 8889 7070**  
Fax: **020 8881 7235**  
Email:  
**haringeyphoenixgroup@yahoo.com**

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### **Haringey Racial Equality council**

This organisation offers advice and information on benefits, harassment, welfare rights and all aspects of equality issues.

Address: **14, Turnpike Lane, N8 OPT**  
Tel: **020 8889 6871**

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### **Markfield Project**

Markfield Project provides inclusive services for both disabled and non-disabled children, young people, adults and their families. Services include after school clubs, under-fives 'community drop-in' play groups, Teen

club, sibling group and volunteer programme.

Address: **Markfield Road,  
Tottenham,  
N15 4RB**  
Tel: **020 8800 4134**  
Fax: **020 8880 1495**  
E mail: **enquiries@markfield.org.uk**  
or **reception@markfield.org.uk**

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### **Mencap Pathway Haringey**

Mencap Pathway works with young people with learning or other disabilities aged 16 to 24 years who are looking for employment related activities.

Address: **Selby Centre, Selby Road,  
N17 8JL**  
Tel: **020 8808 7454**  
Fax: **020 8808 7454**  
Email:  
**barbara.sawyer@mencap.org.uk**

## **British Council of Disabled People (BCODP)**

The British Council of Disabled People campaigns and encourages links between groups of disabled people. It is the national representative body for organisations controlled by disabled people, promoting the social model of disability.

Address: **Litchurch Plaza, Litchurch Lane, Derby DE24 8AA**  
Tel: **01332 295551**

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## **DARAS (Disability Access Rights Advice Service)**

DARAS has been established under part 3 of the DDA (Disability Discrimination Act) to provide an independent expert advice service to organisations which advise members of the public or service providers on the goods and services aspects of the DDA.

Address: **Unit 303, The Chandlery, 50 Westminster Bridge Road, London SE1 7QY**  
Tel: **0345 585445**  
Fax: **0345 585446**  
Email: **dda\_daras@deloitte.co.uk**

## **Disability Alliance**

Provides wide range of services which include the provision of advice, information, campaign work, research and training. The aim is to improve the living standards of disabled people by breaking the link between poor and disability.

Address: **Universal House, 88-94, Wentworth Street, London E1 7SA**  
Tel: (voice & Minicom): **020 7247 8776**  
Fax: **020 7247 8765**  
Website: **www.disabilityalliance.org**

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## **Disability Rights Commission (DRC)**

The DRC is an independent body established to stop discrimination and promote equality of opportunity for disabled people. The DRC works with disabled people, employers and service providers and support disabled people in getting their rights under the DDA.

Address: **FREEPOST MID 02164, Stratford-upon-Avon, CV37 9BR**  
Tel: **0845 762 2633**  
Fax: **08457 778878**  
Website: **www.drc-gb.org**

## **Disabled Driver's Association**

The Disability Driver's Association provides information and support and campaign for the rights of disabled drivers. The association aims to promote independence through improved mobility for disabled people and those with mobility requirements.

Address: **National HQ,  
Ashwellthorpe, Norwich NR16 1EX**  
Tel: **01508 489 449**  
Email: **ddahq@aol.com**  
Website: **www.dda.org.uk**

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## **Employers' Forum on Disability**

The Employers' Forum on Disability is an employers' organisation focussed on the issue of disability in the workplace. The Forum works closely with government bodies and other organisations, sharing best practice to make it easier to employ disabled people and serve disabled customers.

Address: **Nutmeg House,  
60 Gainsford Street,  
London SE1 2NY**  
Tel/Minicom: **020 7403 3020**

Fax: **020 74030404**

Email: **esd@employers-forum.co.uk**

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## **GLAD - Greater London Association of Disabled People**

The GLAD campaigns for the rights of disabled people and provides information, training and counselling service.

Address: **336 Brixton Road,  
London SW9 7AA**  
Tel: **020 7346 5800**  
Email: **glad@btinternet.com**  
Website: **www.glad.org.uk**

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## **MENCAP (Royal Society for Mentally Handicapped Children and Adults)**

Provides information relevant to adults and children with learning difficulties, parents, other carers, professionals and the general public.

Address: **MENCAP Regional Centre,  
123 Golden Lane, London EC1Y 0RT**  
Tel: **020 7454 0454**  
Fax: **020 7608 3254**

## **MIND**

Provides information to the public and professionals on all aspects of mental health from its public information service, which is run by the central information unit and its regional offices.

Address: **National Association for Mental Health, Granter House, 15-19, The Broadway, Stratford, London E15 4BQ**  
Tel: **020 8519 2122**  
Email: **contact@mind.org.uk**

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## **People First**

People First provides information, training and advice for people with learning difficulties.

Address: **299 Kentish Town Road, London NW5 2TJ**  
Tel: **020 7485 6660**  
Fax: **020 7485 6664**  
Email: **general@peoplefirstltd.com**  
Website: **www.peoplefirstltd.com**

## **RADAR - Royal Association for Disability and Rehabilitation**

RADAR helps people with hearing or speech needs.

Address: **12 City forum, 250 City Road, London EC1V 8AF**  
Tel: **020 7250 3222**  
Minicom: **020 7250 4119**  
Fax: **020 7250 0212**  
Email: **radar@radar.org.uk**

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## **RNIB - Royal National Institute for the Blind**

RNIB provides information, support and advice.

Address: **224 Great Portland Street, London W1N 6AA**  
Tel: **020 7388 1266**  
Fax: **020 7388 2034**  
Email: **rnib@www.rnib.org.uk**

## **RNID - Royal National Institute for Deaf People**

Provides a wide range of information relating to hearing impairment. The service is aimed at people who are hard of hearing or deaf, their families, employers, professionals and people with an interest in issues concerning deaf people.

Address: **19-23 Featherstone Street,  
London EC1Y 8SL**

Tel: **020 7296 8000**

Fax: **020 7296 8199**

Email: **helpline@rnid.org.uk**

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## **Scope**

Scope provides people with cerebral palsy, their families and carers, with help and support.

Address: **6 Market Road, London  
N7 9PW**

Tel: **020 7619 7100**

Helpline: **0808 800 3333**

Email: **Campaigns@scope.org.uk**

Website: **www.scope.org.uk**

# 3. Getting around Haringey and beyond

Organisations that can give you information on easier ways of getting around if you have mobility requirements.



## 3.1 Blue Badge Scheme (used to be the orange badge)

Valid throughout the European Union, there are two levels of entitlement to the Blue Badge.

### Automatic entitlement criteria:

If you are:

- registered blind **or**
- are in receipt of disability living allowance (mobility component) at the higher rate) **or**
- have a vehicle supplied by the DPW (formerly DSS)/Scottish Home and Health Department/Welsh Office **or**
- receive a government grant towards your own vehicle **or**
- receive a war pensioners' mobility supplement

There is no need to involve your GP in your case. Application forms are available from:

**Hornsey Town Hall,  
Broadway Annex,  
London  
N8 9JJ**

### Discretionary entitlement criteria:

If you are not registered blind or receiving any of the allowances listed above. You may need to involve your GP in your case.

The application form, which includes a medical verification section and a 'Claim for Fees' Form (TM1), can be requested by telephone on **020 8489 1865** or **020 8489 1808** (also for help and advice).

Completed forms should be sent to:

**Concessionary Travel Department,  
Hornsey Town Hall,  
Broadway Annex,  
London  
N8 9JJ**

For both sets of criteria, you will need any necessary supporting documents and two passport sized photos with your name printed on the back and proof of residency (for example, a utility bill - not more than three months old).

### 3.2 Travel Permits for disabled people (Freedom Pass)

To request an application form or for more information telephone Haringey Council on: **020 8489 1885** or **020 8489 1878**

#### Automatic entitlement:

If you have an automatic entitlement, you will need to answer 'yes' to part 3 of the application form and to supply proof - you do not need to involve your GP.

#### Discretionary entitlement:

If you wish to apply under discretionary entitlement you will need input from your GP for parts A-D (as appropriate).

In both cases you need to provide 2 photos with your name printed on the back and proof of address.

The form should be taken or sent to:  
Concessionary Travel Department

**Hornsey Town Hall,  
Broadway Annex,  
London  
N8 9JJ**

or

South Tottenham customer Services Centre,  
Apex House,  
820 Seven Sisters Road,  
London  
N15 5PQ

### 3.3 Taxicard Scheme for Disabled People

You can contact either of the above two offices for an application form.

You will only need to involve your GP if your entitlement is discretionary.

You will need to provide 2 photos with your name printed on the back and proof of address. The completed form should then be sent to:

Concessionary Travel Department  
(Address as above)

Tel: 020 7747 4777

Fax: 020 7484 2919

Email: [mobility@alg.gov.uk](mailto:mobility@alg.gov.uk)

### 3.4 Dial-a-ride and DaRT

Dial-a-ride

Tel: **020 8829 1200** or **020 88291217**

Dial-a-ride is a London-wide service providing door-to-door transport for people who cannot use public transport because of a disability.

Dial-a-Ride and Taxicard Users Association  
(DaRT)

Tel: **020 7482 2325**

Fax: **020 7284 2081**

Email: **[dart-online@dial.pipex.com](mailto:dart-online@dial.pipex.com)**

This association represents the interests of Taxicard and Dial-a-ride users and campaigns for a public transport system that can be used by people with limited mobility.

# 4. Disability Equality Language

The Welcome 2 my World (W2W) section will provide current information on raising awareness around the use of language. This section is the result of consultation with disabled people, disability organisations and the voluntary sector. Disabled people do not feel offended if you do not say something correctly. Just ask, if you feel uncertain about something.



This section will make clear the accepted language and etiquette that has been defined by disabled people. It is important to understand that there are some widely used words and phrases that give offence because they reinforce prejudice and cause discriminatory attitudes and practices among the general public.

The most difficult barrier faced by disabled people can be other people's attitudes.

<b>Correct</b>	<b>Acceptable</b>	<b>Incorrect</b>
disabled		the disabled, handicapped, retarded, spastic, Invalid, cripple, sufferer
disabled person / people / child / woman / man		people with disabilities, person / child / woman / man with disabilities
non-disabled person/people		able bodied person/people
deaf, hearing impaired, hard of hearing people (specify which group)		the deaf
blind, visually impaired, partially sighted people (specify which group)		the blind
people with learning difficulties		mentally handicapped learning disabilities
dual sensory impairment, deafblind		

<b>Correct</b>	<b>Acceptable</b>	<b>Incorrect</b>
living with mental health needs or requirements or diagnosis if appropriate but being referred to by name is preferred.		mental illness/mental health problems
User of mental health services		
mental disability		mentally handicapped
physical disability		physically handicapped
living with(state medical condition)		severely disabled suffers from...
family members, relatives and friends		carers (only to be used when the individual disabled person cannot make decisions for her/himself)
personal assistants	carers (meaning paid home carers)	
specific needs/requirements	special needs	
wheelchair user		wheelchair bound
wheelchair/scooter user or accessible to wheelchair/scooter users		wheelchair accessible
for wheelchair users		for wheelchairs
accessible toilet		disabled toilet
Orange/Blue Badge holder parking	Parking for disabled people	disabled parking

The term 'the disabled' implies a homogeneous group separate from the rest of society. We are all individuals. The preferred term is disabled people.

The term 'the handicapped' is offensive to many disabled people because it has associations with 'cap in hand' and begging. The preferred term is disabled people. Under the Social Model, the term 'people with disabilities' is incorrect as they have impairments. They are people who are disabled by the environment, attitudes, stereotypes etc. The preferred term is disabled people.

Another example is 'invalid' because this equates disability with illness and can be construed as 'not valid' or 'worthless'.

A wheelchair represents 'independence' and 'freedom' and not a 'confining burden' as it is thought of by non disabled people. Disabled people prefer the term wheelchair user or person who uses a wheelchair.

People with an 'intellectual impairment' prefer to be described as

people with 'learning difficulties' not 'mental handicap'. It is important not to confuse learning difficulties with mental illness.

People who have experienced mental health problems have no one preferred 'name' by which to be called. The most common terms being 'user' or 'clients' of Mental Health Services. Some people who attend day centres or drop in services like to be called 'members'. The term 'survivor' is not frequently used, in this area, but it is important to find how the group or person you are dealing with likes to be referred as.

People who are deaf or blind or deaf/blind are said to have 'sensory impairment' either 'hearing' or 'sight impaired'. People who are deaf/blind prefer 'dual sensory impairment'. Often the term 'disabled toilets' is used, but this is inappropriate. The toilet is either 'accessible' or 'inaccessible'.

Unpaid relatives, family members and friends are often known as Carers. This should not be confused with care workers who are paid to support disabled people and children as part of their paid work.

The role of unpaid family members as Carers, is in addition to their role as mother, father, son, wife, husband, partner and the term Carer recognises the extra responsibility placed on family members especially relevant for disabled children.

Disabled people prefer the term 'personal assistant' when referring to paid home care workers. It is support and assistance that disabled people require from service providers, not to be looked after and cared for.

Often the term 'disabled parking bays' is used at supermarkets and shopping centres. This is inappropriate. It should be 'parking for Orange/Blue Badge Holders or 'parking for disabled drivers and passengers'. More and more supermarkets are changing to the former through pressure from disabled people.

Try not to make assumptions about an individual's ability to do certain things. Disabled people develop their own methods of overcoming the everyday problems they encounter.

It is best not to assume that just because an impairment is not visible, it does not exist. Many disabled people with hidden impairments can experience a lot of discrimination. The majority of disabled people don't use wheelchairs.

Always treat disabled people as you would treat any other person i.e as a woman, as a man, as a parent, as a worker. If an individual needs time to do things, be patient.

We all make mistakes so do not be embarrassed should you use common expressions such as "see you later" or "I might run into you", then realise they may obliquely relate to a persons impairment.

Avoid patronising and insulting behaviour e.g. patting a wheelchair user on the head or by talking to them through a companion.

It is best to not assume that an offer of assistance will automatically be welcome. Wait until your offer is accepted. Even then do not assume you know the best way of helping. Instead, listen to any instructions you are given by the expert. (The one who receives the assistance)

Relax, speak normally and stand in front to allow eye contact to be made, in the same way you would when talking to anyone else.

When making physical contact, whether verbal or body language. Respect boundaries and personal space.

Social model of disability is a civil rights based approach to disability developed by disabled people in the 1970s and 1980s. The Social model of disability rejects the medical view that the problem lies with the individual disabled person who is damaged, sick and in need of a cure. Instead it puts forward the view that it is the way society is run and organised that is the problem not the individual disabled person.

For example:

- Buildings are built that disabled people cannot get into.
- Information is produced in ways that disabled people cannot use.
- Attitudes and stereotypes about disabled people prevent us from having the same opportunities as non-disabled people.
- Special services are created that keep us segregated and cut off from everybody else.

What is so exciting about this social model of disability is that it shows how we can achieve equality for disabled people; not by medical interventions, miracles or acts of charities but by:

- creating buildings that are accessible
- by producing information in different ways
- by challenging stereotypes and assumptions
- by ending segregated services
- by disabled people, doing for themselves
- by disabled people having full civil rights under the law

Here the notion of discrimination is key, in other words, disabled people do not face disadvantage because of their impairments but experience discrimination in the way we organise society. This includes failing to make education, work, leisure and public services accessible, failing to remove barriers of assumption, stereotype and prejudice and failing to outlaw unfair treatment in our daily lives.

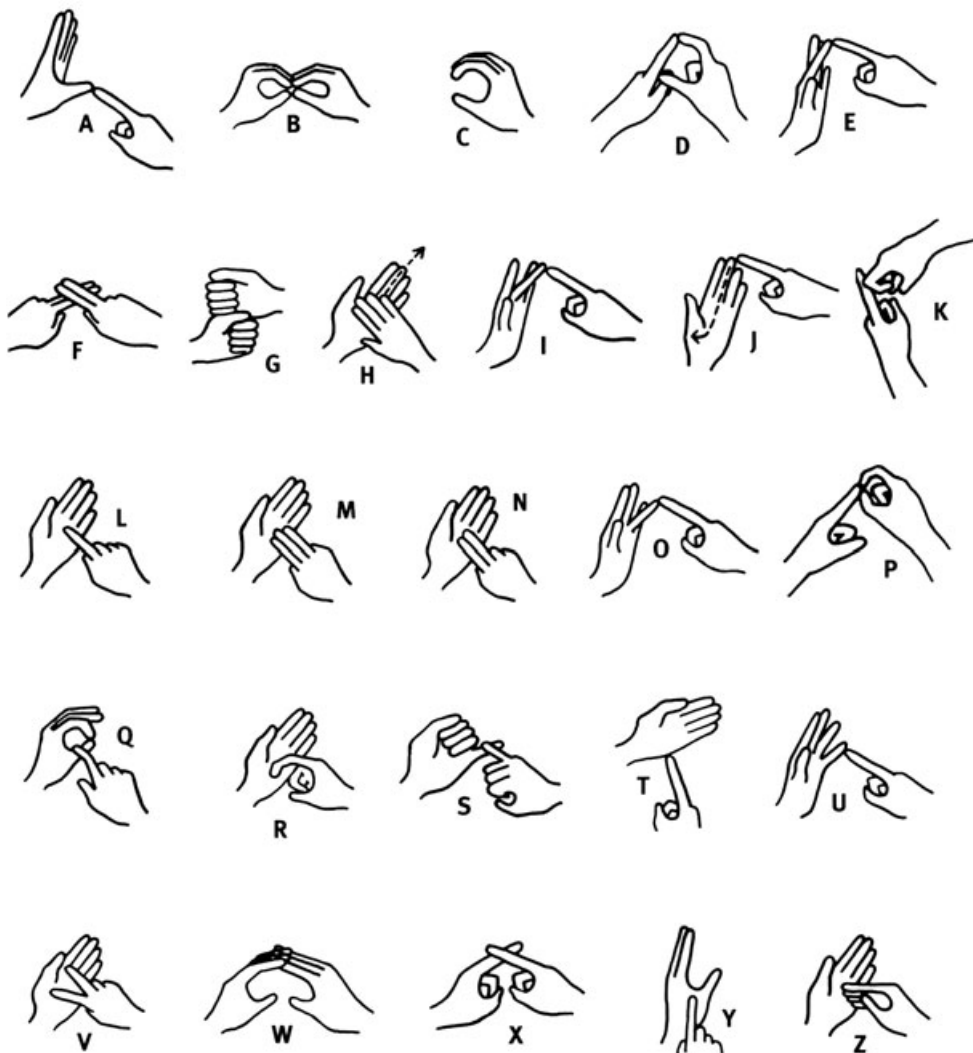
*"Disability... the disadvantage or restriction of activity caused by contemporary social organisation which takes little or no account of people who have physical impairments and thus excludes them from the mainstream of social activities."* (UPIA 1976)

(Disability Rights Commission, 2006)

# 5. Sign Language-Alphabets



## Standard Manual Alphabet



This book is a guide to access details for our main buildings. To get a free copy in your own language, please complete and return the form.

Albanian

Ky libër është një udhëzues mbi hollësi qasjeje në ndërtesat tona kryesore. Për të marrë një kopje falas në gjuhën tuaj, ju lutem plotësoni dhe ktheni formularin

French

Ce livret est un guide donnant des renseignements sur nos bâtiments principaux. Pour en obtenir un exemplaire gratuit dans votre langue, veuillez remplir et nous renvoyer le coupon

Somali

Buugani waa hage faah-faahin kaa siin sidii aad u soo gali lahayd dhismayaashanada ugu muhiimsan. Si nuqul buugan oo bilaash ah laguugu soo diro asaga oo ku qoran afkaaga hooyo, fadlan buuxi foomka kadibna dib noogu soo dir foomka

Another language, please specify: \_\_\_\_\_

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Bengali

এই বইটা আমাদের মূল ভবনগুলিতে চোকার একটা নির্দেশিকা। বিনামূল্যে এর একটা কপি আপনার নিজের ভাষায় পেতে চাইলে, দয়া করে এই ফর্মটা ভর্তি করুন আর ফেরত পাঠান।

Kurdish

Ev pirtûk li ser xwe giîhandina agahîya bi kitkit ji bo avahîyên me yê n sereke rêbereke e. Ji bo sitendina kopîyeke bêpere bi zimanê we, ji kerema xwe formê tije bikin û bişînin

Turkish

Bu kitap, bizim ana binamıza giriş detayları hakkında bilgi vermektedir. Bu kitabın ücretsiz olarak sağlanan kendi dilinizde olan bir nüshasını istiyorsanız, lütfen formu doldurup geri gönderiniz.