



# Council services for disabled people

# A-Z of services

...expert help  
when you need it

March 2010



# **Introduction**

We provide a range of services for disabled people and their carers and are working hard to make all our services as accessible as possible.

## **Our commitment to you**

We understand that often people have a different view or approach to life and are working to make sure our services meet the needs of everyone within the community.

We are actively working within North Somerset to promote equalities and ensure everyone gets a fair deal.

We will not make assumptions about you but will take time to understand things from your point of view. We will respect your race, religion, disability, age, gender or sexual orientation.

We will act decisively to identify and stamp out prejudice and discrimination.

We are an equal opportunities employer and are keen to recruit, employ and retain staff who reflect the diverse society in which we live.

# About this guide

This guide provides an A–Z listing of the services and help available through the council for disabled people.

We have tried to create a comprehensive guide containing accurate information but with any publication it is possible that some details may become out of date. If you find the person you are trying to contact is unavailable, someone else within the department should be able to help. Alternatively call the Main Switchboard on 01934 888 888, who will put you in touch with the right service.

This guide, like all other information produced by the council, is available in a range of formats including text, Braille, audio and large print. Help is also available for people who require this information in another language. Please contact Elly Smith, Public Information Officer on 01275 882 181 or e-mail [elly.smith@n-somerset.gov.uk](mailto:elly.smith@n-somerset.gov.uk)

# **A–Z of council services for disabled people**

## **Adult Social Care Services**

Adult Social Care Services provides information, support and advice to adults who have a disability and to people who are finding it difficult to maintain their independence because of illness or general frailty. The department works with service users and their carers to enable them to access services that meet their individual needs. Services available include:

- loan or provision of aids to assist with activities of daily living
- adaptations to property to make it more accessible
- home care services
- rehabilitation services
- day care
- residential and nursing care
- respite care
- advice and support for carers
- self-directed support (for instance, funding so that individuals can arrange their own care)
- specialist services for people with visual or hearing impairments
- specialist mental health services
- specialist learning disability services.

## A–Z of council services for disabled people

There is a charge for some services. The charge will depend upon the outcome of a financial assessment.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **care.connect@n-somerset.gov.uk**

### **Audio tapes and CDs**

**see information and library service**

### **Benefits**

**see council tax and housing benefit**

### **Bins**

**see household waste and recycling centres**

### **Blind people's services**

**see visual impairment services**

## Blue badge parking permits for disabled people

Parking permits allow disabled people to park in designated bays.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **care.connect@n-somerset.gov.uk**

## Braille

**see information and library service**

## Bus travel

If you are a disabled person you may qualify for a Diamond Travelcard. The card entitles you to free travel on buses after 9am, Monday to Friday, in the local area and 9.30am in the rest of England. You can travel for free all day on Saturdays, Sundays and bank holidays. The card, which is free, can be used for journeys throughout England.

### **Diamond Travelcard Team**

Tel: **01934 426 426**

email: **diamond.travelcard@n-somerset.gov.uk**

Website: **www.n-somerset.gov.uk/**

**Transport/diamondtravelcard**

Application forms are available at Town Hall Reception, local libraries and on the council's website.

## Care Connect

This helpline provides information, support and guidance for older people, adults with disabilities, carers and other adults with care or community nursing/health needs. Also provides information on mobility including Blue Badges, adult social services, pendant alarms, care and support at home, voluntary organisations and care homes, and reporting safeguarding adults concerns.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **care.connect@n-somerset.gov.uk**

## Carelink

The Carelink personal alarm system is a means of getting help quickly in an emergency with an around the clock response guaranteed.

### **Carelink**

Tel: **01934 412 063**

email: **carelink@n-somerset.gov.uk**

## Carers support

North Somerset Crossroads offers services, information and support for carers of Disabled people. The centre is also home to the Young Carers Project which supports carers under the age of 18.

### **North Somerset Crossroads**

The Carers Centre, 1 Graham Road, Weston-s-Mare

Tel: **01934 411 840**

Fax: **01934 411 859**

email: **[enquiries@nscrossroad.org.uk](mailto:enquiries@nscrossroad.org.uk)**

## Children's services

The Disabled Children's Team aim to safeguard and promote the development of disabled children, young people and their families in North Somerset.

Children and young people who meet the eligibility criteria have an assessment of their needs undertaken by a social worker or occupational therapist and sometimes by both. Following an assessment a plan is drawn up together with the family to meet the identified needs.

This plan may include short break services, which can vary from a couple of hours support at an activity, for example, to access cubs/brownies, to an overnight stay in a carers home or a residential unit for those with the highest level of need.

Occupational therapy provides equipment, advice on

## A–Z of council services for disabled people

environmental adaptations and interventions to promote inclusion. The council Family Link Scheme supports families by providing a series of planned short breaks and is run from the team.

There is a small team of Family Support workers who work with the child / young person their family and the professional network in a time limited manner through both group and individual work e.g. supporting behavioural / physio plans in all environments and enabling inclusion.

The Day Care and Volunteer co-ordinators support the provision of a very successful buddy scheme, holiday playschemes, Saturday Club and a range of other short break services.

### **Disabled Children's Team**

Tel: **01934 427 622**

email: [stephen.goss@n-somerset.gov.uk](mailto:stephen.goss@n-somerset.gov.uk)

## **Civic Amenity sites**

**see also household waste and recycling centres**

**[www.n-somerset.gov.uk/waste](http://www.n-somerset.gov.uk/waste)**

and

**[www.n-somerset.gov.uk/recyclingcentres](http://www.n-somerset.gov.uk/recyclingcentres)**

## Community meals

The community meals service is available for older, sick or disabled people living at home in the community who cannot cook their own meals. The service can provide meals to suit a number of different diets and is available five days a week .

### **Community meals on wheels**

Tel: **01275 882 155**

email: **community.meals2@n-somerset.co.uk**

## Community transport

Community transport schemes in Nailsea and Weston-super-Mare provide accessible vehicles for hire for groups or individuals. Drivers must meet certain driving standards, a hire fee and mileage costs are also charged. These groups also provide regular shopping and leisure trips to their members.

### **Nailsea and District Community Transport**

Tel: **01275 855 552**

### **Weston and District Community Transport**

Tel: **01934 629 657**

**[www.n-somerset.gov.uk/transport/travel/  
community+transport](http://www.n-somerset.gov.uk/transport/travel/community+transport)**

## Council tax

If you are on a low income you may be able to get help with your council tax bill even if you own your home. The amount of help available depends on who is living in the house with you and whether you have less than £16,000 savings. You may also be entitled for a discount if you need extra room (for example, a bathroom or kitchen) if you are a Disabled person or live with someone who is a disabled person.

If you are an older person or a disabled person you can request a home visit by calling 01934 888 099. You may also be entitled to other state benefits. Please contact the Department of Work and Pensions, Carlton House, Carlton Street, Weston-super-Mare on 01934 634 000 for more information.

### **Housing and council tax benefit contact centre**

Tel: **01934 888 136**

email: **R&BCallCentreWestonUK@liberata.com**

**[www.n-somerset.gov.uk/Your+Council/  
Council+tax/](http://www.n-somerset.gov.uk/Your+Council/Council+tax/)**

## Day services

Day services provide activities for disabled people during the day. Activities include relaxation and massage, music, practical crafts, digital photography, art, hydrotherapy, computer skills, woodwork, pottery, word games, shopping, luncheon group and pub visits. There are opportunities to carry out education classes which are nationally accredited through Weston College.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)**

## Deaf people's services

We provide a range of services for deaf and hearing impaired people including referrals for interpreting and help with communication, provision of equipment such as radio amplifiers and flashing light alarms.

### **Centre for Deaf People Bristol**

Tel: **01179 249 868**

Minicom **01179 441 344**

email: **[office@centrefordeaf.org.uk](mailto:office@centrefordeaf.org.uk)**

**[www.centrefordeaf.org.uk](http://www.centrefordeaf.org.uk)**

## Dial-a-Ride

Weston Dial-a-Ride is now incorporated with Weston and District Community Transport Group and provides a door-to-door transport service for those residents of Weston-super-Mare, Hutton, Locking, St Georges, Wick St Lawrence, Uphill and Bleadon who cannot use conventional forms of public transport.

### **Weston and District Community Transport**

Tel: **01934 629 657**

In addition to their normal activities, the Nailsea group is now involved in providing a new demand responsive service in the Nailsea, Portishead and Clevedon areas.

### **Nailsea and District Community Transport**

Tel: **01275 855 552**

## Diamond Travelcard

**see bus travel**

## Direct payments

**see personal budgets**

If you need support to help you live at home you can ask North Somerset Council for help. We will arrange to meet you to assess your needs. If you are eligible you can choose to have direct payments so you can arrange your own services as part of your support package, instead of us

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arranging it for you. Direct payments aim to give you more choice and control over how your needs are met. The payments do not affect your entitlements to social security benefits and are not liable to income tax.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **care.connect@n-somerset.gov.uk**

## **Disabled children's services**

**see children's services**

## **Dropped kerb crossings**

We work with local groups to identify routes which would benefit from drop kerbs to help older and disabled people, for example, between sheltered housing and the local shops.

### **Streets and Open Spaces**

Tel: **01275 888 802**

Fax: **01275 888 810**

## **Education**

**see Special Educational Needs**

## Electoral services

It is important that elections are fully accessible for disabled people.

Accessible polling stations are provided wherever possible and polling staff are trained to advise and assist. Tactile voting templates including large raised numbers and Braille equivalents are produced to allow visually impaired voters to vote in person. Large print versions of annual electoral return forms, postal and proxy application forms are available on request. Postal ballot facilities are also available for all voters.

### **Electoral services**

Tel: **01934 634 909**

Or visit the **Town Hall, Weston-super-Mare**

## Employment

The council is an equal opportunities employer and has been awarded the two ticks symbol because of its commitment to employing disabled people.

### **Clare Atyeo, Recruitment Officer**

Tel: **01275 884 190**

email: **clare.atyeo@n-somerset.gov.uk**

## **Equipment**

see **Adult Social Care Services**

## **Family link scheme**

see **children's services**

## **Hearing impaired people's services**

see **deaf people's services**

## **Home care service**

see **Adult Social Care Services**

## **Household waste and recycling centres**

Our attendants will be happy to help any disabled visitors with their waste for disposal and recycling.

### **Streets and Open Spaces**

Tel: **01275 888 802**

Fax: **01275 888 810**

**[www.n-somerset.gov.uk/recyclingcentres](http://www.n-somerset.gov.uk/recyclingcentres)**

## **Housing advice**

see **adapting your home**

## Housing advice

The HomeChoice and Housing Advice Team deal with applications for social housing and also give general advice about any housing issue, including homelessness. You can drop in at any time to the Housing Reception at Somerset House to get some immediate advice, but if your circumstances are more serious, you can make an appointment to see either a HomeChoice Officer, or a Housing Advice Officer.

Contact **HomeChoice and Housing Advice Team**,  
Somerset House, Oxford Street,  
Weston-super-Mare BS23 1TG  
Tel: **01934 426 330**  
**[www.n-somerset.gov.uk/Housing/  
applyingforhousing/homechoice/](http://www.n-somerset.gov.uk/Housing/applyingforhousing/homechoice/)**

## Information

Information provided by the council about its services is available in a range of formats including audio, large print and Braille on request. Help is also available for people in other languages.

Contact the relevant service or  
**Elly Smith, Public Information Officer**  
Tel: **01275 882 181**  
email: **[elly.smith@n-somerset.gov.uk](mailto:elly.smith@n-somerset.gov.uk)**

## **Intermediate care**

**see Adult Social Care Services**

## **Jobs**

**see employment**

## **Large print**

**see information and library service**

## **Learning disabilities**

The Community Team for People with Learning Disabilities (CTPLD) aims to help people with learning disabilities to have the same chances as anyone else to lead a full and interesting life. An integrated team of both health and social care managers are available to work with people with learning disabilities and their carers to assess their needs, offer advice, support and arrange services.

**The Community Team for People with Learning Disabilities (CTPLD)**, Partnership House,  
Building 400, Worle Parkway BS22 6WA  
Tel: **01934 427 600**  
**[www.LD4U.org.uk](http://www.LD4U.org.uk)**

## Leaving hospital

see **Adult Social Care Services**

## Leisure

see **tidal trail**

## Library service

Our libraries provide a range of services for disabled people as follows:

**Computer access** – all our libraries have public computer terminals with internet access and full range of Microsoft Office software. We also have large key keyboards, track ball mice and access to Supernova software. Come along to our libraries or call **01934 426 286** or email **libraries@n-somerset.gov.uk**

**Spoken word audio tapes and CDs** – these are available from every library and are lent free of charge to people who are visually impaired. A wide range of titles are available in our catalogue. Contact tel: **01934 426 388**, fax **01934 426 659** or email: **libraries@n-somerset.gov.uk**

**Large print books** – these are available from every library. We have a wide range of titles available and reservations are free for visually impaired customers. Call **01934 426 388**, fax **01934 426 659** or email: **libraries@n-somerset.gov.uk**

**Housebound library service** – volunteers deliver books and information across the district to people who are unable to visit our libraries. We can also deposit a range of books and audio tapes at residential nursing homes for residents. Contact Sarah Hobbs on **01934 426 657**, fax **01275 343 630** or email: **sarah.hobbs@n-somerset.gov.uk**

**[www.n-somerset.gov.uk/libraries](http://www.n-somerset.gov.uk/libraries)**

### **Mental health services**

**also see Adult Social Care Services**

Mental health services are provided in partnership with Avon and Wiltshire Mental Health NHS Trust. There are specialist teams for adults of working age and older people providing a full range of community care and health services. Referral is preferably through a GP also people already known to the service can refer themselves.

#### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **care.connect@n-somerset.gov.uk**

## Minicom

The minicom system enables callers to send and receive text. The council's minicom number is tel: 01275 888 805.

## Nursing care

**see Adult Social Care Services**

## Online services

We have an increasing number of services which people can access online. Many of these can be found on the homepage of our website [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)

These include viewing planning applications, paying for council tax, reporting a problem, viewing our library catalogue and looking up your waste collection date.

## Parking for disabled people

**see Blue Badge**

## Parking bays

Advisory parking bays for disabled people can be provided in residential areas where it is difficult for Disabled people to park close to their homes. There is a charge for this service.

### **Streets and Open Spaces**

Tel: **01275 888 802**

Fax: **01275 888 810**

## **Personal alarm service**

**see Carelink**

## **Personal budget**

**(see also direct payments)**

If you are assessed as being eligible for support from North Somerset Council, you can choose to arrange the support you require to meet your needs via a 'personal budget'. You would have an assessment and be given an indication of the amount of personal budget you would be likely to receive.

You would then need to show how you could use your budget to meet your assessed needs. This option can be very flexible and gives people a lot of choice and control over the services they receive.

Some people choose to take part or all of their budget to employ a personal assistant. Other people may opt for a mixture of taking part of their budget as a cash payment and having the council manage the rest of their budget to arrange the services they need.

There is a financial assessment towards a personal budget and you may be required to contribute a weekly amount dependent upon your income.

If you are currently in receipt of support services and have an allocated worker please speak to them about a personal budget option.

## **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **care.connect@n-somerset.gov.uk**

## **Playhouse Theatre**

A range of facilities is available at the theatre for disabled people including ramped access, wheelchair accessible toilet and wheelchair spaces in the auditorium. There are some audio described and signed performances and a hearing assistance system provided. Other assistance is provided such as refreshments within the auditorium for disabled people and help with guiding for people who are visually impaired.

Contact the **Playhouse** for more information

Tel: **01934 417 117**

Box office tel: **01934 645 544**

email: **barry.north@n-somerset.gov.uk**

**www.n-somerset.gov.uk/Leisure/**

**Playhouse+Theatre/**

## Public toilets

There are a number of wheelchair accessible public toilets across North Somerset. All of them need a RADAR key to open.

### **Streets and Open Spaces**

Tel: **01275 888 802**

Fax: **01275 888 810**

**[www.n-somerset.gov.uk/toilets](http://www.n-somerset.gov.uk/toilets)**

## RADAR keys

RADAR keys unlock accessible toilets provided by North Somerset Council and many other local authorities in different parts of the country.

Keys can be purchased from the Tourist Information Centre, Beach Lawns, Weston-super-mare, BS23 1AT. Call 01934 888 800, from the Town Hall in Weston-super-Mare or from any library.

Keys and a booklet providing locations of where they can be used can also be obtained from RADAR, 12 City Forum, 250 City Road, London EC1V 8AF. Call 01712 503 222.

## Recycling Centres

**see household waste and recycling centres**

**[www.n-somerset.gov.uk/recyclingcentres](http://www.n-somerset.gov.uk/recyclingcentres)**

## Registrar's Service

The Weston-super-Mare Register Office has wheelchair access and toilet facilities for wheelchair users. Registrations can also be carried out in a downstairs room if required.

The Marriage Room is equipped with an induction hearing loop. There are portable hearing loop systems for use in the registration of births and deaths and for the preliminaries of marriage in the Weston and Clevedon offices.

### **Superintendent Registrar**

Tel: **01934 627 552**

Fax: **01934 412 014**

## Residential and nursing care see also Adult Social Care Services

If someone requires help with paying for residential or nursing care they will need an assessment by social services. If eligible the amount you will be expected to contribute to the cost of your care will be worked out according to government regulations.

The leaflet 'Community care – moving into a care home' gives further information on charges for local authority and independent sector residential or nursing home accommodation.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)**

## **Respite care**

**see short term residential care/respice care**

## **Rubbish and recycling collections**

**also see household waste and recycling centres**

Help is available if you are unable to put your bins at the edge of your property for rubbish collection.

### **Streets and Open Spaces**

Tel: **01275 888 802**

Fax: **01275 888 810**

**[www.n-somerset.gov.uk/waste](http://www.n-somerset.gov.uk/waste)**

## **Services for people with a visual impairment**

**see visual impairment services**

## **Short term residential care/respice care**

**see also Adult Social Care services**

Respite care is available for people who need short term residential care. An assessment will be carried out by social services who will calculate the amount you will be expected to contribute to your care based on government regulations.

### **Care Connect**

Tel: **01275 888 801**

Minicom: **01275 888 805**

email: **[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)**

## The Special Educational Needs Team

The SEN Team is responsible for the management and administration of the statutory assessment process and, where appropriate, the production and maintenance of Statements of Special Educational Need.

The SEN Team can advise on:

- assessment criteria and process
- allocation of resources
- requests for specialist equipment
- transitions and annual reviews
- pupils moving into the authority
- SEN tribunals
- health and safety.

The SEN Team are also involved in:

- partnership working with social services and health
- risk assessment
- mapping of pupils and provision.

The SEN Officers are allocated specific schools for which they are responsible. They are your first point of contact should you have any queries in relation to statutory processes.

### **SEN Team**

Tel: **01275 888 294**

## Supporting people

Supporting people services are provided to people who need help to keep living in their accommodation, to develop or regain skills, to establish or maintain social contacts and to mix successfully in their local communities.

The types of services vary greatly and could include a shared hostel providing support and temporary housing for homeless people, a visiting support worker helping someone living on their own or a warden providing neighbourly support to older people living in a sheltered housing scheme.

### **Supporting People Team**

Tel: **01275 888 440** or

**01275 888 801** (Care Connect)

Minicom: **01275 888 805**

email: **[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)**

## The tidal trail

The tidal trail path at Uphill provides wheelchair access to the local nature reserve. The path is well surfaced but does include a short section with a steep slope.

Benches are also located along the trail. The nearest wheelchair accessible toilets (RADAR key needed) can be found at Links Road, 100m from the boatyard entrance.

## **Tourist information Centre**

The Tourist Information Centre provides a comprehensive information service to visitors and residents about places to visit, things to do and where to stay, both in North Somerset and elsewhere in the UK.

The centre is on a level seafront location next to the Beach Lawns, Weston-super-mare. It has ramped access with a handrail and automatic touch pad door. There is adequate room for wheelchair users and motorised scooters to manoeuvre.

Other facilities include an induction loop, a magnifying screen and customer seating. RADAR keys are on sale.

### **Tourist Information Centre**

Tel: **01934 888 800**

email **[westontouristinfo@n-somerset.gov.uk](mailto:westontouristinfo@n-somerset.gov.uk)**

**[www.n-somerset.gov.uk/Leisure/Tourism/](http://www.n-somerset.gov.uk/Leisure/Tourism/)**

## **Transport**

**see bus travel and community transport**

## Traveline

The new national Traveline enquiry service supported by North Somerset Council provides information about all bus services, including help with bus routes and timetables throughout the country. The service operates from 8am to 8pm every day.

### **Traveline**

Tel: **08712 002 233**

**[www.traveline.org.uk](http://www.traveline.org.uk)**

## Travel Saver Card

**see bus travel**

## Visual Impairment Services

We have an arrangement with Vision North Somerset to provide services for people who are visually impaired including registration as blind or partially sighted, mobility and rehabilitation, equipment, advice, information and talking books.

### **Vision North Somerset**

Tel: **01934 419 393** or

**01275 888 801** (Care Connect)

Minicom: **01275 888 805**

email: **[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)**

## **Waste and recycling centres**

**see household waste and recycling centre**

**[www.n-somerset.gov.uk/waste](http://www.n-somerset.gov.uk/waste)**

## **Winter Gardens**

The Winter Gardens in Weston-super-Mare provides a range of facilities for conferences and events. It is accessible to disabled people and has a wheelchair accessible toilet, and infrared hearing systems in most rooms. Induction loop systems are fitted at service counters. There is a designated parking bay, but others can be arranged by contacting us in advance. A wheelchair is available if needed and staff are available to provide help if required. Reserved seating can be arranged at reception.

### **Winter Gardens**

**Tel: 01934 417 117**

**[www.thewintergardens.com](http://www.thewintergardens.com)**

## **Voluntary organisations**

A full list of local voluntary organisation can be found on the Clear As Mud website **[www.clearasmud.co.uk](http://www.clearasmud.co.uk)**

This publication is available in large print, Braille or audio formats on request.

Help is also available for people who require council information in languages other than English.

Please contact 01275 882 181



*For further copies of this guide or general information and assistance please contact*

**01275 882 181**