

## I. ADVICE AND INFORMATION

This section lists organisations which can provide general advice and/or information. Please see other sections of this pack for information on specific topics.

**AGE CONCERN WEST SUSSEX (Age Concern and Help the Aged to be known as Age UK from Spring 2010)** [www.acwestsussex.org](http://www.acwestsussex.org)

Offers information on welfare benefits, residential and nursing care, retirement housing, older people's clubs, Age Concern day centres, help with benefit forms via home or hospital visits, access to Dept for Work and Pensions advice and access to their insurance products.

**ALZHEIMERS SOCIETY** [www.alzheimers.org.uk/Worthing](http://www.alzheimers.org.uk/Worthing)

Provides information, support and advice to people with Alzheimer's disease and other forms of dementia and their families, including advocacy for the cared-for person. Can provide relief care assistants who visit families at home giving carers a break for 3-4 hours, at a modest charge. Carers group meetings are held (see section 5 Carers Groups, for details). Runs the **Centre Club** on Tuesdays - a social day club for people under 65 diagnosed with dementia, and for younger people with dementia there is the **Alz Café**, a fun evening of music, good food and guest speakers.

**ALZHEIMERS SOCIETY LGBT CARERS** [www.alzheimers.org.uk/GayCarers](http://www.alzheimers.org.uk/GayCarers)

Alzheimer's Society's Lesbian, Gay, Bisexual and Transgender (LGBT) Carers is a telephone support service for anyone who is lesbian, gay, bisexual or transgender and who is, or who has been, caring for someone with dementia.

**BME COMMUNITY SERVICES** [www.bme-cs.org.uk](http://www.bme-cs.org.uk)

A charitable organisation established with an aim to address the gap in services for Black, Asian and Minority Ethnic Communities, in West Sussex. Services include a drop-in, advocacy, multi-cultural events, women's group, equality and diversity support for organisations, health outreach, cultural youth clubs and volunteering opportunities.

**CARERS SUPPORT SERVICE, WORTHING & DISTRICT** 01903 536378

A full entry for the Service is at the front of this Pack.

**CARERS UK** [www.carersuk.org](http://www.carersuk.org)

Carers UK is a campaigning organisation providing information and advice on all aspects of caring to both carers and professionals. Has a UK-wide network of offices, branches and individuals to offer support to carers and provide vital feedback on local practices and policies towards carers. Carers Rights information packs are available.

### **CITIZENS ADVICE BUREAU (CAB)**

Provides a free, independent, unbiased, confidential advice service on a wide range of subjects including benefits entitlement, debt, housing, employment and consumer queries, legal problems, immigration and discrimination.

- **Henfield**
- **Horsham**
- **Lancing & Sompting**
- **Littlehampton**
- **Pulborough**
- **Shoreham & Southwick**
- **Steyning**
- **Storrington**
- **Worthing**

### **DIRECTGOV - DISABILITY WEBSITE**

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

Aims to provide a single point of access to government services and information. The section for disabled people and unpaid carers covers topics such as independent living, health, employment and education.

### **DISABILITY LAW SERVICE (DLS)**

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

The Disability Law Service offers free, confidential legal advice to disabled people, their families and carers. DLS also provides factsheets on its website.



### **DISABLED GO**

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

A website which provides detailed information about accessing hotels and guest houses, places to eat and drink, places to visit, high street shops and much more.

### **ETHNIC MINORITY HELPLINE**

Offers help and support to disadvantaged individuals and groups in ethnic minority communities. Can liaise, give advice and write to relevant authorities on behalf of clients and put people in touch with the right contact. Can also help to fill in benefit forms and other forms for statutory agencies. Provides information on West Sussex County Council services in Gujarati, Hindi, Punjabi, Urdu and can arrange for interpretation or translation.

### **FORGE HOUSE COMMUNITY HUB**

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

Based at 3 Church Street, Storrington and operated by Storrington and Sullington Community Partnership, this is a community drop-in providing information, support and advice for people of all ages. Services include information on family support, ante and post-natal support, parenting, social housing, voluntary services, child and youth services.

### **HELP THE AGED (Age Concern and Help the Aged to be known as Age UK from Spring 2010)**

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

Help the Aged is an international charity fighting to free disadvantaged older people from poverty, isolation and neglect both at home and abroad. Services provided in the UK include **SeniorLine**, a freephone information service on matters relevant to older people. Topics covered include welfare, disability benefits, finance, housing, care in the community, safety, access to health services, etc. Care fees advice provided in partnership with Nursing Home Fees Agency Ltd. Lines open weekdays 9am-5pm. Also produces a range of free advice factsheets on these topics.

### **HELP POINTS**

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

A single point of contact for any enquiry by the public about any local government or health authority service in West Sussex.

- **Adur District Council**, Ham Road, Shoreham by Sea
- **Arun District Council**, Maltravers Road, Littlehampton
- **Horsham Library**, Lower Tanbridge Way
- **Horsham District Council**, North Point, Park North, North Street
- **Lancing**, 96-98 High Street, Lancing
- **Lancing Library**, Penstone Park, Lancing
- **Storrington Library**, Ryecroft Lane,
- **Worthing Borough Council**, Chapel Road, Worthing
- **Worthing Library**, Richmond Road, Worthing

### **ICIS (INFORMATION FOR LIFE)**

[www.icis-info4life.org.uk](http://www.icis-info4life.org.uk)

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

Helps people who have a difficulty, disability or illness to find services offering help on all aspects of daily living. ICIS maintains the **West Sussex Carers Online website** and administers the **West Sussex Carers Emergency Alert Card** scheme.

### **INDEPENDENT LIVING ASSOCIATION (ILA)**

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

The ILA provides a range of services designed to give disabled people independence, choice and control over their own lives. This includes advice, information and support to disabled people and carers who receive money to meet their care needs under West Sussex County Council's Self Directed Support schemes, including Direct Payments. They can also help with recruitment and management of personal assistants where a Direct Payment is made by West Sussex County Council.

### **INFORMATION SHOP FOR YOUNG PEOPLE**

Free, confidential information and advice for young people aged 13 – 25 years, on a variety of issues including housing, benefits, legal rights, health, unemployment etc. General counselling is also available, along with help with CVs, job applications, internet access, and sexual health service including pregnancy testing.

- **Horsham**
- **Littlehampton Project 82**

This information is extracted from the Worthing & District Carers Information Pack 2009, and is provided for information without liability or recommendation. Please contact us on 01903 536378 for a full printed copy.

- **Shoreham**
- **Worthing**

### **LIBRARY SERVICES IN WEST SUSSEX**

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

Each library has an Information Centre staffed by a professional librarian who can help with a large variety of queries.

### **M-CAS (Macmillan and Citizens Advice Service for the West Sussex Coastal Area)**

If you or a family member have been affected by cancer, this service offers advice on debt, money problems, benefits entitlements, personal problems, housing, employment and many other issues.

### **WEST SUSSEX COUNTY COUNCIL**

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

Help Desks are the initial point of contact in respect of social care. Trained advisers will tell you what is available through West Sussex County Council and will also give you information about other care services in your area. The Help Desks are open 9am – 5pm.

- **Adur Office**, Glebelands, Middle Road, Shoreham by Sea, 01273 268800
- **Horsham Locality Office**, Talbot House, 20-22 East Street, Horsham, 01403 213100
- **Littlehampton Office**, 44 High Street, Littlehampton, 01903 738900
- **Worthing Office**, Centenary House, Durrington Lane, Worthing, 01903 839100
- **Out of hours service** 01903 694422

### **WEST SUSSEX CARERS ONLINE WEBSITE**

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

This comprehensive website for carers in West Sussex is managed by ICIS and aims to help put carers in touch with local support and services, direct carers to national information which may be useful, and give support in every way it can.

### **WORTHING & DISTRICT SCOPE**

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

The Community Liaison Worker is available Monday, Tuesdays and Wednesdays 8.30am – 4.30pm and assists families and individuals with cerebral palsy and similar disabilities by providing support, information and advice. Can help or give advice about areas such as housing, benefits, leisure activities, carer's assessment, transition between services, Special Educational Needs statements, employment and education. The service also acts as a signpost to other services and works to improve links with other agencies.