

We're here to help.

We want to make our services accessible to all.

This document can be provided in alternative formats, such as on audio tape, or in other languages, upon request. Please call 01638 719301 or email

[consultation@forest-heath.gov.uk](mailto:consultation@forest-heath.gov.uk) and we will be happy to discuss your needs.

W przypadku, gdyby niniejsza ulotka potrzebna była w innym formacie lub w innym języku prosimy o kontakt telefoniczny z Emma Reynard pod numerem 01638 719301 lub o kontakt przy pomocy poczty elektronicznej

[emma.reynard@forest-heath.gov.uk](mailto:emma.reynard@forest-heath.gov.uk) w celu omówienia swoich potrzeb.

Se desejar obter este folheto com formato diferente ou noutra língua, ligue para: Emma Reynard, tel: 01638 719301, ou envie um *e-mail* para: [emma.reynard@forest-heath.gov.uk](mailto:emma.reynard@forest-heath.gov.uk), a fim de discutir as suas necessidades.

**Forest Heath District Council,  
District Offices,  
College Heath Road,  
Mildenhall,  
Suffolk IP28 7EY  
Telephone 01638 719000**

## Services for Disabled People



**Forest Heath**  
District Council

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## Contents

Services for Disabled People.....	3
Other organisations and Contacts for Disability.....	7
Information and Services	
General Information.....	7
Social Activities.....	8
Sport and Leisure Activities.....	9
Care and Support Services.....	10
For children and parents.....	12
Education.....	13
Employment and Rehabilitation.....	13
Transport.....	14
Libraries.....	14

homes.

If you would like to use it or you know someone who might need it, please call 01473 744619

**This list is not conclusive, but provides you with a starting point to find out about services and facilities in the Forest Heath area**

**If there is other information you would like to see included, please call 01638 719301 or email [consultation@forest-heath.gov.uk](mailto:consultation@forest-heath.gov.uk)**

## Transport

**Dial a Ride and community transport** - Services in the Forest Heath area. Call 01638 608022.



## Libraries

All Suffolk Libraries are accessible for disabled people and staff will be happy to assist you. For more information regarding facilities, contact details are as follows:

Brandon - Call 01842 810184

Lakenheath - Call 01842 860723

Mildenhall - Call 01638 713558

Newmarket - Call 01638 661216

## Mobile Library

Over 200 villages and hamlets are visited by Suffolk's six mobile libraries, with 736 individual stops including 80 plus community stops. There are now 59 separate mobile library routes which operate on a fortnightly rota. For more information call 01473 584563 or visit

<http://www.suffolk.gov.uk/LeisureAndCulture/Libraries/LibraryServices/MobileLibraryService/>

## Home Library Service

The Suffolk At Home Library Service brings the library to housebound people. With the support of library staff, local volunteers regularly take books and tapes to nearly 4000 people in their own homes, in sheltered accommodation and residential nursing

## Services for Disabled People

When we talked to people about our Disability Equality Scheme there was a call for more information to be made available. People wanted to know what we are doing to ensure equality among disabled people.

A copy of the scheme and a summary of the result of our consultations with disabled people is available on our website [www.forest-heath.gov.uk](http://www.forest-heath.gov.uk) under Your Community, Equality and Diversity. We try to ensure our services are accessible to all offering:

**Bin collections** – we provide a kerbside bin collection service for residents with a physical disability who may have difficulty in taking their bins to the front of their property. We will collect and return the wheeled bins (grey, blue and brown) from the property. For more information about this you can call our Environmental Services team on 01638 719284 or email [es.health@forest-heath.gov.uk](mailto:es.health@forest-heath.gov.uk)

**Home Improvement Agency (HIA) & Disabled Facilities Grants (DFGs)** – One of the key parts of the Home Improvement Agency's work is to help people stay in their own homes by providing a suitably adapted environment to meet their individual needs. We consider grant applications from disabled residents to adapt their existing homes and the agency provides the bridge for the applicant between ourselves, as the grant authority, and the

contractor. More information is available from our Environmental Health Team on 01638 719733 or by emailing [es@forest-heath.gov.uk](mailto:es@forest-heath.gov.uk). If you need an assessment by Suffolk County Council's Adult and Community Services, call Customer Services Direct on 08456 023023.

**Leisure facilities** – All leisure centres in Forest Heath are accessible for disabled people and the swimming pools at Mildenhall and Newmarket both have a hoist to enable access to the pool. For more information call Anglia Community Leisure on 01638 719215 or email [info@angcomleisure.com](mailto:info@angcomleisure.com). We are also part of the Getting Western Suffolk Active initiative whose aim is to encourage more people, including those with disabilities, to become more active and take up leisure activities. For more information call Optua Leisure on 01473 836770 or call Leisure Services at Forest Heath District Council on 01638 719287.

**Housing help** – We make home visits to people who find it impractical to come to the office. We will liaise with housing associations about providing suitable accommodation for those needing specific facilities. Please call 01638 719345 or write to Strategic Housing, Forest Heath District Council, College Heath Road, Mildenhall, IP28 7EY.

**Disability Focus Group for Sports and Leisure** – the aim is to promote sport and leisure opportunities for disabled people in Forest Heath and create

## Education

**Suffolk County Council Educational Services** – For children with a sensory impairment living in the western area of the district. Call 01284 352159.

**West Suffolk Portage Service** – A home visiting educational service for pre-school children who have developmental or learning difficulties, a physical disability or other special need. Call 01284 775087.

**STEPS** – Course for students with learning disabilities which runs at West Suffolk College. This course is a full time course which helps develop students' independence, social and life skills. Call 01284 716247.

## Employment and Rehabilitation

**Workwise** – Providing work-based rehabilitation for adults recovering from mental health issues. Call 01284 755261 or go to [www.workwise.org.uk](http://www.workwise.org.uk)

**Shaw Trust** – Helps disabled people find employment. Call 0800 0851001 or go to [www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

**Papworth Trust** – Promotes equality, choice and independence for disabled people, and can help them to find employment. Call them on the following free phone number 0800 952 5000 or the West Suffolk Disability Resource Centre on 01284 748888.

## For Children and Parents

**Newmarket Support Group** – For parents with children with a disability or behavioural problem. Call 01638 603091.

**Stetchworth Opportunity Group** – A support group for parents who have children with disabilities under the age of five. Call Julie Bampton on 01638 730705 or 07904 856343. Meets at Ellesmere Community Centre.

**Kidzone** – Youth Club for disabled young people in Newmarket aged nine to 18 which meets every two weeks. Call 01638 731002.

**Bury Saturday Club** – A new club being set up in 2007 for children with a disability aged five to 11. Will run every two weeks. Run by Mencap and supported by Suffolk County Council. Call Bury Leisure Centre on 01284 753526.

**Brainwave** – Support service for children who have developmental delay due to brain injury, genetic conditions, chromosome abnormality, birth trauma or accident. Call 01278 429089 or go to [www.brainwave.org.uk](http://www.brainwave.org.uk)

opportunities. The group has a database of clubs and organisations who facilitate sport/leisure opportunities for disabled people. To find out more about the group please call 01638 510995.

**Countryside Services** – We try and make sure that our countryside services such as parks and nature reserves are accessible to wheelchair users and people with mobility difficulties wherever possible. For more information on the accessibility of our parks and open spaces please call our Countryside Service on 01638 719214 or email [countryside@forest-heath.gov.uk](mailto:countryside@forest-heath.gov.uk)

**Planning Applications** - Fees are not charged for applications to alter or extend an existing dwelling for a disabled person who is living or intending to live there; or where the application is for works in the curtilage of an existing house to create access for, to provide for or improve the safety, health or comfort of, a disabled person living or intending to live in the house. For more information call Planning at Forest Heath District Council on 01263 719480.

**Blue Badges** – Blue Badge Permits are designed to make car parking easier for people with a physical disability. In the Forest Heath District Council area, free parking is allowed in all bays, not just those dedicated as parking for disabled people, provided the Blue Badge permit is valid and displayed correctly. Parking in Newmarket is time limited for Blue Badge holders – you can park in the market

square for three hours at a time. Further information about getting a blue badge is available from Suffolk County Council's Adult and Community Services on 08456 023023.

**Community Alarms** - Forest Heath works in partnership with Saffron Housing to deliver our Community Alarm Scheme for the whole community.

In the event of an accident or emergency, help can be summoned in seconds by pressing the red emergency button on the lifeline/neck pendant and this allows you to talk directly to an operator at the alarm centre.

The alarm centre is managed 24 hours a day, seven days a week, and will automatically call your doctor, nearest neighbour, relative or the emergency services as required.

The units are designed to help the elderly or vulnerable remain in their home and as independent as they can without being isolated. The service can cost from as little as £10 per month which can give you peace of mind all day every day.

For a free demonstration call 0800 917 4680 or contact the Community Safety Co-ordinator on 01638 719238 who will send you a copy of the application form.

**Parkinson's Disease Society** – Newmarket Branch. Call 01638 605658.

**West Suffolk Voluntary Association for the Blind** – Promotes the welfare of visually impaired people living in the region. Offers tailored services to combat the isolation, despair and poverty caused by blindness. Call 01284 706655 for more information.

**West Suffolk Headway** – Rehabilitation for people with a brain injury in West Suffolk. Call 01284 702535 or go to [www.wsheadway.com](http://www.wsheadway.com)

**West Suffolk Mind** – Providing help with mental health issues. Call 01284 764808.

**British Red Cross** – In Bury St Edmunds, can provide short term loans of equipment like wheelchairs. Call 01284 767215.

**Newmarket Day Centre** – Call 01638 664262.

**Suffolk Befriending Scheme** – For people aged 18+ with learning difficulties. Call 01787 371333.

**LOADS (Local Opportunities & Awareness of Down's Syndrome)**. - Call 01473 430434 or visit [www.loads.org.uk](http://www.loads.org.uk)

**Newstalk** - Talking newspaper for the blind. Free service for people with visual impairment providing tape recordings of local newspapers. Call 01284 700046 or 01440 820696

**Anglian Wheelchair Tennis Group** – Based at Exning Tennis Club. Meets Mondays 1-4pm, Wednesdays 1-4pm, Saturdays 12.30 to 2.30pm. Call David Irani on 07810707960.

**Newmarket Swimming Club** – A swimming club based at Newmarket which is inclusive and welcomes disabled members. Call 01638 663254.

**St Edmundsbury Sailing and Canoeing Association** – At Lackford Lakes. Inclusive sailing club which welcomes disabled people. Call Roger Forkes on 01440 704976.

## Care and Support Services

**Autistic Society** – Runs residential homes and a day care centre for people with autism in the Forest Heath area. Call 01353 672002

**Multiple Sclerosis Society Newmarket Branch** – Contact Mrs P McCalmont on 01638 731488

**Arthritis Care** – Local branch based at Newmarket Hospital. Call 0115 952 5522 for further details.

**Newmarket Voluntary Network** – Offers a befriending scheme. Call 01638 608022 for general enquiries.

**Alzheimer's Society For the West** – In Bury St Edmunds. Call 01284 766433.

**Suffolk Family Carers** – Support for carers. Call 01473 232679 or go to [www.suffolkfamilycarers.co.uk](http://www.suffolkfamilycarers.co.uk)

## Other Organisations and Contacts for Disability Information and Services

**Optua Advice and Advocacy** – Advice on disability benefits, form filling service and tribunal representation and a range of other disability issues, including Advocacy



Support and Debt Counselling. Call our office at the West Suffolk Disability Resource Centre on 01284 748888. Fax: 01284 748889. Email: [advice@optua.org.uk](mailto:advice@optua.org.uk)

**Age Concern Advice Service** – Countywide advice and guidance through the benefit maze and advocacy support. Call 0800 009966.

**West Suffolk Advocacy Network** – Advocacy for people with mental health issues. Call 01284 765925.

**The West Suffolk Disability Resource Centre** – Is based in Bury St Edmunds and provides access to advice and a range of services for disabled people. Call 01284 748888 or go to [www.westsuffolkdrc.org.uk](http://www.westsuffolkdrc.org.uk)

## General Information

**Gateopener** – A Newmarket based organisation providing free information to disabled people and

their carers. Gateopener have an extensive list of groups and organisations in Forest Heath and further afield. Call 01638 667614, [www.gateopener.org.uk](http://www.gateopener.org.uk)

**Optua** – Optua provide a range of services for disabled people and run key services which may be of interest to residents of Forest Heath. More information is available at

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

**Forest Heath Locality Network** – A forum for people to discuss disability issues in the Forest Heath area. Call Mervyn Peckham on 01638 561516 for more information.



**Age Concern Suffolk** – Range of services and advice for older people. Call 01284 757750 or go to [www.ageconcernsuffolk.org.uk](http://www.ageconcernsuffolk.org.uk)

## Social Activities

**Learning through Leisure** – A service operated by Optua providing people with learning disabilities with the opportunity to increase their learning and social skills through holidays and leisure activities. Call 01473 836770.

**Suffolk Artlink** – Providing access to arts opportunities for disadvantaged and disabled people. Call 01986 873955 or go to [www.suffolkartlink.org.uk](http://www.suffolkartlink.org.uk)

**Gateway Club** – A social club for adults with learning

disabilities who are 10 and over based in Bury St Edmunds. Call Alison Plested on 01284 769629.

**InfoBar** – Bury St Edmunds. An informal drop-in centre and information point for people with learning disabilities in the West Suffolk area. Call 01284 757727. Also the home of the Communik8 Youth Club for disabled young people.

**Songbird Theatre Company** – A theatre company for people with learning disabilities based in Bury St Edmunds. Call 01284 352181.

**Handicapped Club (Brandon)** – Social Club for disabled people aged 60+. Call 01842 811956.

**Ellen's Club, Newmarket; Sunrise Club, Mildenhall; Brandon Visually Impaired Club** – Further details available from West Suffolk Voluntary Association for the Blind. Call 01284 706655.

## Sport and Leisure Activities

**Optua Leisure** – Providing a range of leisure and sporting activities for disabled people, including Big Splash swimming sessions for disabled people, at Mildenhall Swimming Pool every Thursday. Call 01473 836770 for more information.

