

# DIRECTORY OF ORGANISATIONS AND USEFUL CONTACTS

Following is a list of organisation and useful contacts.

This directory begins with more general organisations and moves on to organisations specializing in:

- Learning disability
- Mental health
- Older people

## General

### Ann Craft Trust

Centre for Social Work  
University Park  
University of Nottingham  
Nottingham, NG7 2RD

Tel: 0115 9515400

Email: <mailto:Ann-Craft-Trust@nottingham.ac.uk>

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

With the support of Sport England, ACT plays the lead role in helping sport and activity organisations to develop best practice in safeguarding adults at risk. ACT is a national organisation working with staff in the statutory, independent and voluntary sectors in the interests of disabled children and adults at risk from abuse.

### Arthritis Care

Floor 4, Linen Court  
10 East Road, London  
N1 6AD

Tel: **080 8800 4050** (12pm to 4pm Monday to Friday) or **020 7380 6500** (10am to 4pm)

Email: [Helplines@arthritiscare.org.uk](mailto:Helplines@arthritiscare.org.uk)

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

Arthritis Care is the only UK-based voluntary organisation working with and for everyone with arthritis. They provide information, training and support to help people take control of their health and their lives. At the same time they campaign for raised awareness about arthritis, and for better services for people affected.

<b>The Consortium of Therapeutic Communities</b>	
<p>Waterfront, Kingsdown Road Walmer, Kent CT14 7LL</p> <p>Tel: 01242 620077</p> <p>Email: <a href="mailto:post@therapeuticcommunities.org">post@therapeuticcommunities.org</a></p> <p><a href="http://www.therapeuticcommunities.org">www.therapeuticcommunities.org</a></p>	<p>The Consortium of Therapeutic Communities. Methods of psychological treatment remain a seriously undervalued form of psychotherapy. The ATC exists to try to correct this neglect. Their site includes a database of therapeutic communities.</p>
<b>British Association for Counselling and Psychotherapy</b>	
<p>BACP House 15 St John's Business Park Lutterworth, LE17 4HB</p> <p>Tel: 01455 883300</p> <p>Email: <a href="mailto:bacp@bacp.co.uk">bacp@bacp.co.uk</a></p> <p><a href="http://www.counselling.co.uk">www.counselling.co.uk</a></p>	<p>The Association exists to serve its members and the psychological therapies, as well as increasing awareness. It publishes directories and other information to enable those seeking counselling and training to make an informed choice.</p>
<b>British Deaf Association</b>	
<p>3rd Floor, 356 Holloway Road London N7 6PA</p> <p>Tel: 020 7697 4140 SMS / FaceTime: 07795 410 724 ooVoo / Skype: da.britdeafassoc</p> <p>Email: <a href="mailto:helpline@bda.org.uk">helpline@bda.org.uk</a></p> <p><a href="http://www.bda.org.uk">www.bda.org.uk</a></p>	<p>The British Deaf Association is the UK's largest national organisation run by deaf people for deaf people. It represents the deaf community, a community united by shared experiences, history and a common language.</p>

<b>British Medical Association</b>	
<p>BMA House Tavistock Square London, WC1H 9JP</p> <p>Tel: 020 7387 4499 Fax: 020 7383 6400</p> <p>Email: <a href="mailto:info.web@bma.org.uk">info.web@bma.org.uk</a></p> <p><a href="http://www.bma.org.uk">www.bma.org.uk</a></p>	<p>The BMA represents all doctors from all branches of medicine all over the UK. It is an independent trade union, officially recognised by government.</p>
<b>Disabled Living Foundation</b>	
<p>4th Floor, Jessica House Red Lion Square 191 Wandsworth High Street London, SW18 4LS</p> <p>Tel: 020 7289 6111</p> <p>Email: <a href="mailto:advice@dlf.org.uk">advice@dlf.org.uk</a></p> <p><a href="http://www.dlf.org.uk">www.dlf.org.uk</a></p>	<p>Provides specialist advice for people with disabilities and their carers. It has a national telephone helpline service (0845 130 1977), and equipment centre (020 7289 6111), factsheets, publications shop and training and events.</p>
<b>Disability Rights Commission</b>	
<p>Ground Floor CAN Mezzanine 49-51 East Rd London, N1 6AH</p> <p>Tel: 020 7250 8191</p> <p><a href="mailto:enquiries@disabilityrightsuk.org">enquiries@disabilityrightsuk.org</a></p> <p><a href="http://www.disabilityrightsuk.org">www.disabilityrightsuk.org</a></p>	<p>Disability Rights Commission was set up by the government to help secure civil rights for disabled people. As well as giving information and advice to disabled people, employers and service providers, their conciliation service also intervenes in disputes over access to goods and services.</p>

<b>Hearing Concern</b>	
<p>7-11 Armstrong Road London, W3 7LJ</p> <p>Tel: 020 8743 1110 Fax: 020 8742 9043</p> <p>Email: <a href="mailto:info@hearingconcern.org.uk">info@hearingconcern.org.uk</a></p> <p><a href="http://www.hearingconcern.org.uk">www.hearingconcern.org.uk</a></p>	<p>Hearing Concern exists to overcome the frustration, isolation and loneliness experienced by millions of people in the UK who have hearing loss. It is a leading provider of advice and support, campaigns on behalf of its client group and promotes awareness of the communication needs of deaf and hard of hearing people.</p>
<b>NACRO</b>	
<p>First Floor 46 Loman Street London SE1 0EH</p> <p>Tel: 0300 123 1889</p> <p>Email: <a href="mailto:helpline@nacro.org.uk">helpline@nacro.org.uk</a></p> <p><a href="http://www.nacro.org.uk">www.nacro.org.uk</a></p>	<p>Crime reduction charity aiming to make society safer by finding practical solutions to reducing crime. Projects include resettling prisoners, working with young people, housing people, working with families and communities, getting people into work and finding better ways to reduce crime.</p>
<b>National Association of Citizens Advice Bureaux</b>	
<p>Citizens Advice 3rd Floor North 200 Aldersgate London, EC1A 4HD</p> <p><a href="http://www.nacab.org.uk">www.nacab.org.uk</a></p>	<p>The Citizens Advice Bureau runs 'Adviceguide' which gives basic advice and information on people's rights. It gives a broad outline of your legal position and what you can do. If problems are complicated, it is more appropriate to contact Citizen's Advice Bureaux.</p>

<b>National Autistic Society</b>	
<p>393 City Road London EC1V 1NG</p> <p>Tel: 020 7833 2299 Fax: 020 7833 9666</p> <p>Email: <a href="mailto:nas@nas.org.uk">nas@nas.org.uk</a></p> <p><a href="http://www.nas.org.uk">www.nas.org.uk</a></p>	<p>The Charity's objective is to provide education, treatment, welfare and care to people with autism and related conditions.</p>
<b>National Information Forum</b>	
<p>Derek Kinrade 33 Highshore Road London SE15 5AF</p> <p>Telephone: 020 7708 5943</p> <p><a href="http://www.nif.org.uk">www.nif.org.uk</a></p>	<p>National Information Forum is an umbrella organisation that seeks to encourage the provision of accessible information to people with disabilities, older people and anyone else disadvantaged in gaining access to information by whatever means possible.</p>
<b>Rape Crisis Federation of England and Wales</b>	
<p>BCM 4444 London WC1N 3XX</p> <p>Email: <a href="mailto:info@rapecrisis.co.uk">info@rapecrisis.co.uk</a></p> <p><a href="http://www.rapecrisis.co.uk">www.rapecrisis.co.uk</a></p>	<p>Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.</p>

<b>Royal National Institute for the Blind</b>	
<p>105 Judd Street London WC1H 9NE</p> <p>Tel: 020 7388 1266 0303 123 9999</p> <p>Email: <a href="mailto:helpline@rnib.org.uk">helpline@rnib.org.uk</a> <a href="http://www.rnib.org.uk">www.rnib.org.uk</a></p>	<p>The Royal National Institute for the Blind offers information, support and advice to over 2 million people with sight problems. It fights for equal rights and funds research.</p>
<b>Susy Lamplugh Trust</b>	
<p>The Foundry 17-19 Oval Way London SE11 5RR</p> <p>Tel: 020 83921839 Fax: 020 8392 1830</p> <p>Email: <a href="mailto:info@suzylamplugh.org">info@suzylamplugh.org</a> <a href="http://www.suzylamplugh.org">www.suzylamplugh.org</a></p>	<p>The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.</p>
<b>Turning Point</b>	
<p>Standon House 21 Mansell Street London E1 8AA</p> <p>Tel: 020 7481 7600</p> <p>Email: <a href="mailto:info@turning-point.co.uk">info@turning-point.co.uk</a> <a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a></p>	<p>Turning Point has over thirty years of experience working with those most excluded in our society. They operate a range of projects throughout the Country in the areas of drug and alcohol abuse, mental health and learning disabilities.</p>

<b>Victim Support</b>	
<p>0808 168 9111</p> <p><a href="http://www.victimsupport.com">www.victimsupport.com</a></p>	<p>Victim Support provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.</p>
<b>Women's Aid Federation of England and Wales</b>	
<p>PO BOX 3245 Bristol BS2 2EH</p> <p>Tel: 0117 9444411 Fax: 0117 9241703</p> <p>Email: <a href="mailto:info@womensaid.org.uk">info@womensaid.org.uk</a> <a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a></p>	<p>Women's Aid is a national domestic violence charity. It also runs a domestic violence helpline <b>08457 023 468</b>.</p>
<b>Learning Disability</b>	
<b>Association for Real Change</b>	
<p>ARC House Marsden Street Chesterfield S40 1JY</p> <p>Tel: 01246 555043</p> <p><a href="http://www.arcuk.org.uk">www.arcuk.org.uk</a></p>	<p>ARC is an umbrella organisation which brings together those who provide services for people with learning disabilities. Its objectives are to support, develop and promote quality services for people with learning disabilities throughout the UK.</p>

<b>British Institute for Learning Disabilities</b>	
<p>Birmingham Research Park 97 Vincent Drive Edgbaston Birmingham B15 2SQ</p> <p>Tel: 0121 415 6960</p> <p>Email: <a href="mailto:enquiries@bild.org.uk">enquiries@bild.org.uk</a></p> <p><a href="http://www.bild.org.uk">www.bild.org.uk</a></p>	<p>BILD is a not-for-profit organisation with charity status, which exists to improve the quality of life of all people with a learning disability. BILD provides information, publications and training and consultancy services for organisations and individuals.</p>
<b>Respond</b>	
<p>3rd Floor 24-32 Stephenson Way London, NW1 2HD</p> <p>Tel: 020 7383 0700 0808 808 0700(Helpline)</p> <p>Email: <a href="mailto:services@respond.org.uk">services@respond.org.uk</a></p> <p><a href="http://www.respond.org.uk">www.respond.org.uk</a></p>	<p>Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.</p>
<b>Sense</b>	
<p>101 Pentonville Road London N1 9LG</p> <p>Tel: 0300 330 9256 or 020 7520 0972</p> <p>Email: <a href="mailto:enquiries@sense.org.uk">enquiries@sense.org.uk</a></p> <p><a href="http://www.sense.org.uk">www.sense.org.uk</a></p>	<p>Sense is the UK's leading organisation for people who are deafblind and have associated disabilities. Sense believes that given the right services and support, deafblind people can develop their talents and choose how they wish to live their lives.</p>

<b>Mental health</b>	
<b>Alcohol Concern</b>	
<p>Waterbridge House 32-36 Loman Street London, SE1 0EE</p> <p>Tel: 020 7928 7377 Fax: 020 7928 4644</p> <p>E-mail: <a href="mailto:contact@alcoholconcern.org.uk">contact@alcoholconcern.org.uk</a></p> <p><a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a></p>	<p>A national agency on alcohol misuse, working to reduce the incidence and costs of alcohol related harm and to increase the range and quality of services available to people with alcohol related problems. Provides a useful factsheet (No 33) on Alcohol and Older People.</p>
<b>BBC Mental Health Section</b>	
<p><a href="http://www.bbc.co.uk">www.bbc.co.uk</a></p>	<p>BBC Online have a mental health homepage offering information on mental health conditions, and resources for getting help and treatment.</p>
<b>Depressives Anonymous</b>	
<p>Box FDA, Ormiston House 32-36 Pelham Street Nottingham NG1 2EG</p> <p>Tel: 0870 774 4320</p>	<p>Mutual aid organisation providing self-help groups, pen-friend scheme and newsletters.</p>
<b>Drugs Information Online</b>	
<p><a href="http://www.drugs.com">www.drugs.com</a></p>	<p>A comprehensive and up-to-date drug information resource online – over 24,000 approved medications.</p>

<b>National Centre for Eating Disorders</b>	
54 New Road, Esher Surrey, KT10 9NU  Tel: 0845 838 2040  Email: <a href="mailto:info@edauk.com">info@edauk.com</a>  <a href="http://www.edauk.com">www.edauk.com</a>	A national charity offering help, support and information to people whose lives are affected by eating disorders, in particular, anorexia and bulimia nervosa.
<b>Internet Mental Health</b>	
<a href="http://www.mentalhealth.com">www.mentalhealth.com</a>	An encyclopaedia of common mental health conditions offering information on diagnosis, treatment and research.
<b>Bipolar UK</b>	
11 Belgrave Road London SW1V 1RB  Tel: 0333 323 3880  Email: <a href="mailto:info@bipolaruk.org">info@bipolaruk.org</a>  Web: <a href="http://www.bipolaruk.org">www.bipolaruk.org</a>	Formerly, The Manic Depression Fellowship (MDF), Bipolar UK is a national user-led organisation and registered charity for people whose lives are affected by manic depression.
<b>MIND</b>	
15-19 Broadway London, E15 4BQ  Tel: 020 8519 2122  Email: <a href="mailto:contact@mind.org.uk">contact@mind.org.uk</a>  <a href="http://www.mind.org.uk">www.mind.org.uk</a>	Mind is a leading mental health charity working to create a better life for everyone with experience of mental distress by challenging discrimination, influencing policy, developing quality services, advancing users' views and achieving equal rights.

<b>National Phobics Society</b>	
<a href="http://www.phobics-society.org.uk">www.phobics-society.org.uk</a>	A user-led organisation, run by sufferers and ex-sufferers of anxiety disorders supported by a high-profile medical advisory panel.
<b>Psychology Information Online</b>	
<a href="http://www.psychologyinfo.com">www.psychologyinfo.com</a>	Psychology Information Online provides information online about psychological diagnosis, disorders, problems, psychotherapy and counselling.
<b>Rethink</b>	
89 Albert Embankment London, SE1 7TP  Tel: 0121 522 7007  Email: <a href="mailto:advice@rethink.org">advice@rethink.org</a>  <a href="http://www.rethink.org">www.rethink.org</a>	Rethink, as of July 2002, is the new operating name for the 'National Schizophrenia Fellowship'. Dedicated to improving the lives of those affected by severe mental illness.
<b>Samaritans</b>	
The Upper Mill Kingston Road Ewell Surrey KT17 2AF  Tel: 020 8394 8300  Helpline – 116 123 (UK)  <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>	The UK and Republic of Ireland based charity provides confidential emotional support to any person who is suicidal or despairing and increases public awareness of issues around suicide and depression.

## Older people

### Action on Elder Abuse

PO Box 60001  
Streatham  
SW16 9BY

Tel: 020 8765 7000

Email:  
[enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)  
[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

### Age UK

Tavis House  
1-6 Tavistock Square  
London, WC1H 9NA

Tel: 0800 169 2081

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

Age Concern provides essential services and campaigns on issues like age discrimination and pensions and works to influence public opinion and government policy about older people.

### Alzheimer's Society

Devon House  
58 St Katharine's Way  
London E1W 1LB

Tel: 020 7423 3500

Email:  
[events@alzheimers.org.uk](mailto:events@alzheimers.org.uk)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

The Alzheimer's Society is the UK's leading care and research charity for people with any form of dementia and their carers.

### Centre for Policy on Ageing

19-23 Ironmonger Row  
London, EC1V 3QP

Tel: 020 7553 6500  
Fax: 020 7553 6501

Email: [cpa@cpa.org.uk](mailto:cpa@cpa.org.uk)  
[www.cpa.org.uk](http://www.cpa.org.uk)

An independent organisation promoting social policies that allow older people to achieve the full potential of their later years.

### Friends of the Elderly

40-42 Ebury Street  
London, SW1W 0LZ

Tel: 020 7730 8263  
Fax: 020 7259 0154

Email: [enquiries@fote.org.uk](mailto:enquiries@fote.org.uk)  
[www.fote.org.uk](http://www.fote.org.uk)

Friends of the Elderly is a charity providing a combination of nursing, residential and dementia care from nine sites and support services to people through day centres or in their own homes. It makes grants nationally from funds it manages and helps people access other funds they are entitled to.

### Dementia UK

0800 888 6678

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

Specialist one-to-one support and expert advice are the two key ways Dementia UK help people living with dementia.

### Stroke Association

Stroke House, 240 City Road  
London EC1V 2PR

Tel: 020 7566 0300  
Helpline: 0845 30 33 100  
Email: [info@stroke.org.uk](mailto:info@stroke.org.uk)  
website: [www.stroke.org.uk](http://www.stroke.org.uk)

Stroke Association is the UK's leading stroke charity changing the world for people affected by stroke.