

# ADVICE AND INFORMATION (INCL. WELFARE BENEFITS)

## Benefits Agency

Website: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Employment Support Allowance & Income Support (telephone claims only) - 0845 600 8202

Child Benefit Centre - 0845 302 1444

Carers Allowance Unit - 01772 899 488

Disability Benefit Unit - 0845 712 3456

National Insurance (Contributions) - 0845 302 1479

Pension Service Applications - 0800 99 1234

Tax Credit Helpline - 0845 300 3900

Winter Fuel Payment - 08459 151515

Job Seekers (income-based), Job Seekers Allowance (Contribution-based) – contact Job Centre Plus, 6 Bobbies Bank, Whitby, YO21 1QZ, Tel: 01947 675975

## **Citizens Advice Bureau**

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 08444 111 444, 9.30am – 4.30pm Monday to Friday

The Citizens Advice Bureau (CAB) offers a free, confidential, impartial and independent advice service. Telephone advice is a 24 hours automated service. Leave messages on answer machine when staff are unavailable.

Appointments arranged for General Advice (Tuesday & Thursday, 10am – 3pm). All clients will be given a short introductory interview either in person or by telephone. Only if further advice is needed will an appointment be made.

Assessment line Tel: 01947 605157 Tuesday & Thursday, 10am – 3pm if staff are available.

## **DIAL UK**

St Catherine's, Tickhill Road, Doncaster, South Yorkshire, DN4 8QN

Tel: 01302 310 123

Fax: 01302 310404

Text phone: 01302 310123 (please use voice announcer)

E-mail: [informationenquiries@dialuk.org.uk](mailto:informationenquiries@dialuk.org.uk)

Website: [www.dialuk.info](http://www.dialuk.info)

DIAL UK information and advice services are based throughout the UK and provide information and advice to disabled people and others on all aspects of living with a disability.

## **Disability North**

Castle Farm Road, Newcastle upon Tyne, NE3 1PH

Tel: 0191 2840480

Fax: 0191 2130910

Text phone: 0191 2857261

E-mail: [reception@disabilitynorth.org.uk](mailto:reception@disabilitynorth.org.uk)

User-led disability organisation providing information and advice on equipment and adaptations, benefits, services, holidays, Direct Payments Scheme in Newcastle, advice and support to parents of disabled children in Newcastle.

Disability North also provides training and events around the country for health and social service professional housing officers etc.

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

DRC Helpline, FREEPOST MID02164, Stratford upon Avon, CV37 9BR

Tel: 08457 622 633

Fax: 08457 778 878

Text phone: 08457 622 644

Website: [www.drc-gb.org](http://www.drc-gb.org)

A videophone call can be arranged for people who use British Sign Language or have a learning disability.

Independent campaigning body set up to stop discrimination and promote equality of opportunity for disabled people of all ages and with different illnesses, conditions and impairments. DRC Helpline provides advice and information to disabled people, employers and service providers, supports disabled people getting their rights under the Disability Discrimination Act, helps solve problems before getting to court or tribunals, and provides an independent Disability Conciliation Service.

## **Independent Living Scheme**

The Avenues Children's Centre, Sixth Avenue, York, YO31 0UT

Tel: 01904 427251

E-mail: [enquiries@ilsyork.org.uk](mailto:enquiries@ilsyork.org.uk)

Website: [www.ilsyork.org.uk](http://www.ilsyork.org.uk)

The Independent Living Scheme is part of York Council for Voluntary Service, a not-for-profit charitable organisation. Funded by North Yorkshire County Council, the service is completely independent and the advice and support provided is completely impartial.

The Scheme provides FREE information and advice about Direct Payments and the Personal Assistance Scheme, helps you find the right person to work for you, provides a full payroll service if you need it, helps you to keep things legal if you employ someone, tells you about training opportunities, helps you find places to go for a break and helps you to find equipment that you might need.

## **Legal Aid**

Legal Services Commission (Yorkshire & Humberside), Harcourt House, 21 The Calls, Leeds, LS2 7EH

Tel: 0113 390 7300 normal office hours

Fax: 0113 390 7483

Website: [www.legalservices.gov.uk](http://www.legalservices.gov.uk)

National Helpline Tel: 0845 345 4 345, Monday to Friday 9am-5pm (leave message outside these hours).

The Legal Services Commission looks after legal aid in England and Wales and is the responsible office for ensuring that people get the information, advice and legal help they need.

Community Legal Service (CLS) - for civil matters. CLS provides information about eligibility for legal aid, looking for legal advisors and solicitors who will undertake legal aid work, information leaflets.

If you qualify for legal aid the Helpline will give free advice about benefits, tax credits, housing, employment, debt and education problems.

Criminal Defence Service (CDS) - for criminal matters. Helps people who are under investigation or facing criminal charges.

Legal Services Solicitors who provide a free 15 minute initial consultation, not legal advice.

**North Yorkshire Law**, Baxtergate, Whitby, Tel: 01947 602131 (Family Section only)

**Thorpe & Co**, Bagdale, Whitby, Tel: 01947 603465 (Criminal, Family & Housing).



## **NHS Direct (England)**

Tel: 111 (24 hr helpline) free from any landline or mobile phone

Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Digital TV – see below

NHS Direct provides a wide range of health related advice and information including information about illnesses, operations, tests and treatments, advice on common health problems, finding the nearest doctors, dentists, opticians and pharmacies.

The Website includes a Health Encyclopaedia, Self Help Guide, details of local NHS Services, and answers to common health questions from Accidents and First Aid to Quitting Smoking and Women's Health.

## **Scarborough Disablement Action Group**

Unit 4, The Street, 12 Lower Clark Street, Scarborough, YO12 7PW

Tel: 01723 480029

10am – 4pm, Monday to Friday

Scarborough DAG provides a benefits advisory service, run by volunteers, based at Yorkshire Coast Homes offices in Scarborough.

## **Soldiers, Sailors, Airmen and Families Association (SSAFA)**

SSAFA Forces Help, 19 Queen Elizabeth Street, London, SE1 2LP.

Tel: 0845 1300 975; Free phone helpline Tel: 0800 731 4880, 10.30am - 10.30pm, 365 days per year

E-mail: [info@ssafa.org.uk](mailto:info@ssafa.org.uk)

Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)

National charity which helps serving and ex-service men and women, Reserves personnel, and their families, including widows and widowers, in need.

Confidential helpline provided on behalf of the MoD for many issues including loneliness, drugs, bullying, equal opportunities, racial and sexual harassment.

North Yorkshire Branch – Building 48, Queen Elizabeth Barracks, Strensall, York, YO32 5SW. Tel: 01904 492 562. Monday 1 - 4.30pm, Wednesday 9.30am – 4pm.

Cleveland Branch, SSAFA Forces Help Office, TA Centre, Stockton Road, Middlesbrough, TS5 4AD. Tel: 01642 217 440. Mon. to Fri. 10am - 12noon.

## **The Accident Line**

0800 19 29 39 (Free phone)

[www.accidentlinedirect.co.uk](http://www.accidentlinedirect.co.uk)

Personal Injury Referral Scheme endorsed by The Law Society.

If your case is suitable you will be put in touch with your nearest specialist Accident Line Personal Injury Solicitor, who will arrange to meet you for a free consultation.

## **The Law Society**

Tel: 020 7242 1222 (for general and public enquiries)

Website: [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

The Law Society is the regulatory and representative body for solicitors in England and Wales. It can provide information on help finding a solicitor, paying for legal services, complaints about solicitors, and guides to common legal problems.

## **Whitby Scarborough & Ryedale Disability Action Group (DAG)**

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 821001

E-mail: [info@whitbydag.org.uk](mailto:info@whitbydag.org.uk)

Website: [www.whitbydag.org.uk](http://www.whitbydag.org.uk)

Manager - Nigel Staton

Open for all enquiries: Monday to Thursday, 9am - 5pm, Friday 9am – 4.30pm.  
Office closed weekends, bank holidays and between Christmas and New Year.

DAG provides a wide range of services for people with disabilities, their families, carers and other professionals, including:

Confidential advice on benefits entitlement and assistance with claims over the phone, in the office or home visits; Telephone helpline and information service; Handbook of local and national services; guides and information for disabled people on "Where to Go", "Where to Stay" and "Where to Eat" in the Whitby and District area; monthly Newsletter; Volunteering opportunities; Access advice and

information.

Wheelchair and mobility scooter hire scheme for residents and visitors to the area – Monday to Friday contact the WhitbyDAG office. Delivery can be arranged to hotels & B&Bs in town. Collection point, by prior arrangement at Whitby Moors and Coast Information Centre.

Wheels@TheTIC – wheelchair and mobility scooter hire scheme based at Whitby Information Centre, Langbourne Road, Whitby – Saturdays and Sundays, 11am – 2pm.

DAG also has a membership scheme including trips out to places of interest, shopping trips, coffee mornings, member run workshops, training and educational opportunities.

## **Whitby Network**

The Coliseum, Victoria Place, Whitby, YO21 1EZ

Tel: 01947 825000

Website: [www.whitbynetwork.org.uk](http://www.whitbynetwork.org.uk)

E-mail: [info@whitbynetwork.org.uk](mailto:info@whitbynetwork.org.uk)

Contact: Maureen Lynch

Open: Monday, Wednesday & Friday, 9am to 5pm; Tuesday & Thursday 9am to 7pm. Closed Saturdays and Sundays.

Whitby Network (The Whitby Resource Centre Ltd) is a registered charity, based at The Coliseum building, serving the community of Whitby and its surrounding villages. The building is located in Whitby town centre and is situated close to the train and bus stations. Ramp and stepped access from street level. Lift to upper floors except Crows Nest. Whitby Network provides welfare services, opportunities for volunteering, education and training, culture, social and community building activities. Much of the work is undertaken by volunteers people of all ages, from all walks of life, with all levels of physical & mental abilities. Venue for conferences, corporate functions, trade fairs, lectures and meetings.



Facilities include a theatre/ cinema with raked seating for ninety (90); private rooms for one to one meetings; larger meeting rooms accommodating up to 30 people - on-site catering, internet access, OHP, TV and video facilities available; office accommodation and hot-desking opportunities – internet access available, daily rates; Wi-fi internet cafe. The Discovery Suite is occupied by the Adult Learning Services department of Whitby Community College. Further information can be obtained from The Coliseum or by contacting the College direct.

The Café on the ground floor is run by The Dalewood House Trust (for adults with learning disabilities), providing the opportunity to work in a busy community environment, and the chance to learn and gain new skills. The menu offers a wide variety of choice for every taste to eat in or take away. Meals are freshly prepared every day. You can also place your order by phone.

The Network Shop, located on Bagdale, a short distance from The Coliseum, is staffed wholly by volunteers, offering affordable second hand household items and furniture. Opening Hours: 10am to 3.45pm, Monday to Friday.

# ADVOCACY

## **Advocacy Alliance**

The Street, 12 Lower Clark Street, Scarborough, YO12 7PU

Tel: 01723 363910 (24 hr answerphone)

E-mail: [office@scarboroughadvocacy.co.uk](mailto:office@scarboroughadvocacy.co.uk)

Tuesday to Friday 9am - 4.30pm.

Advocacy Alliance covers the Scarborough, Whitby and Ryedale area promoting the rights and interests of disadvantaged or vulnerable people. Volunteer advocates are partnered with people who need their help. Help is given with writing letters, talking to officials, representation at meetings, liaison with the private and public sector services, complaints procedures and general support. Appointments and visits are organised at mutually agreed places and can be in the individual's home.

# AIDS AND EQUIPMENT

## **Active Mobility Centre**

4-6 Falsgrave Road, Scarborough, YO12 5AT

Tel/ Fax: 01723 355122

E-mail: [enq@activemobility.co.uk](mailto:enq@activemobility.co.uk)

Website: [www.activemobility.co.uk](http://www.activemobility.co.uk)

Contact: Ned Bowden, Diane Colley

Open Monday to Saturday 9am to 5pm. Closed Sundays and bank holidays.  
Closed between Christmas and New Year

Active Mobility Centre sells aids and equipment to make life easier for people with disabilities inside and outside the home. These include manual wheelchairs, electric wheelchairs and scooters, lifting chairs, hoists, kitchen utensils, crutches, walking frames and sticks, heat pads, grab rails, leisure products, orthopaedic

beds, toilet and bathroom accessories, ramps, rehabilitation accessories and furniture.

Showrooms at Scarborough, Middlesbrough and Billingham. Goods can be ordered by catalogue and via the website.

## **British Red Cross - North Yorkshire**

Red Cross House, Zetland Street, Northallerton, DL6 1NB

Tel: 01609 772186

E-mail: [NYorkshire@redcross.org.uk](mailto:NYorkshire@redcross.org.uk)

Website: [www.redcross.org.uk](http://www.redcross.org.uk)

North Yorkshire wide, volunteer-led medical equipment service provides wheelchair hire and short-term loans of equipment. The service helps people return to their own homes after illness or surgery, enables them to go on holiday with friends or family, and promotes independence.

The main types of equipment provided include: Wheelchairs, backrests, bath seats, walking sticks and frames, commodes, bedpans and urinals.

Equipment is usually available within 24hours in an emergency and is loaned free of charge. Refundable deposit may be requested. Donations welcome.

## **Remap - Custom Made Equipment for Disabled People**

16 Greylands Park Road, Newby, Scarborough, YO12 6HX

Tel: 01723 369759/ 369764, Wednesdays, 9.30am – 1pm

Contact: Mr F Parrott

A volunteer panel of engineers and others devoted to the design and construction of aids to meet the individual needs of people with disabilities where such aids cannot be provided by any other means, plus the promotion of closer liaison between the engineering and caring professions.

Covers the postcode areas Whitby YO21, YO22; Scarborough YO11, YO12; Filey YO14; Bridlington YO15; Driffield YO25; Malton YO17; Pickering YO18.

Clients referred by hospitals, GP, Occupational Therapists or Social Services.

## **St. John Ambulance, Whitby**

St. John Ambulance Hall, Back St. Hilda's Terrace, Whitby, YO21 3AE

St. John Ambulance no longer loans wheelchairs, commodes, walking aids or other equipment.

# **BLIND AND PARTIALLY SIGHTED**

## **Guide Dogs for the Blind Association (Teeside, Durham and North Yorkshire District Team)**

Ground Floor, Pragnell House, Sopwith Close, Preston Farm Industrial Estate,  
Stockton on Tees, TS18 3TT

Tel: 01642 670170

Fax: 01642 604236

E-mail: [guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)

Website: [www.guidedogs.org.uk](http://www.guidedogs.org.uk)

A national association which aims to provide guide dogs, mobility and other rehabilitation services that meet the needs of blind and partially sighted people.

Training and provision of guide dogs to give people back their freedom and independence.



Campaigns on issues such as access to public transport and the promotion of good eye health. Contact the team to discuss how they may be able to help you, a family member or a friend.

## **Low Vision Clinic**

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01723 368111

Clinics held once or twice a month on Tuesdays to assess aids suitable for sight-impaired people. Referral by GP.

You can also make Low Vision Aid appointments at a number of local **Opticians**. See page **204**.

## **Scarborough Blind and Partially Sighted Society (inc. Whitby and Ryedale)**

181-183 Dean Road Scarborough YO12 7JH

Tel: 01723 503304, Monday to Friday 10am - 4pm

E-mail: [scarbroblind@live.co.uk](mailto:scarbroblind@live.co.uk)

Website: [www.scarboroughblindsociety.co.uk](http://www.scarboroughblindsociety.co.uk)

Chief office: Jackie Dartnall-Smith

Resource Centre which offers a comprehensive range of equipment for visually impaired clients, including talking watches, clocks, calculators, kitchen and bathroom scales. Clients are able to try out equipment such as the EZEE Reader which transfers magnified written material onto a television screen.

The Society also has the most up-to-date computer equipment available including a speech synthesizer and scanner. Tuition for computer skills is available on a one-to-one basis, including touch typing, word processing and internet. A training kitchen is available with a talking microwave oven.

Braille transcription service available. Monthly magazine in Braille, large print, tape and disc formats. Benefits advice and help filling in forms.

## **Scarborough Talking News**

Allatt House, 5 West Parade Road, Scarborough, YO12 5ED

Tel: 01723 383459 (24 hour answer phone)

E-mail: [stn@scarboroughtn.freeseve.co.uk](mailto:stn@scarboroughtn.freeseve.co.uk)

Contact: Brian Heap

Free service where news from the local press is made available in cassette form and distributed to visually impaired readers every week. 90 minute magazine cassette produced six times a year. Library of 450 books on cassette.

Catchment area is from Whitby to Bridlington along the coast and inland to Malton, Pickering and Helmsley. Available to anyone with sight problems who cannot read a newspaper, or anyone who has difficulty holding a newspaper e.g. stroke patients and people with Parkinson's Disease.

## **Talking Newspaper – Whitby**

24 Egton Road, Aislaby, Whitby, YO21 1SU

Tel: 01947 810628

E-mail: [egtonroad@tiscali.co.uk](mailto:egtonroad@tiscali.co.uk)

Contact: Keith Sleightholme

Monthly talking newspaper produced using the Whitby Gazette as a source for news items. Also includes updates on benefits, coming events etc. The newspaper is recorded onto standard cassette tapes which can be played on any domestic cassette player. The tapes are delivered free of charge by the Royal Mail. Talking newspaper is available to visually impaired people (whether or not they are registered), people with Parkinson's Disease and anyone to whom reading is a problem. The service is free and is supported by local charities. Apply in writing, by e-mailing or phone to Keith Sleightholme.

## **Talking Newspaper Association of the UK (TNAUK)**

National Recording Centre, Heathfield, East Sussex, TN21 8DB

Tel: 01435 866102

Fax: 01435 865422

E-mail: [info@tnauk.org.uk](mailto:info@tnauk.org.uk)

Website: [www.tnauk.org.uk](http://www.tnauk.org.uk)

Provides national newspapers and magazines on audio tape, computer disc, e-mail, internet download and CD Rom for visually impaired and disabled people who find reading print difficult. Over 230 titles are produced, including all daily and weekend papers, periodicals and special interest and hobbies publications. Service provided by subscription.

## **Vitalise Holidays (formerly Winged Fellowship)**

Shap Road Industrial Estate, Shap Road, Kendal, Cumbria, LA9 6NZ

Tel: 0845 330 0149

Fax: 01539 735 567

E-mail: [VHenquiries@vitalise.org.uk](mailto:VHenquiries@vitalise.org.uk)

Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)

Contact: Karl Gallimore, Manager

Open Monday to Friday 9am - 5pm. Closed weekends and bank holidays

Vitalise Holidays offers a variety of leisure and activity holidays for visually impaired people, in the UK and abroad. Sighted people join as guides and helpers. Holidays range from ballroom dancing to trekking in the Himalayas to lazing on a beach in the Bahamas. Brochures available in tape, CD, large print, standard print and Braille.

# BUILDING DESIGN AND ADAPTATIONS

## **147 Design**

Ober Green South, Champion Lane, Hutton Rudby, North Yorkshire, TS15 0DX

Tel: 01642 700140

Fax: 01642 701130

E-mail: [147design@totalise.co.uk](mailto:147design@totalise.co.uk)

Contact: Andrew Fletcher

Monday to Friday 9am - 5.30pm, plus evening visits where necessary

Design for new build or property adaptations suitable for disabled people.



## **Disabled Facilities Grant (private property)**

North Yorkshire County Council Adult and Community Services – Occupational Therapists

Tel: 0845 034 9410

Means tested grant for disabled people, or someone living with a disabled person, towards the cost of providing adaptations and facilities to enable the disabled person to continue to live there.

As from 31/12/05 a means test is no longer required when the disabled person is a child.

Applicant must either be the property owner or tenant, and does not have to be the person with a disability. Eligible works may include widening doors and installation of ramps, installation of stair lifts, installation of disabled showers, providing a downstairs bathroom, adaptation of heating and lighting controls.

To apply for the grant, it is necessary to consult Occupational Therapy at NYCC

Adult and Community Services - an Occupational Therapist will arrange an assessment of need and pass on recommendations to Scarborough Borough Council.

The grants process is managed by the Home Improvement Agency (see separate entry **page 37**).

Tenants of Yorkshire Coast Homes (YCH) should contact **0845 065 56 56**.

## **ECYH Trust**

Riverside Building, New Company Row, Skinningrove, Saltburn, TS13 4AU

Tel: 01287 644044

Fax: 01287 643115

E-mail: [info@ecyhtrust.com](mailto:info@ecyhtrust.com)

Website: [www.ecyhtrust.com](http://www.ecyhtrust.com)

ECYH Trust is a non-profit organisation that aims to help local Church Halls, Community Centres, Youth Centres, Community Groups and Village Halls by providing high quality building work, renovation work and improvements to disabled access. The Trust aims to ensure customer satisfaction, a reliable service, offer affordable prices and to complete works within a reasonable time scale. Types of work include disabled access improvements, minor building work, painting and decorating, and portable appliance testing for appliances used within community centres or halls.

Building service not currently available to private individuals.

## **Scarborough Borough Council – Building Standards Consultancy**

Town Hall, St. Nicholas Street, Scarborough, YO11 2HG

Tel: 01723 232441

Fax: 01723 506210

E-mail: [BuildingStandards@scarborough.gov.uk](mailto:BuildingStandards@scarborough.gov.uk)

Open Monday to Friday, 8.30am - 5pm

The Building Standards Consultancy is responsible for ensuring that new buildings are properly designed and constructed to ensure the health, safety, welfare and convenience of the people using them. The independent Building Assessment Service is available for the domestic householder or any business wanting to build within the Scarborough Borough. Guidance can be given on accessibility issues and obligations under building regulations, for example ramped access to entrances, door, corridor and lobby requirements, fire safety. Contact the Building Standards Consultancy Service for more information.

**White Rose Home Improvement Agency (HIA)**  
**(formerly Scarborough Borough HIA)**

Town Hall, St. Nicholas Street, Scarborough, YO11 2HG

Tel: 01723 232527

Fax: 01723 365280

E-mail; [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk)

Open Normal office hours

A not for profit service to assist older people and those with disability needs and other vulnerable home-owners and tenants living within Scarborough and Ryedale Boroughs, chiefly in the private sector, to repair, maintain and adapt their homes. The Agency provides advice, support, practical and financial help to enable them to remain in their own home in greater comfort and safety. Assistance can include such things as arranging funding for major repairs, arranging for tenders of work and dealing with contract administration, arranging for the HIA Handyman Scheme to carry out small jobs such as fixing tap washers, giving general advice on such matters as home safety and benefits.

## **The ADAPT Trust**

PO Box 16817, Glasgow, G12 8WX

Tel/ Fax: 0141 3575515

E-mail: [adapttrust@btconnect.com](mailto:adapttrust@btconnect.com)

Website: [www.adapttrust.co.uk](http://www.adapttrust.co.uk)

ADAPT (Access for Disabled people to Arts Premises Today) is a charitable trust established in 1989 and registered as an independent charity in 1992.

The Trust operates throughout the UK and its goal is to improve access by advising and assisting arts and heritage venues to create effective access for everyone. ADAPT provides awareness training, awards for excellence and a consultancy service.

Please note that all ADAPT grant schemes are permanently closed. No further applications will be accepted.

# CARERS

## **Caring Together - Whitby & District**

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 605757

Fax: 01947 829808

E-mail: [caringwhitby@btopenworld.com](mailto:caringwhitby@btopenworld.com)

Open Monday to Friday 9am – 4pm

Contact: Helen Spinks, Manager

Provides a visiting service offering emotional and practical support for elderly people living alone. Sitting service for carers, provided by volunteers, to enable carers to have a break from their caring responsibilities. Provides information and support for carers and people who suffer from the effects of Alzheimer's Disease and other illnesses which cause confusion.

Monthly support group for carers in the Whitby area, meeting at The Coliseum on the second Wednesday of every month at 2pm - speakers arranged to cover subjects chosen by group members, and an opportunity for carers to share their concerns, receive some positive support and simply take time out to relax. Other activities include outings, craft afternoons and Christmas party.



## **Parent to Parent**

NCH, Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 341621

NCH telephone support scheme for parents, living in Scarborough, Whitby and Ryedale, who have children with disabilities. The scheme provides a listening ear and puts parents in touch with others in similar circumstances, enabling them to offer mutual support.

## **Scarborough and Ryedale Carers Resource**

96 High Street, Snainton, Scarborough, YO13 9AJ

Tel: 01723 850155 (24 hr answer phone)

Fax: 01723 850797

E-mail: [staff@carersresource.net](mailto:staff@carersresource.net)

Website: [www.carersresource.net](http://www.carersresource.net)

Open Monday to Friday 9am - 4pm. Closed weekends and bank holidays.

Contact: Elizabeth Richards

An independent organisation that aims to support and empower all carers in this area. The organisation is staffed by people who understand the strains of being a carer and who try to help by allowing time to talk in confidence, giving information about what help is available, helping carers "through the system" to arrange support, putting carers in touch with each other and support groups, sending out a free magazine "Focus Carer".

Extensive information is available about equipment, holidays, transport, sitting services, respite care, residential care, benefits, home help, illness and disabilities, assessments, specialist organisations and research on carers needs.

Carers support groups organised in certain areas, and monthly support sessions at some GP surgeries.

## **Scarborough and Ryedale Carers Resource – Carers Support Group**

96 High Street, Snainton, Scarborough, YO13 9AJ

Tel: 01723 850155 (24 hr answer phone)

Fax: 01723 850797

E-mail: [staff@carersresource.net](mailto:staff@carersresource.net)

Website: [www.carersresource.net](http://www.carersresource.net)

Contact: Liz Brown, Support and Information Officer, Carers Resource; Becky Turton, Assessment Worker Mental Health Services (Tel: 01723 368185)

The group meets on the first Thursday of every month, 11am - 1pm

Carers Support Group is for anyone who is involved in helping or supporting a friend or relative with some kind of mental health problem. This could be an adult or young person with Schizophrenia, Depression, Anxiety or Dementia. The group provides a listening ear, an informal setting to chat, exchange information and share experiences. Speakers have covered topics such as Aromatherapy and

Relaxation. Other speakers have included a worker from Crisis Call, a Mental Health Nurse and a Psychiatrist.

The group meets at Whitby InterActive, The Archway, Skinner Street, Whitby.

## **Scarborough, Whitby and Ryedale Young Carers Project**

Contact 01723 378582.

Organised in conjunction with NCH, the aim of the project is to offer support and ensure a full range of services to meet the needs of young carers/ young people involved in the care of disabled family members.

# CHILDREN AND YOUNG PEOPLE

## **ASBAH (Association of Spina Bifida and Hydrocephalus)**

45 The Paddock, York, YO2 6AW

Tel: 01904 798653

E-mail: [enquiries@asbah.org](mailto:enquiries@asbah.org)

Website: [www.asbah.org](http://www.asbah.org)

Contact: Miss Faith Seward

Provides support to parents when children have been given a diagnosis of Spina Bifida/ and or Hydrocephalus. Support is given to children and family on educational matters. ASBAH helps young people access services to progress towards control of their lives.

## **Cambridge Centre - Youth and Outreach Service**

1 Silver Street, Whitby, YO21 3BU

Tel/ Fax: 01947 601601

E-mail: [info@cambridgecentre.org](mailto:info@cambridgecentre.org)

Website: [www.cambridgecentre.org](http://www.cambridgecentre.org)

Open for drop-ins and appointments, Monday 9am - 4.30pm, At all other times contact the Scarborough office on Tel: 01723 367475 (see page 110).

Advice, information, advocacy and support for people affected by or using alcohol or drugs, including prescribed and over the counter medicines, and solvents.

## **Child and Adolescent Mental Health Service (CAMHS)**

Beck House, 3 West Parade Road, Scarborough, YO12 5ED

Tel: 01723 352522

Contact: Gill Berry, Manager

Open Monday to Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

Specialist Children & Adolescent Mental Health Team: Community Psychiatric Nurses, Psychiatrists, Occupational Therapist, Psychologist, Social Workers, CAMHS Practitioners & Community Support Worker.

Primary Mental Health Worker Team: A group of professionals who work in GP surgeries usually providing first contact, assessment and intervention where appropriate.

Looked After Children (LAC) Team: A team of CAMHS professionals working specifically with children looked after by the local authority, who have complex needs or child protection issues where there is also a mental health concern.



Referral to all services through GP, School Nurse, Health Visitor or Paediatrician. The LAC team take referrals from Social Services. The services are based at Beck House. Clinics are also held throughout the locality.

## **Children's Information Service** (North Yorkshire County Council)

See page 68, North Yorkshire Families Information Service.

## **Children's Therapy**

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QJ

Tel: 01723 342357

Contact: Judith Baigent, Service Head of Department

Open Monday to Friday 8am - 5pm. Closed weekends and bank holidays

A district wide community service providing holidays, physiotherapy and occupational therapy for children (from birth to leaving school) with physical difficulties. The service can give advice on specialist equipment, toys and activities for children with special needs. The service can only be accessed through referral from a doctor.

## Contact a Family - Family Support Service

Tel: 01723 859839

E-mail: [linda.legg@cafamily.org.uk](mailto:linda.legg@cafamily.org.uk)

Contact: Linda Legg, Family Worker

A service for families who have a child, aged from 0-19 years, with a diagnosed or undiagnosed disability or long term condition. It is for those who would welcome some support from an independent worker and who are not receiving a similar service from anyone else. The Family Worker aims to help parents and carers with issues that arise from caring for their disabled child. Help is short term, but families can ask for support again should the need arise.

Support provided can include, help setting up parent support groups, managing the transition between children's and adult services, information on local services, negotiating with other agencies such as social services or education, help with accessing benefits, emotional support through a crisis or time of stress for example when receiving a diagnosis or moving to a new school.

The service is confidential. The Family Worker will only speak to other services with the family's permission unless there are concerns about a child's safety. The Family Support Service covers North Yorkshire (and some parts of Cleveland if required).

## **Contact a Family (incorporating The Lady Hoare Trust)**

209-211 City Road, London, EC1V 1JN

Tel: 020 7608 8700 (Admin)

Tel: 0808 808 3555 (Helpline)

E-mail: [info@cafamily.org.uk](mailto:info@cafamily.org.uk)

Website: [www.cafamily.org.uk](http://www.cafamily.org.uk)

Contact: Yvonne McGahen, Information Officer

Office open Monday to Friday 9am - 5pm. Closed weekends and bank holidays,  
Helpline available Monday to Friday 10am - 4pm, Monday evening service 5.30pm  
- 7.30pm

UK charity providing advice, information and support to families with disabled children. They can put families in touch with support groups for specific medical conditions as well as linking individual families affected by rare disorders. Web based linking service where parents can register to be contacted by other families around the world.

Freephone helpline has a specialist welfare rights advisor and can provide basic immigration advice. Free factsheets and regular local and national newsletters and magazines. Access to Language Line interpreters over the telephone. Advice and guidance to parents who wish to start a local or national support group. Team of parent advisors as point of contact for any parent or professional looking for information or contacts for rare conditions.

## **Disabled Children's Services Team (North Yorkshire County Council Adult and Community Services)**

North Yorkshire House, 442/ 444 Scalby Road, Scarborough, YO12 6EE

Tel: 01723 508670

Switchboard: 01609 780 780

The Team provides a statutory service to disabled children and their families in the Whitby, Ryedale and Scarborough area. The Team responds to families in need of support or help to access practical support in the home, play and leisure activities, breaks from caring for a disabled child, advice and support.



## **Family Fund**

Unit 4, Alpha Court, Monks Cross Drive, Huntington, York, YO32 9WN

Tel: 0845 130 4542 (low cost line)

Fax: 01904 652625

01904 658085 (minicom/ text phone)

E-mail: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

Website: [www.familyfund.org.uk](http://www.familyfund.org.uk)

An independent trust funded by the government. The purpose of the trust is to ease stress on families who care for a severely disabled child (under 16 years), by providing grants and information related to the care of the child. Grants include laundry equipment, holidays, outings, driving lessons, bedding, clothing and other items related to the care of the child. Applications should be made in writing, giving the child's full name, address, date of birth, brief details of the child's disability and the kind of help you need.

## **Whitby Underground**

Church House Centre, Flowergate, Whitby, Yo21 3BA

Tel: 01947 605256

Tel/ Text: 07852 731862

E-mail: [whitbyunderground@hotmail.co.uk](mailto:whitbyunderground@hotmail.co.uk)

Free community led counselling service for young adults aged between 14 – 25. The service provides trained volunteers to give you support when you need it. Underground provides a safe, informal, friendly environment in which you can talk through any worries you might have. The service is completely confidential. Volunteers are trained to deal with many issues and problems, including relationship difficulties, family breakdown, exam stress, anxiety, anger management, low self esteem, sexuality, eating disorders, bereavement, alcohol or drug-related issues.

Direct telephone number, confidential e-mail address and drop-in at Church House Centre, Whitby every Tuesday and Thursday 4pm – 7pm.

## **First Steps Scarborough, Support Group**

The Children's Centre, Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 500621

Fax: 01723 341621

E-mail: [firststeps@firststeps101.fsnet.co.uk](mailto:firststeps@firststeps101.fsnet.co.uk)

Contact: Mandy Widdowson, Viv Allen

Open Friday 10am - 12 noon, including school holidays. Closed bank holidays unless prior arrangements have been made

Support Group for parents of children with special needs meets every Friday morning to offer parents mutual support, advice and information. All welcome. Service covers Scarborough, Filey, Malton, Farndale, Hawnby.

## **InterActive Whitby & District**

1 The Archway, Skinner Street, Whitby, YO21 3AJ

Tel: 01947 601259

Fax: 01947 825796

E-mail: [projects@InterActiveWhitby.fsnet.co.uk](mailto:projects@InterActiveWhitby.fsnet.co.uk)

Contact: Cathryn Millar, Co-ordinator

Open Monday to Friday 9am - 4pm

InterActive offers inclusive play and leisure opportunities and respite care to children and young people under the age of 18, of all abilities, who live in the Whitby & District area. Children and young people with particular needs are especially welcome.

Activities include Saturday Outings (a programme of Saturday activities for children and young people with disabilities and special needs. Please contact the office for details), under 5's projects (Fit Tots), Holiday Schemes, Holiday play days. Please see following pages for details.

Under 5's Project Term time only. Fit Tots: Tuesday 10.15am - 11.15am.

Children with particular needs are especially welcome at under 5's projects. All activities are fully inclusive and accessible. All children must be accompanied by a parent/ carer who will participate with the child in activities. Contact InterActive for details of other sessions

"Fit Tots" & "Fit Tots on Tour" - Sessions in the Whitby Pavilion Activity Hall, four sessions - rolling programme visiting rural villages in term time only. Fit Tots offers physical play sessions, encouraging co-ordination, motor skills development and social interaction through gymnastic play, games and songs.

"Art Tots" - inclusive, creative play sessions in Whitby and the rural villages for the under 5's, encouraging motor skills development, social interaction and creativity through art play.

"Toy Library" - Undergoing refurbishment at time of writing. Contact InterActive to check re-opening, days and times.

Holiday schemes - Summer Holiday: 4 weeks of schemes run from Monday to

Friday 9.30am - 3.30pm. Inclusive holiday schemes in Whitby and the rural area for children aged 5-12 years, of all abilities.

Playdays - 2 sessions, 9.30am - 3.30pm. Activities Week -start and finish times depend on the day's activities. Holiday Playdays: occasional day events. Activities include sport, games, art, craft, drama, music and outings.

Holidays: subject to available funding. Contact InterActive for details and programmes. Places must be booked in advance.

## **Lobster Pot Creche**

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 821988/ 605256

Open Monday to Friday 7.45am - 6pm all year round. Closed bank holidays.

Contact:

Offers quality child care by experienced, qualified staff, for a maximum of 20 children aged from birth to 5 years of age. Attendance on sessional basis.

Registered with the Department of Education and Skills as a provider of Nursery Education. Under current law every 4 year old and some three year olds are entitled to five free two and a half hour sessions of nursery education each week.

## **NCH - Respite Care**

NCH, May Lodge, Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 364701

Fax: 01723 381637

E-mail: [neml@nch.org.uk](mailto:neml@nch.org.uk)

Website: [www.nch.org.uk](http://www.nch.org.uk)

Open 6 days a week. Closed Monday evenings.

Contact: Mavis Crowforth, Manager

Offers family based residential respite care 6 days per week (4 beds) for children with special needs living in the Scarborough, Ryedale and Whitby area. Before a residential stay a child would make short visits to the unit to get to know the staff and surroundings. Families may stay in the unit for as long as they wish, until they are reassured that their child is happy and secure.

Through the week children/ young people come in after school, stay for the evening/ overnight and go to school straight from May Lodge the next day. At



weekends children & young people come in at 11.30am and go home at 10.30am the following morning. The service has a minibus, video library, and is a purpose built fully accessible centre. Limited parking.

Families can access the service by contacting The Disabled Children's Service on 01723 508670.

## **NCH Children's Centre**

NCH, Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 341621

Contact: Julia Fawthrop

Working in partnership with the Children and Families with Disabilities Team to include children and young people in their local schemes such as "Butterflies" and "Busy Bees".

Usually 10am -3pm throughout summer holidays, dependent on local providers. Referrals to service must be made through the Disabled Children's Services Team on 01723 508670.

## **NCH Independence Support Scheme**

Tel: 01723 364785

Open Normal office hours

Helps young people aged 18 - 23, who have a disability and live in the Scarborough, Whitby or Ryedale area, to access opportunities for independence. This may include advocacy, leisure activities, housing and employment. Support given in groups and one to one.

## **NYCC Families Information Service** (formerly Children's Information Service)

Tel: 0845 6011630 (Helpline)

Text: 07624 802 425

E-mail: [FIS.information@northyorks.gov.uk](mailto:FIS.information@northyorks.gov.uk)

Website: [www.nyfamilies.info](http://www.nyfamilies.info)

North Yorkshire County Council provides a childcare brokerage service through the Families Information Service (FIS) to help working parents find registered childcare. The FIS is an impartial service available to all parents of children aged up to 19 years.

The FIS recognises the difficulties that can face families looking for childcare, such as finding vacancies, affordability and support if the child has additional needs relating to behavioural difficulties, learning difficulties or other impairments. The FIS staff will help families find registered childcare to enable them to work or train.

## **PAPYRUS**

Tel: 01706 214449 (office)

E-mail: [Admin@papyrus-uk.org](mailto:Admin@papyrus-uk.org)

Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

HOPElineUK Tel: 0870 170 4000, Monday to Friday 7pm - 10pm, Saturday and Sunday 2pm - 5pm.

National UK charity committed to the prevention of young suicide, particularly teenagers and young adults. The telephone helpline, HOPElineUK is staffed by professionally qualified advisors who can give support, practical advice and information to anyone who is concerned that a young person they know may be suicidal.

## **Youth Shack (formerly Rafters)**

New Quay Road, Whitby, YO21 1DH

Tel: 01609 536196

Contact: Deborah Stelling, Area Youth Worker

Opening times:- Monday 4 - 6.45pm (any 13 to 19 year olds), 7.15 - 9.15pm project night (Beats Work and Never 2 L8 2 CR8); Tuesday 4 - 6.45pm (open to young people from outside Whitby town), 7.15 - 9.15pm (Year 12 to 19 years old); Wednesday 4 - 6.45pm (6th form), and 7.15 - 9.15pm (Year 8 to Year 11).  
Connexions Drop-in every Thursday 10am-12.30pm & 1.30 – 4pm.

Youth Centre located in Whitby town centre, for young people aged 13 to 19 from across the Whitby area. The centre is a one stop shop where young people will be able to meet social services, school nurses, the young offending team and other professionals in a non intimidating environment.

## **Registered Childminders**

North Yorkshire County Council (NYCC) Customer Services Centre

Tel: 0845 034 9410

Contact NYCC Customer Services Centre for details of registered childminders.

## **Relate North East - Time to Talk**

Allatt House, 5 West Parade Road, Scarborough, YO12 5ED

Tel: 0800 980 5907 (for appointment)

Tel: 01723 369858 (Scarborough office)

E-mail: [relatene-scarborough@ic24.net](mailto:relatene-scarborough@ic24.net)

Meets Wednesday evening in Scarborough. The centre is closed during the day on Wednesdays and during Christmas and New Year holidays

Contact: Jane Thornton, Team Organiser

Counselling service for young people aged 11-18 years who are going through difficulties in their personal relationships with parents, step-parents or family, for any reason. Meetings last between 20 minutes and 1 hour. You can have as many meetings as you feel necessary and may stop at any time. The service is not available in Whitby but meetings can be arranged in Scarborough or Middlesbrough if clients are able to travel there.



## **Ryedale Special Families**

121 Town Street, Old Malton, YO17 7HD

Tel: 01653 699000

E-mail (general enquiries): [lisakeenan@ryedalespecialfamilies.org.uk](mailto:lisakeenan@ryedalespecialfamilies.org.uk)

Website: [www.ryedalespecialfamilies.org.uk](http://www.ryedalespecialfamilies.org.uk)

Open 9am to 4.30pm

**Ryedale Special Families** is an independent charity founded in the early 1990s by a group of parents of disabled children, for families with children with disabilities and special needs who live in Ryedale, North Yorkshire.

We provide: support groups, respite care, sensory room, special education advice, parent-to-parent helpline, advocacy, family social events, therapy and meeting rooms, library links to national organisations, home visits, internet access

Staff e-mail addresses: [davidbrewster@ryedalespecialfamilies.org.uk](mailto:davidbrewster@ryedalespecialfamilies.org.uk)  
[sueveitch@ryedalespecialfamilies.org.uk](mailto:sueveitch@ryedalespecialfamilies.org.uk)  
[lisakeenan@ryedalespecialfamilies.org.uk](mailto:lisakeenan@ryedalespecialfamilies.org.uk)

## **Teenage Drop-in Centre**

Community Health, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824245

Monday 4-5pm (closed bank holidays). No appointment needed.

Contact: Jill Lane, Sexual Health Specialist

Drop-in service is staffed by a doctor and nurses and gives confidential service for contraception, pregnancy testing, emergency contraception (morning after pill), and condoms. Gives help, support and advice on smoking and health concerns, sexually transmitted infections, relationships, alcohol and drugs.

## **The Endeavour Fun Club**

The Bungalow, Airy Hill School, Whitby

Tel: 01947 606373

Open every day except Christmas week, 8am - 9am, 3.15pm -6pm. Times may vary between term time and holiday times.

Contact: Caroline Turnbull, Manager; Vicky Hopper, Deputy Manager

Out of school club aiming to provide quality, affordable child care for school children aged 4 to 11 years. The club aims to provide a safe, happy and stimulating environment where parents can leave their children with no worries. We offer a planned structure of activities along with free play opportunities. Activities include art and design, games, videos, music, and role play.

The club is run by trained and experienced play workers and is registered with Ofsted. Mobile creche facility is now available to organisations running training and events for parents. The team of staff are qualified and experienced with both babies and young children. Contact Caroline or Vicky for more information about the service, prices etc.

## **Umbrellas - Short Breaks Service**

NCH, 3rd Floor, Europa House, 20 Esplanade, Scarborough, YO11 2AQ

Tel: 01723 360389

Shared care scheme run by NCH and Barnardos for disabled children (aged 0 - 18) and their families. Umbrellas offers a sitting service, outings and occasional overnight stays with carers. Breaks can range from a few hours to a couple of days, and may be in the home of a carer or a sitter looking after the child in their own home.

## Youth Enquiry Service (YES) - Whitby

The Youth Enquiry Service is no longer available. See Youth Shack (**page 70**) for details about weekly Connexions Drop-in.

# CHIROPODY AND PODIATRY

## Chiropodists

**L Phillips Ebbs**, 3-4 Hunter Street, Whitby, YO21 3DA, Tel: 01947 820319;

**S Black**, 5a Skinner Street, Whitby, YO21 3AH, Tel: 01947 825137;

**Kearney Pell**, 64 Eskdale Road, Whitby, YO22 4JJ, Tel: 01947 601424.

## **Department of Podiatry and Foot Health, Scarborough**

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01723 342822

Fax: 01723 342856

Telephone: 01723 342822 for details of opening times.

E-mail: [simon.valente@acute.sney.nhs.uk](mailto:simon.valente@acute.sney.nhs.uk)

Contact: Mr Simon Valente, Podiatry Manager

Assessment, diagnosis, advice and management of foot-related problems. Referrals are made through any health professional e.g. GP, Nurse or Health Visitor. There is no age limit for patients who access the service. Treatment sessions are held in Whitby, Robin Hoods Bay, Egton, Danby, Sleights and Staithes. Home visits can be arranged only for people who are housebound.

# COUNSELLING

## **Bereavement Support Service**

St. Catherine's Hospice, Throxenby Lane, Scarborough, YO12 5RE

Tel: 01723 351421

Fax: 01723 356033

E-mail: [bssgeneral@st-catherineshospice.org.uk](mailto:bssgeneral@st-catherineshospice.org.uk)

Website: [www.stcatherineshospice-nyrks.org](http://www.stcatherineshospice-nyrks.org)

Open Monday to Thursday 9am - 4pm, Friday 10am - 1pm. 9am - 5pm. Some evening and Saturday morning appointments are available.

Contact: Kath Atherton, Service Manager

Bereavement support and counselling for children. Service to clients is largely available to young people and adults living in Scarborough, Filey, Whitby and Ryedale areas of North Yorkshire. One to one support is available at a variety of



venues, including the hospice, day hospice, hospitals and GP practices, and in schools (for children). Group support is offered at the Scarborough hospice.

People can refer themselves or ask to be referred by their GP, health, social care, education or other support agency workers. Following referral a Counsellor will meet with the client and undertake an initial assessment, and agree appropriate on-going support. The number of sessions varies according to client need.

## **Relate North East**

The Street, 12 Lower Clark Street, Scarborough, YO12 7PW

Tel: 01325 4610500

E-mail: [counselling@relatenortheast.org.uk](mailto:counselling@relatenortheast.org.uk)

Website: [www.relatenortheast.org.uk](http://www.relatenortheast.org.uk)

Confidential counselling service for people with relationship difficulties. No counselling available at current time in Whitby, but clients can be seen at Scarborough or Middlesbrough if they are able to travel. Clients are asked to contribute a negotiated amount for their counselling (discussed and agreed during the initial 1 hour consultation session).

## **Samaritans – Scarborough**

79 Dean Road, Scarborough, YO12 7QS

Tel: 01723 368888

Tel: National Helpline 0845 790 9090

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

Scarborough office usually open to receive callers daily, 12 noon - 10pm.

UK charity offering confidential emotional support (24 hours per day, 365 days per year), to people who are suicidal or despairing.

## **The Compassionate Friends**

17 Barton Crescent, Billingham, Cleveland, TS22 5HJ

Tel: 01642 551261

Tel: 0845 123 2304 (national helpline)

Website: [www.tcf.org.uk](http://www.tcf.org.uk)

Local Contact: David and Janet - Pickering Tel: 01751 472201

National helpline open most days (including weekends and bank holidays) 10am - 10pm. Local contact available at any reasonable time.

A self-help organisation for parents and siblings of a child (of any age, including adult) who has died. Sympathy, friendship and support are offered through home visits, newsletter and telephone contacts. Service can be accessed by referral, self referral, national helpline and website.

National office 53 North Street, Bristol, B53 1EN.

## **Victim Support**

Tel: 0845 30 30 900 (Victim Supportline)

Textphone: 020 78 96 3776

Textdirect Access No: 18001 0845 30 30 90

E-mail: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

Open Monday to Friday 9am - 9pm, Saturday and Sunday, 9am - 7pm; Bank Holidays 9am -5pm

National Charity providing free, confidential support to people affected by crime. Support is given to victims of crime, people going to court (Witness Service) and through the Victim Supportline.

## **Victim Support (North Yorkshire)**

The Priory Street Centre, York CVS, 15 Priory Street, York, YO1 6ET

Tel: 01904 550 510

Tel: 0300 303 1971 (Witness Services)

Office open Monday to Friday, 8am-8pm.

North Yorkshire branch of national Victim Support scheme providing support for people affected by crime.

# **CUSTOMER/ CLIENT/ PATIENT CONSULTATION**

## **Cancer Care Alliance**

Cancer Services Office, Freepost Middlesbrough TS5 5BR

Tel: 01642 854306

Contact: Lisa Cunnington

Contact Cancer Care Alliance if you have experience of local cancer services within Teesside, South Durham and North Yorkshire either as a patient or carer and would like to feedback your views and get involved in solving any problems.

## **Scarborough and North East Yorkshire NHS Trust Patient Advice and Liaison Service (PALS)**

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01723 34 24 34

E-mail [PALS@acute.sney.nhs.uk](mailto:PALS@acute.sney.nhs.uk)

Website [www.scarborough.nhs.uk/pals.php](http://www.scarborough.nhs.uk/pals.php)

PALS is designed to help patients, their carers and families by providing information to help you make contact with your GP, hospital or any NHS service as easy and as beneficial as possible; providing information about treatments or local support groups, carers and advocacy groups.

You can contact PALS to give a comment, suggestion or idea to make the service better, or to tell them if the care or service you have received has been good. PALS can also help if you have a concern about your treatment or any aspect of the services provided by the Primary Care Trust and aims to help resolve any concerns quickly.



# **DAY CARE AND DAY CENTRES**

## **Day Hospital**

Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824209

Fax: 01947 820568

Contact: J Walker, Sister

Fully integrated day hospital service which operates from Monday to Friday. It is supported by physiotherapists, speech therapists and occupational therapists to meet the patients' needs. Patients are referred via their own GP and are at the Day Hospital for a limited time only, for some specific treatment or assessment. Transport to and from the day hospital can be arranged.

## **Elders Street Day Centre**

Elders Street, Scarborough, YO11 1DZ

Tel: 0845 034 9410 (North Yorkshire County Council Customer Services Centre)

Elders Street Day Centre provides day care, outreach and supported employment to adults and older people with disabilities. Contact the Customer Services Centre for details of opening times and referral.

## **Larpool Lane - Day Centre**

1 Larpool Lane, Whitby, YO22 4JE

Tel: 01947 601975

Monday to Friday 8.30am - 4.30pm. Closed weekends and bank holidays

Contact: NYCC Adult and Community Services Care Managers

The Day Centre aims to provide a service which meets the needs of carers and service users alike. It provides emotional and physical support to enable people to remain in the community with the help of statutory and voluntary organisations. Carers are encouraged to be involved, voice their needs and help in the decision making. The centre can provide transport as well as lunch and tea. During the day activities and trips are organised. Referral to the Day Centre is by a Care Manager (Tel: 0845 034 9410).

## **Trinity Centre**

Flowergate United Reformed Church, Flowergate, Whitby, YO21 3BA

Tel: 01947 601548

Open Monday & Wednesday 8.30am - 4.30pm; Friday 8.30am -3.30pm. Closed bank holidays and during Christmas and New Year.

Contact: Barbara Plum

Day Centre providing good quality day care for older and disabled people from Whitby and the surrounding villages, together with door to door transport facilities (minibus with disabled lift at the rear).The Trinity Centre is accessible for people with disabilities, having wide doors and a lift to the first floor. There are disabled toilets on the ground and first floor. The Centre is for socially isolated people, enabling them to meet new friends, have a home-cooked meal at lunchtime and to join in activities such as whist, dominoes and bingo. Trips out are also arranged during the year.

Referral to Trinity Centre is by self referral or via NYCC Adult and Community Services, Tel: 0845 034 9494, or by contacting The Trinity Centre for information.

# **DEAF AND HARD OF HEARING**

## **Deaf Awareness & British Sign Language Classes**

Yorkshire Coast College

Tel: 01723 372105 (Switchboard),

Tel: 01723 356211 (direct line)

Contact: Diane Whitehead

Contact for information on courses, days, times, venues, course costs.

## **Hearing Aid Clinic**

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel/ Fax: 01723 342821

Hearing Aid Clinics are by appointment only. Clients may be referred by the Social Worker for the Hearing Impaired.

For referral to the Social Worker for the Hearing Impaired contact North Yorkshire Council Adult & Community Services (see page 230).

Hearing aid batteries are available from most GP surgeries and hospital reception desks and can be obtained by post.

## **Hearing Dogs for Deaf People**

The Grange, Wycombe Road, Saunderton, Princes Risborough, Bucks, HP27 9NS

Tel: 01844 348100 (voice & minicom)

Fax: 01844 348101

E-mail: [info@hearing-dogs.co.uk](mailto:info@hearing-dogs.co.uk)

Website: [www.hearing-dogs.co.uk](http://www.hearing-dogs.co.uk)

Launched in 1982 Hearing Dogs for Deaf People trains dogs to assist deaf owners by alerting them to sounds hearing people take for granted in the home, workplace and public buildings.

Covers England, Scotland, Wales Northern Ireland and the Channel Islands.

Contact the main office or visit the website for further details including how to apply for a Hearing Dog.

## **National Subtitling Library for Deaf People**

3rd Floor, Victoria Mill, Andrew Street, Stockport, SK6 5HN

Tel: 0161 449 9650

E-mail: [members@nsl dp.freese rve.co.uk](mailto:members@nsl dp.freese rve.co.uk)

The National Subtitling Library for Deaf People (NSLDP) is a Registered Charity which has been established since 1984 to supply subtitled videos to the Deaf and hard of hearing.

The NSLDP has over 500 recreational and educational titles with Open Subtitles, including new and classic movies and TV shows. The aim of the NSLDP is to reach those members of the Deaf and hard of hearing communities who do not have the funds or access to the latest technology to view video tapes at their leisure.

NSLDP tapes are available through selected local libraries or through their Post Script postal video hire service. There is a cost to join with subsequent charges per video tape, which includes packing and postage (both ways).



## **Ransdale House**

54 Caversham Road, Middlesbrough, TS4 3NU

Tel/ Fax: 01642 320785

E-mail: [referrals@hearingloss.org.uk](mailto:referrals@hearingloss.org.uk)

Contact: Manager

Rehabilitation and residential home for deaf adults who have a range of additional needs including autism, and learning and physical disabilities. Long and short term care provided. The home is staffed 24 hours per day. Residents are supported to learn skills to aid independence, such as cooking, shopping, using public transport, and there is a garden, summer house and conservatory used for sensory development.

## **Action on Hearing Loss: RNID – Typetalk**

PO Box 284, Liverpool, L69 3UZ

0800 7 311 888 (telephone helpline)

0800 500 888 (text helpline)

E-mail: [helpline@rnid-typetalk.org.uk](mailto:helpline@rnid-typetalk.org.uk)

Website: [www.typetalk.org](http://www.typetalk.org)

Typetalk and TextDirect are available 24 hours a day, 365 days a year, including Christmas Day, Boxing Day and New Years Day

Typetalk is the national telephone relay service which enables deaf, deaf blind, deafened, hard of hearing and speech impaired people to communicate with hearing people anywhere in the world by providing a link between the text phone user and the hearing person, via BT TextDirect.

TextDirect was developed by BT but can be used if your communication provider is not BT. To make a call through BT TextDirect, a text phone user needs to dial 18001 followed by the full number (including STD code) of the person they wish to

call. Once the call is answered, the Typetalk Operator will come on the line to relay the call. Similarly a hearing person wishing to call a text phone user would dial 18002 followed by the full number (including STD).

BT provides a 60% rebate on the text part of the call and callers are advised to contact their service provider for information regarding rebates.

Text Relay - 18001 followed by the full number to call including STD;

Voice Relay - 18002 followed by the full number to call including STD;

Emergency text relay – 18000

### **Action on Hearing Loss: RNID**

Tel: 0808 808 0123

Textphone: 0808 808 9000

Free confidential and impartial information on a whole range of subjects relating to deafness, hearing loss and tinnitus.

## **Sarabec Ltd - Loop Systems & Communication**

15 High Force Road, Middlesbrough, TS2 1RH

Tel: 01642 247789

Fax: 01642 230827

E-mail: [sales@sarabec.co.uk](mailto:sales@sarabec.co.uk)

Website: [www.sarabec.com](http://www.sarabec.com)

Open Monday to Thursday 8.30am - 5pm, Friday 8.30am - 4pm. Closed weekends and bank holidays

Contact: Sales Department

Specialises in the manufacture and marketing of a comprehensive range of products for people who are deaf and hard of hearing. All goods are supplied on a 28-day money back guarantee basis, which allows clients to try the item at home.

Products include TV and audio equipment, doorbells, timekeeping accessories, Telecommunications, alerting devices etc.

## **Scarborough & District Deaf Society**

Tel/ Minicom/ Typetalk/ Fax: 01723-516203

An organisation for deaf people to meet regularly on a social basis. Contact for details.

## **Welcome Ear (Hard of Hearing)**

20c Riverside Gardens, Nether Poppleton, York, YO26 6JZ

Tel: 01904 783878 (voice message)

E-mail: [rkdeaf@msn.com](mailto:rkdeaf@msn.com)

Website: [www.welcomeear.btck.co.uk](http://www.welcomeear.btck.co.uk)

Contact: Roger Keeling, Secretary

The Scarborough & District Welcome Ear Association has closed. The website is designed to support those with a hearing loss, in particular Cochlear Implant users, who are not sure what and where help is available to them.

## **Whitby Hard of Hearing Club**

7 Taunton Vale, Hunter's Hill, Guisborough, TS14 7NB

Tel: 01287-633722 (Secretary)

Tel: 01947 605404 (Treasurer)

Contact: Mrs P Walker (Secretary), Mrs M Walker (Treasurer)

Social group for hearing impaired people. Activities include playing scrabble, dominoes, regular outings, Christmas lunch. Signing service available if requested. Own transport required as there is no pick-up.

## **Whitby Hearing Aid Centre**

This shop is now closed.



# DENTAL SERVICES

## Dental Surgeries

Please contact to check opening times and whether NHS and/ or private treatment is available.

**Bee & Associate**, 9 Victoria Square, Whitby, YO21 1EA, Tel: 01947 820026;

**D McMillan**, North Yorkshire Dental Care Service, Dental Department Whitby Hospital, Tel: 01947 824248;

**The Dental Practice**, 2 Havelock Place, Whitby, YO21 3ER, Tel: 01947 602040.

## **North Yorkshire Dental Care Services – Whitby**

Whitby Dental Clinic, Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824248

Open Monday to Thursday 8.30am -12.30pm, 1.30pm - 5pm. Friday 8.30am - 12.30pm, 1.20pm - 4.30pm. Access to emergency treatment during evenings, weekends and bank holidays via NHS Direct Tel: 08454647

Emergency treatment for adults and children who are not registered with a dentist. Emergency and long term care for children and adults with special needs - physical, sensory, mental, emotional or social disability who would be unable to see a regular high street dentist. Intravenous and inhalation sedation for patients referred by local dentists/ doctors.

Domiciliary visits for limited treatment to those unable to access the clinic, including visits to hospital wards. General anaesthetic for those with special needs.

# **DISTRICT NURSES**

District Nurses, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824208/ 824270

District Nursing Service, Monday to Sunday 8.30am - 5pm

Evening Nursing Service, Monday to Sunday 5pm - 10pm

The District Nursing Service provides holistic skilled nursing care to patients within their own home, specifically to those people unable to attend their GP surgery. District Nurses assess health needs and develop packages of care in conjunction with other agencies and services. A wide range of services are provided including wound care, chronic disease monitoring, palliative care, care of people with terminal illnesses and health promotion. There is always an emphasis on the promotion of self-care.

# **DRUGS AND ALCOHOL**

## **Addictive Behaviours Service**

The Ellis Centre, Dean Road, Scarborough, YO12 7SN

Tel: 01723 356090

Fax: 01723 356091

Open Monday to Friday 9am - 4.30pm. Arrangements can be made outside these hours. Closed weekends and bank holidays

Contact: Pat O' Halloran, Team Manager

Assessment and treatment service for substance users for contact covering the Scarborough, Whitby and Ryedale area. The majority of the work is done within the primary care services in GP's surgeries.

Family Support Worker is available to offer advice and support to family members

of substance users. Referrals to the service are usually via GP, Probation, Adult and Community Services or another treatment agency.

## **Cambridge Centre – Scarborough**

Plaxton House, 23 Alma Square, Scarborough, YO11 1JR

Tel: 01723 367475/ 503803

E-mail: [info@cambridgecentre.org](mailto:info@cambridgecentre.org)

Open Monday and Thursday 9am - 4.30pm, Friday 9am - 4pm. Other times by appointment

Contact: Nikki Orrell, Chief Executive

Free and confidential advice, support, advocacy, counselling and information on all aspects of drug and alcohol use/ issues and difficulties. Also offers one to one support, telephone support, free needle exchange, awareness. Phone to arrange a visit or appointment.

## **Cambridge Centre – Whitby**

See Page **47**

## **Ryedale Drug and Alcohol Advisory Centre (RADAC)**

13a Newbiggin, Malton, YO17 7JE

Tel: 01653 698547

Fax: 01653 698490

E-mail: [info@cambridgecentre.org](mailto:info@cambridgecentre.org)

Open Monday 9am - 4.40pm; Thursday 9am - 4.30pm; Tuesday, Wednesday and Friday to be confirmed

Contact: Hazel Williamson

One-to-one counselling for people with alcohol and/ or drug problems. There are also opportunities for group work, relaxation and acupuncture. Clients can refer themselves or be referred by schools, doctors, Probation, Adult and Community Services.

The centre covers Malton, Pickering, Kirbymoorside, Ampleforth etc. Home visits can be made if necessary.

# EDUCATION AND LEARNING

## **Learning Matters, (Formerly TAP Training Access Points)**

North Bedale Hall, North End, Bedale, North Yorkshire, DL8 1AA

Tel: 0800 515547 (Learning helpline),

Tel: 01677 425900 (all other enquiries)

E-mail: [info@learningmatters.net](mailto:info@learningmatters.net)

Website: [www.learning-matters.co.uk](http://www.learning-matters.co.uk)

Open Monday to Friday 9am - 5pm. Answerphone available at other times.

Yorkshire Training and Learning Matters offers a range of services, free of charge to individuals and businesses, about learning opportunities, funding options, options for managing child care. Information can be provided in different formats.



## **Portage Home Visiting Service**

Pupil and Parent Services, North Yorkshire House, 442-444 Scalby Road,  
Scarborough, YO12 6EE

Tel: 01723 508430

E-mail: [hilary.himsworth@northyorks.gov.uk](mailto:hilary.himsworth@northyorks.gov.uk)

Open Monday to Friday in term time

Contact: Hilary Himsworth

Home teaching service in the Scarborough/ Whitby/ Ryedale area, for pre-school children who have additional needs. The Portage Home Visitor aims to provide support, advice and experience to enable parents to teach their children effectively at home. Each family is visited for about one hour per week by a Home Visitor who, together with the parents, decides which activities will help the child to learn new skills. Parents then teach their child each day for a short period of time.

## **Sensory and Physical Support Services, The Specialist Teaching Service**

Harrogate Education Office, Ainsty Road, Harrogate HG1 4XU

Tel: 01423 700172

Open Monday to Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

Contact: Ros Kendrew, Head of Specialist Teaching Service

We are a service of specialist teachers and support staff working together with schools, parents and other agencies to raise achievements and aspirations of our target groups who are children and young people with physical, visual or hearing difficulties.

# **Whitby & District Business Development Agency**

No longer in operation.

## **Whitby Community College Education Service**

Prospect Hill, Whitby, YO21 1LA

Tel: 01947 601901

Tel: 01947 821169

E-mail: [courses@whitbycomed.com](mailto:courses@whitbycomed.com)

Open for enquiries - Monday to Thursday 9am - 12 noon, Friday 9.30am - 12 noon. Monday and Tuesday evenings, Community Education Classes 6.30pm - 8.30pm

Contact: Ian Carter-Brown, Philippa Thomas

Offers learning opportunities to meet a wide range of needs and interests. Fresh Start is a part time flexible learning programme for people who want to fill the gaps in their CVs by adding up to date qualifications. These include New Skills for Life courses in Maths and English. Cooking and the expressive arts are part of the Foundation for Living and Life Programme, and language courses are available at all levels. Fresh Start courses run in Whitby and Hinderwell and other courses are offered at different community centres.

# EMERGENCY ALARMS/ EMERGENCY INFORMATION/ TELEPHONE HELP SCHEMES

## Coastcall

For information, contact Yorkshire Coast Homes: **0845 065 56 56**

Website: [www.ych.org.uk/tenancy-support/coastcall](http://www.ych.org.uk/tenancy-support/coastcall)

24 hour communication and Good Neighbour Service primarily for elderly, disabled or other vulnerable people living in their own home in the Scarborough, Whitby, Filey area, including rural locations and villages within the Borough.

Service available to tenants in sheltered and general housing as well as owner-occupiers. In an emergency or serious difficulty, help can be summoned 24 hours a day, 365 days a year at the press of a button or by calling the Control Centre on **01723 351558**. Staff at the Control centre will alert the relevant emergency services or contact a Doctor, personal carer a nominated friend or relative or send

a mobile warden out to your home, or simply provide a reassuring voice at the end of a phone. Whatever you call for, an immediate response is guaranteed.

## **Lions Message in a Bottle Scheme**

c/o Age Concern Scarborough & District, 39 Aberdeen Walk, Scarborough, YO11 1BD

Tel: 01723 379058

E-mail: [lions.life.line@fsmail.net](mailto:lions.life.line@fsmail.net)

Message in a Bottle - a simple idea that encourages people to keep their basic personal and medical details in a common place where they can be easily found in an emergency. The plastic bottle is kept in the fridge where emergency services would expect to find it in the event of being called to your home. They will know you have a bottle by two labels, one fixed on the inside of the front door or main entrance into your home and the other to the door of your fridge.

The service is free. The distinctive plastic bottles can be obtained from health centres, doctors' surgeries, some chemists, Whitby DAG or by contacting local Lions Clubs, c/o Age Concern, Scarborough & District.

# EMPLOYMENT SUPPORT

## **Disability Employment Advisors**

Job Centre Plus, 6 Bobbies Bank, Whitby, YO21 1QZ

Tel: 01947 675975

Website: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Disability Employment Advisors (DEAs) can advise people with disability or health condition, or who are carers, who want to return to work, stay in their current employment or find paid work for the first time. DEAs are usually based at Jobcentre Plus or job centres and can provide specialist support, looking at practical ways to stay in employment, the best way to return to work and find a suitable job (for example by using connections with local employers). They can also refer you to specialist programmes for disabled people.

Contact Whitby Jobcentre Plus to make an appointment.



## **ProAbility**(Fern Training & Development)

Carter and Carter Group plc, Employability and Skills, 3 Wentworth House,  
Vernongate, Derby, DE1 1UR

Tel: 0800 7835216

Fax: 01332 386671

Website: [www.ferntd.com](http://www.ferntd.com)

New Deal for Disabled People is a government initiative, which ProAbility are running in partnership with Jobcentre Plus. It is a voluntary scheme which aims to get people on incapacity or health-related benefits back into employment.

The service is tailored to meet your requirements. ProAbility aims to get you into work in your chosen occupational area and to overcome barriers you may have and find your perfect job. A local Job Broker will be available to provide confidential assistance and support, helps prepare you for job interviews and provides ongoing support during the first six months of employment. Help is provided with applications, interview and job search, a new or updated CV.

## **IAG Pathfinder Outreach Programme**

Rosedale Abbey School, Rosedale Abbey, Pickering, YO18 8SA

Tel: 0777 37 57 494 (24 hour answer service)

Contact: Sarah Jackson

Free help, information and advice for people aged 20+ about career and employment opportunities, education and training opportunities, voluntary work, child care, benefits and grants.

## **Working Pathways**

Mental Health Resource Centre, 9 Alma Square, Scarborough, YO11 1JR

Tel: 01723 501049, extension 28

Fax: 01723 506582

E-mail: [suehodgson@workingpathways.freemove.co.uk](mailto:suehodgson@workingpathways.freemove.co.uk)

Open Mondays & Thursdays normal office hours. At other times leave a message on the answerphone.

Contact: Sue Hodgson, Work Experience Officer

Workplace Experience Officer for people with mental health problems in Scarborough, Whitby and Ryedale, providing information and support for work activities and supported employment.

# EMPLOYMENT, VOLUNTEERING AND TRAINING

## Basics Plus

Mount View Business Park, Salisbury Street, Scarborough, YO12 4EU

Tel: 01723 371335

Fax: 01723 357755

E-mail: [info@basicsplus.org](mailto:info@basicsplus.org)

Website: [www.basicsplus.org](http://www.basicsplus.org)

Open Monday to Friday 9am - 4.30pm. Conference venue open 9am -5pm and available evenings and weekends

Contact: Avis Turner

Basics Plus is a Social Enterprise operating in the borough of Scarborough. Basics Plus is a charity which works with adult with learning difficulties or other social needs. The main aim of the organisation is to offer a work experience

placement in projects that benefit the community.

SOFA (Shifting Old Furniture About) & Re-Use Project - a household goods/ furniture warehouse where people can donate items for Basics Plus to sell on to people on low income or benefits. Basics Plus is in the process of developing a re-use centre at the same site which will take and re-use most unwanted goods.

Gardening & Conservation - Several teams of gardeners supervised by qualified staff, offering a low cost garden maintenance service to residents of Scarborough. Project also assists local schools, Forest Enterprise, North York Moors National park and local parish councils with specific conservation projects.

Paper & Wood Re-cycling - Waste Paper Project provides a collection service to the local business community. Old haulage pallets used for kindling.

Craft & Leaflet Distribution - Handmade greetings cards and gifts for sale to the public. Leaflet distribution service used by local businesses and organisations.

Catering and Conferencing - fully equipped catering kitchen, café and conference space offering a low cost pleasant venue for all occasions. Outside catering also provided for local companies and groups.

## **Outreach Plus (Employment Training Services)**

Tel: 0800 731 8689 (freephone)

Contact freephone number for details.

Outreach Plus is run by North Yorkshire County Council with JobCentrePlus. Access points at local libraries, information centres and hospitals. Free service available to unemployed people, including specialist support to people with disability or incapacity issues - CV preparation, IT training, job search guidance and support, assertiveness and confidence building, personal budgeting, free travel costs, free childcare, freephone direct to operational support team, signposting to appropriate job vacancies.

## **Volunteer Centre (Whitby) – Seachange (formerly Coast and Moors Voluntary Action)**

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 605599

Contact: Pam Groark

E-mail: [pam.groark@seachange-community.org](mailto:pam.groark@seachange-community.org)

Volunteering offers many benefits - the opportunity to meet new people, learn new skills, gain confidence, have fun, contribute to your local community, use and improve your skills, feel good about yourself, and be involved in something worthwhile. You really can make a difference! You don't need specific skills or qualifications to be a volunteer. Organisations can offer you all the help and guidance you need. Volunteers come from all walks of life - old, young, male, female, disabled, able bodied, employed or unemployed.



# **GP SURGERIES**

Contact the surgeries for details of opening times and services provided.

Sleights Tel: 01947 810466

Danby Tel: 01287 660739

Sandsend Tel: 01947 894948

Egton Tel: 01947 895356

Staites Tel: 01947 840480

Whitby Group Practice Tel: 01947 820888

Falsgrave Surgery, Scarborough Tel: 01723 360835

# HEALTH VISITORS

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824259

Fax: 01947 820568

E-mail: [sally.pearson@acute.sney.nhs.uk](mailto:sally.pearson@acute.sney.nhs.uk) or [michelle.calvert@acute.sney.nhs.uk](mailto:michelle.calvert@acute.sney.nhs.uk)

Website: [www.swrpct.nhs.uk](http://www.swrpct.nhs.uk)

Open Monday to Friday 9am - 5pm. Closed weekends and bank holidays

Contact: Lorraine Williamson, Health Visitor

Health Visitors are all qualified nurses who have special training in children's health, as well as family health promotion. Service offers help, advice and support for a variety of situations. We aim to help you and your family lead as healthy a life as possible.

Some of the areas we can help with include babies and toddlers, and support and promotion of healthy lifestyles for adults, for example help to stop smoking. The geographical area covered by the service is for anyone registered with Whitby Group Practice and GP surgeries in the Esk Valley. Referrals are made through your GP or directly to the Health Visitor based at Whitby Hospital.

# HOLISTIC THERAPIES

**Janet Fraser,**

Clinical Reflexologist and Ear Candling, Mobile Service

Tel: 01947 811252 (for appointments, information and costs of treatments)

Janet Fraser MIGHT, IIHHT - member of the International Council of Holistic Therapists and International Institute of Health and Holistic Therapies.

Reflexology – massage and pressure therapy to hands and feet to promote relaxation and reduce stress. Ailments which may benefit from treatment include Migraine, Asthma, MS, IBS, Sciatica, Back pain.

Ear candling – safe natural effective and alternative pain free method of removing wax and debris from the ears. Possible benefits include relief from tinnitus, sinusitis, hay fever, vertigo, catarrh, colds and flu, reduced snoring, improved hearing, balancing ears after flying or diving.

## **Natural Therapy Centre**

7 Westgate Road, Guisborough, TS14 6EA

Tel: 01287 633591 (for appointments, information)

E-mail: [info@ntc.£25.com](mailto:info@ntc.£25.com)

Open Monday to Thursday 9am - 9pm, Friday 9am - 1pm. Closed weekends and bank holidays

Contact: Paul Maxwell

Team of properly trained and registered practitioners offering a wide range of treatments using natural therapies which can assist in the restoration of health and increase well being. Uses holistic principles of health and disease.

Acupuncture, Aromatherapy, Chiropody, Counselling, Cranial Osteopathy, Herbal Medicine, Homeopathy, Hypnotherapy, Natural Beauty Therapy, Physiotherapy, Quit Smoking with Lazer Quit, Reflexology, Reiki, Remedial Massage

# HOME SUPPORT AND HOME CARE SERVICES

## Carewatch (North & East Riding of Yorkshire)

46a Westborough, Scarborough, YO11 1UN

Tel: 01723 503325

Fax: 01723 503326

E-mail: [administration@carewatch-nery.co.uk](mailto:administration@carewatch-nery.co.uk)

Website: [www.carewatch-nery.co.uk](http://www.carewatch-nery.co.uk)

24 hour service. For service outside normal office hours contact 01723 503325 to obtain number.

Contact: Kate Hamilton

Carewatch is a major provider of care throughout the North and East of Yorkshire helping people to live comfortably and securely in their own home. Carewatch can help people at home recovering from a major operation or just starting to find

certain jobs around the house more difficult.

Offers a wide range of practical support services including: help with shopping, collecting pensions and prescriptions; help with meal preparation; personal care including help with bathing, washing, dressing etc; support in overcoming problems of poor mobility such as getting in and out of bed and going up and down stairs; support for existing carers who may not otherwise get a break.

Service ranges from a few hours around the home each week to 24-hour live-in support.

## **Dalewood Trust - Laundry Scheme**

Chomley Way, Stainsacre Industrial Estate, Whitby, YO22 4NQ

Tel: 01947 600583

Fax: 01947 820021

Open Monday to Thursday 9am - 4.30pm, Friday 9am - 4pm.

Contact: Lesley Dixon, Manager

Laundry scheme for elderly people run in conjunction with Adult and Community Services Home Care Service. Contact the office for more details.



## **Esk Moors Caring Ltd**

Esk Moors Lodge, Langburn Bank, Castleton, Whitby, YO21 2ED

Tel: 01287 660244

Contact: Alex Miller, Project Manager

Registered Charity and not for profit social enterprise company to provide care at home and activities to allow older and less able people living in the upper Esk Valley to stay in their own homes.

There is a charge for the service. Referral to the service is via GP, Social Services (Adult and Community Services) or by self referral.

Contact the Project Manager for further information.

## **Gladstone Care**

54 Gladstone Street, Scarborough, YO12 7BN

Tel: 01723 501683

Open Monday to Friday, 9am - 4pm

Provides assistance in the home, including domestic tasks such as cooking, shopping, and cleaning, assistance with dressing and undressing, assistance with bathing.

Support can be offered 24 hours per day, including sleepovers. Clients can self refer, or be referred by other agencies such as GP, Health Visitor, Adult and Community Services etc. There is a charge for the service. For further details please contact the office.

## **Home Help Services, East Cleveland**

Unit 117, The Innovation Centre, Vienna Court, Kirkleatham Business Park,  
Redcar, TS10 5SH

Tel: 01642 777775

Domestic cleaning and gardening services. Confidential and friendly service, choice of day for service, back up in case of staff absence, range of tasks carried out. Home Help Services is registered with Social Services. There is a charge for the service.

Service currently not available further south than Loftus.

**Careforce** (formerly Simply Care Ltd)

Unit G9, St. Hilda's Business Centre, The Ropery, Whitby, YO22 4ET

Tel: 01947 825991

Fax: 01947 825999

E-mail: [jill.allen@careforcegroup.co.uk](mailto:jill.allen@careforcegroup.co.uk)

Website: [www.careforcegroup.co.uk](http://www.careforcegroup.co.uk)

Office open Monday to Friday, 9am to 5pm

Personal care and associated domestic services to meet the needs of dependant clients in their own home environment. Services provided include:- Domiciliary Care, Cleaning, Domestic Care, Personal Care, Sitting Service; Respite Care, Sleeping Night Care, Working Night Care, Meal Preparation, Shopping Service.

Careforce offers three hour breaks to the carers of people with Dementia. These breaks are free of charge but are dependent on availability. This service can be accessed via Careforce or Adult and Community Services (see page 230). This service is also available to private clients.

## **Wilf Ward Family Trust**

Community Services, Isabella Court, 72a Westgate, Pickering, YO18 8AU

Tel: 01751 476627

Fax: 01751 476277

Open Monday to Friday 9am - 4pm

Contact: Richard Wood

The Trust employs staff to give direct support and care within the person's own home or at the family home. This allows carers to have time to themselves, and allows the service user to take the opportunity to make use of community facilities and activities.

Access to the scheme is via NYCC Adult and Community Services (see page 230) who cover the main cost, although some of the cost may need to be paid by the client. Service operates 7 days a week.

# HOSPICE AND PALLIATIVE CARE

## **Macmillan Nurses**

Macmillan Office, St. Catherine's Hospice, Throxenby Lane, Scarborough YO12 5RE

Tel: 01723 356043

Fax: 01723 356032

Office open Monday to Friday 8.30am - 5pm. There is no service available out of hours or at weekends

E-mail: [macmillan@st-catherineshospice.org.uk](mailto:macmillan@st-catherineshospice.org.uk)

Contact: June Josey

Macmillan Nurses are trained to give emotional and physical support to patients with cancer and their carers. They offer advice on management of symptoms and work closely with the patient's own GP. Patients can be seen at any time during

their illness, from diagnosis onwards. Macmillan Nurses have time to spend with patients and their carers and families to help them to cope with the effects of their illness and treatments.

Requests for a Macmillan Nurse can be made via the GP, District Nurse, Consultant or Ward Sister. Individuals may contact the service directly if preferred.

## **Marie Curie Nursing Service**

District Nursing Service, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824208

This service is available for patients who are terminally ill with cancer. It is a supplementary service to that provided by the District Nursing Team. Marie Curie Nurses provide care within the patient's own home.

Referral via the District Nursing Service.



## **Martin House Hospice for Children & Young Adults**

Grove Road, Clifford, Wetherby, LS23 6TX

Tel: 01937 845045

Fax: 01937 541643

E-mail: [admin@martinhouse.org.uk](mailto:admin@martinhouse.org.uk)

Website: [www.martinhouse.org.uk](http://www.martinhouse.org.uk)

Contact: Miss S O'Leary, Head of Care

Situated in Boston Spa, there are nine single bedrooms for children in Martin House and six in Whitby Lodge for young adults as well as family accommodation.

Referrals considered from anywhere in the old Yorkshire Health region, for children and young adults who have a progressive life limiting disorder/ illness. The aim is to provide a home from home for both the child and family, offering friendship, support and practical help.

Provides help and advice at home and short term stays for sick children, young

adults and their families, symptom control, terminal care (in Martin House or at home) and bereavement support.

## **Saint Catherine's Hospice**

Throxenby Lane, Scarborough, YO12 5RE

Tel: 01723 351421

Fax: 01723 356033

Website: [www.stcatherineshospice-nyorks.org.uk](http://www.stcatherineshospice-nyorks.org.uk)

Saint Catherine's Hospice was established in 1985 and provides care for adults with advanced, progressive disease irrespective of diagnosis. It serves the Scarborough, Whitby and Ryedale areas, with a portion of East Riding from Bridlington to Driffield, a population of approximately 220,000. All services are free of charge.

The majority of patients have cancer, but there are a significant and growing number of patients with motor neurone disease, multiple sclerosis and other neuro-degenerative disorders. Likewise, there are increasing numbers of patients with cardiac, renal and pulmonary disease although these remain a minority. Saint Catherine's also accepts patients with HIV disease.

The range of services provided include a Day Hospice, out-patients, in-patient care, a neurological community nurse specialist, occupational therapy, physiotherapy and bereavement support.

Saint Catherine's also provides a satellite day hospice at Whitby (see separate entry page 149), and medical advice to Scarborough General Hospital where the consultants run joint oncology/palliative medicine clinics twice a week. Medical support is also provided to the hospital Macmillan Nurse specialists.

## **St Catherine's Day Hospice - Whitby**

5 Mulgrave Crescent, Whitby

Tel: 01947 821049

Tuesdays and Thursdays, from 8.30am.

Day care facilities for those with a progressive terminal illness, providing care and support two days a week.

The Whitby Day Hospice is set on the West Cliff; a bungalow set in its own garden overlooking the harbour. Patients can receive important treatments, such as intravenous infusions, if required. The Day Care Team provide specialist medical care, treatment, advice and rehabilitation for people who require regular monitoring of their illness and for those that require diversion and respite.

# HOUSING AND HOMELESSNESS

## Foundation Housing

22 Victoria Road, Scarborough, YO11 1SD

Tel: 01723 361100

Fax: 01723 361134

E-mail: [lindsay@foundationhousing.org.uk](mailto:lindsay@foundationhousing.org.uk)

Website: [www.foundationhousing.org.uk](http://www.foundationhousing.org.uk)

Office open Monday, Wednesday, Thursday and Friday 10am -3pm. Tuesday 11.30am - 3pm. Closed weekends and bank holidays

Contact: Lindsay Hyde

Information, advice and support on all issues relating to housing and homelessness for young people aged 16 - 25.

Foyer accommodation for young people linked with training, education and employment opportunities.

Supported Housing Scheme, and Floating Support Scheme for young people in their own homes. Supported housing for ex-offenders referred by the Probation Service.

## **Housing Associations**

Housing Associations that own/ manage general accommodation for families and single people and older people in the Whitby & District area

Contact each Housing Association for details of eligibility criteria, location of properties etc.

Anchor HA, Tel: 01274 381600

Accent Housing, Tel: 01274 721920

Home HA, Tel: 01723 507543

Leeds & Yorkshire HA, Tel: 0113 278 3335

North British HA, Tel: 0800 4320002

Ryedale HA, Tel: 01751 476621

Sanctuary HA, Tel: 08457 573263

Tees Valley HA, Tel: 01642 261100



Yorkshire Coast Homes; Tel: 0845 065 57 57

Further details of all Housing Associations in the Scarborough Borough area can be obtained from Yorkshire Coast Homes (see separate entry, page 156).

## **Scarborough Homeless Support Services**

46 Cross Street, Scarborough, YO11 1HP

Tel/ Fax: 01723 361711

E-mail: [Judith\\_pullen@btconnect.com](mailto:Judith_pullen@btconnect.com)

Day Services: Monday to Thursday 10am - 3pm, Friday 10am - 2pm, closed bank holidays;

Winter Watch: 6pm - 10pm every night between 1st December and 31st March;

Summer Watch: 1st June to 30th September.

Contact: Judith Pullen, Manager

Covers Scarborough, Whitby and Filey. Provides information, advice and support to people aged 25+ and who are either roofless, homeless or facing the loss of their accommodation through eviction notices, rent arrears, harassment, threats etc., or those people who may be living in poor and inappropriate housing conditions. Focus and help is offered free of charge to assist people to sustain their tenancy and prevent crisis situations arising.

A community based support service is also offered covering housing and homelessness issues for people over 50 years of age. Summer and Winter Watch emergency accommodation (accessed via Scarborough Police Station) from 6pm to 10pm between 1st December to 31st March and 1st June to 30th September for people aged 16+ who are street homeless.

The premises are fully accessible to people with disabilities, with ramped entrance. All facilities are at ground floor level with shower and toilet accessible to wheelchair and scooter users. Laundry facilities also available.

## **Yorkshire Coast Homes (YCH)**

The Coliseum, Victoria Place, Whitby, YO21 1EZ

Tel: 0845 065 57 57

Website: [www.ych.org.uk](http://www.ych.org.uk)

Open Monday to Friday, normal office hours

Housing Association providing general housing to rent for people over 16 years, including accommodation for older people throughout Scarborough Borough. YCH is responsible for property repairs and maintenance, estate management, care support and customer involvement and deals with applications from people who are homeless or who are at risk of homelessness. YCH will nominate applicants to other social housing providers/ housing associations and works in partnership with Stonham and Foundation Housing to provide a tenancy support service.

Choice based lettings system for Scarborough, Craven, Richmondshire, Selby, York, Hambleton & Ryedale. Local connection boundaries. Gold, silver, bronze categories/ priorities. Applications can be completed on line at [www.northyorkshirechoice.org.uk](http://www.northyorkshirechoice.org.uk)

# HOUSING AND TENANCY SUPPORT

## **Abbeyfield Esk Moors Lodge**

The Bradbury Centre, Langburn's Bank, Castleton, Whitby, YO21 2ED

Tel: 01287 60244

Contact: Alex Miller, Manager, Esk Moors Caring.

A new Abbeyfield UK residential complex, managed by Esk Moors Caring. Six one bedroom and six two bedroom flats offering accommodation and independent living with support for up to 18 people. Primarily for residents of the Upper Esk Valley, The Bradbury Centre in the same complex is a Community Centre offering leisure, educational and fitness activities, and opportunities to volunteer, for adults living in the Upper Esk Valley. Esk Moors Caring also offers personal and practical care to older and less able people in their homes in the Upper Esk Valley. Contact Alex Miller for information. For more information on Abbeyfield UK, Tel: 01727 857536.

## **Stonham - Scarborough Tenancy Support Stonham - Homestay**

62 Roscoe Street, Scarborough, YO12 7BY

Tel: 01723 366566

Fax: 01723 374837

E-mail: [scarborough@homegroup.org.uk](mailto:scarborough@homegroup.org.uk)

Website: [www.homegroup.org.uk](http://www.homegroup.org.uk)

Open Monday to Friday 9am - 5pm. Closed weekends and bank holidays

A free confidential advice, assistance and support service covering a wide range of tenancy related issues such as settling into a new home, neighbour disputes, rent arrears and other debts, accessing welfare benefits, budgeting, information on employment and training opportunities, finding out about local amenities, getting in touch with specialist support services.

The service is available to local authority, housing association or private tenants, aged over 16 years, housed in the Scarborough, Whitby and Ryedale districts and

is available to tenants for up to 2 years.

Tenants can be working, unemployed or sick. There is no upper age limit.

Contact with service users is usually at their home or any other agreed venue. Tenants can refer them selves directly to the service, or can be referred by other agencies e.g. social services, landlords. For all enquiries please contact the Scarborough office.

# LEARNING DISABILITY

## **Avalon (Formerly APS)**

Tel: 01423 530053

E-mail: [enquiries@avalonservices.org.uk](mailto:enquiries@avalonservices.org.uk)

Website: [www.avalonservices.org.uk](http://www.avalonservices.org.uk)

Avalon works with vulnerable adults providing long term and short term care in Avalon carers' homes, a community support service, independent supported living service and specialised housing.

Contact for details of how to access the service.



## **British Dyslexia Association (BDA)**

Unit 8, Bracknell Beeches, Old Bracknell Lane, Bracknell, RG12 7BW

Tel: 0845 251 9002 (helpline)

Office: 0845 251 9003

Fax: 0845 251 9005

E-mail: [helpline@bdadyslexia.org.uk](mailto:helpline@bdadyslexia.org.uk)

Website: [www.bda.dyslexia.org.uk](http://www.bda.dyslexia.org.uk)

Opening hours: Monday to Thursday, 10am – 12noon, 2pm – 4pm; Friday, closed all day.

BDA works to enable dyslexic people to reach their potential, by influencing government and other institutions to promote a dyslexia friendly society. BDA promotes early identification and support in schools and higher education to ensure opportunity to learn for dyslexic learners.

## **Dalewood Trust**

Chomley Way, Stainsacre Industrial Estate, Whitby, YO22 4NQ

Tel: 01947 600583

Fax: 01947 820021

Open Monday to Thursday 9am - 4.30pm, Friday 9am - 4pm.

Contact: Lesley Dixon, Manager

Dalewood is a charitable Trust currently running day services for adults with learning disabilities living in Whitby and the surrounding areas. Various activities are offered such as gardening, craft, woodwork, sport, adult education, keep fit, personal hygiene programmes, social and domestic training.

We can also offer specialist care in our 'special care unit' which offers a variety of activities for people with profound and complex disabilities. We can offer assistance with individual needs such as benefits and personal care.

Physiotherapy and Speech Therapy can also be made available through Scarborough Health Trust.

Charges for our services are in line with current NYCC Adult and Community Services Policy.

## **Down's Syndrome Association (National Office)**

Langdon Down Centre, 2a Langdon Park, Teddington, TW11 9PS

Tel: 0845 230 0372

Fax: 0845 230 0373

E-mail: [info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)

Website: [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

Contact: Adrian Lawrence, Secretary

A national charity which focuses solely on all aspects of living successfully with Downs Syndrome.

It provides information and advice to people with Downs Syndrome, their parents and carers and interested professionals, including information for new parents, speech and language therapy, health, education, welfare benefits, training and conferences around the country. The Association has a network of regional volunteer-led support groups.

Enquiries, including referral to local support groups can be directed to the national office. For enquiries about the Yorkshire, North & North East Region contact Rachel Davies at [racheldavies@dsaregion.freeseve.co.uk](mailto:racheldavies@dsaregion.freeseve.co.uk)

## **Gateway Club**

Whitby Youth Centre, Caedmon School, Whitby

Tel: 01947 811595

Open Monday 6.30pm - 8pm

Club for people aged 18 years and over with learning disabilities. Activities include sport, discos, trips, holidays and social activities.

## **Learning Disability Service**

Eastfield Clinic, Westway, Scarborough, YO11 3EG

Tel: 01723 581344

Fax: 01723 585017

E-mail: [anne.elliott@acute.sney.nhs.uk](mailto:anne.elliott@acute.sney.nhs.uk)

Open Monday to Thursday 8.30am - 5pm; Friday 8.30am - 4.30pm. Closed evenings, weekends and bank holidays

Contact: Anne Elliott, Clinical Lead

A team of health professionals offering a broad based service to children and adults with learning disabilities/ severe developmental delay, their families and carers. They also work closely with social services. The multi-disciplinary team provide packages of care to meet the health needs of individuals of all ages and offer advice and support to carers, thus enabling people with learning disabilities to pursue lifestyles of their choosing.

## **Mencap - Scarborough and District**

Brookleigh, 60 Valley Road, Scarborough, YO11 2JE

Tel/ Fax: 01723 374819

E-mail: [scarboroughmencap@yorkshire.net](mailto:scarboroughmencap@yorkshire.net)

Open Monday to Friday 9am - 5pm. Out of hours appointments can be made if arranged in advance.

Contact: David Mennell, Karen Brown

Provides practical services for children with learning disabilities and their families including support and information service for families, weekly support group for parents/ carers at Brookleigh on Wednesday mornings (children welcome), play days during school holidays with professional/ qualified play leaders, a varied programme of activities all year (trips, parties, discos, horse riding, drama), disco club every Friday for people aged 16-60, tea time service (up to 7pm) for young people over 14yrs to bridge the gap between school and evening clubs or to give parents a break, day care for older members (40yrs upwards).



## **The National Autistic Society – North Yorkshire Branch**

Ravenheath, Robin Hood Road, Ravenscar, Scarborough, YO13 0ES

Tel: 01723 870370 (after 6.30pm)

E-mail: [nasnorthyorkshire@hotmail.com](mailto:nasnorthyorkshire@hotmail.com)

Contact: Paul Milnes, Branch Officer (telephone or e-mail for information)

Telephone or e-mail advice, information, help and support for parents/ carers, professionals and anyone interested in Autism/ Asperger Syndrome (ASD). Regular branch meetings are held at The Children's Centre, Cherry Tree Avenue, Scarborough, Tel: 01723 341621. All welcome.

### **Yorkshire Coast Information for Autism**

Provides information and advice for young families. Contact Linda on 01723 870370 (after 6.30pm)

**National Autism Helpline:** 0845 070 4004. Monday to Friday, 10am – 4pm.

# LIBRARY SERVICES

## **AIRS, Access to Information and Reading Services**

Gateshead Central Library, Prince Consort Road, Gateshead, NE8 4LN

Tel: 0191 433 8450

Fax: 0191 477 7852

Minicom: 0191 478 4839

Videophone: 0191 478 5986

E-mail: [airs@gateshead.gov.uk](mailto:airs@gateshead.gov.uk)

Website: [www.gateshead.gov.uk/airs](http://www.gateshead.gov.uk/airs)

Contact: Janice Holmes

Office open during normal office hours

AIRS Talking Newspaper Service is a talking newspaper and magazine service for

people who have difficulty reading print. Service is free to residents of Gateshead Borough, and available on subscription to people living outside the Borough. Four 60 minute tapes per week are delivered in returnable wallets, covering a range of publications and topics. Postage is free.

AIRS also offers a transcription service which includes conversion of text to Braille, large print and audio tape. The service will transcribe anything from a birthday card to company literature and newsletters.

## **Calibre**

New Road, Weston Turville, Aylesbury, Bucks, HP22 5XQ

Tel: 01296 432339

Fax: 01296 392599

E-mail: [enquiries@calibre.org.uk](mailto:enquiries@calibre.org.uk)

Website: [www.calibre.org.uk](http://www.calibre.org.uk)

Postal lending scheme for people who are not able to read ordinary print books because of sight problems or other disability. Over 7000 titles, of which 1000 are suitable for children. Scheme free to members.

## **North Yorkshire County Council Home Library and Information Service**

E-mail: [whitby.library@northyorks.gov.uk](mailto:whitby.library@northyorks.gov.uk)

Contact: Whitby Library, Tel: 0845 300 6687

Covering the Whitby and surrounding rural area mobile library service operating on a 3-weekly timetable. Home library service will deliver books, information, Audio books, videos, DVD's or music CDs, via the WRVS to anyone not able to visit the library in person.

## **Sleights Library & Information Centre**

The Sleights Library and Information Centre is closed. The library service is provided by a Supermobile Library visit twice a week. Monday 10am - 4pm, Wednesday 2.30pm - 6.30pm

## **Whitby Library and Customer Service Centre**

Windsor Terrace, Whitby, YO21 1ET

Tel: 0845 3006687

Fax: 01947 820288

E-mail: [whitby.library@northyorks.gov.uk](mailto:whitby.library@northyorks.gov.uk)

Website: [www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries)

Open: Monday & Friday 9.30am - 5.30pm; Tuesday & Thursday 9.30am – 7.30pm; Wednesday 9.30am – 1pm; Saturday 9.30am - 5pm. Closed Sunday and bank holidays.

Activities, Books, CDs, DVDs, Information, Internet Cafe, Local Studies, Photocopying, Picture Lending, Play Station Games, Story Tapes, Talking Books, Videos.

Disabled access via ramp and lifts from street level. Hearing loop system.

# LOCAL AUTHORITIES

## **North Yorkshire County Council**

County Hall, Northallerton, DL7 8AD

Tel: 01609 780780

Fax: 01609 778199

Website: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

Switchboard open Monday to Thursday 8.30am – 5pm, Friday 8.30am – 4.30pm.  
Closed bank holidays.

County-wide authority responsible for a range of services including Adult and Community Services, Planning, Highways, Trading Standards, Education, Transport Policy, Waste Management, Environment, Libraries and Information Services.

Contact the main switchboard or visit the website for further information.



## **Scarborough Borough Council**

For information on all Council services

Scarborough Town Hall, Tel: 01723 232323, 8.30am to 5.00pm,

Whitby (Northern Area Office) Tel: 01723 232323, 8.30am to 5.00pm

Filey (Southern Area Office) Tel: 01723 518013: 8.30am to 5pm

Cleansing and Refuse Tel: 01723 351558

Dog Warden Tel: 01723 351558

Environmental Health Officer Tel: 01723 351558

Highways, Works and Street Cleansing Tel: 01723 363865

Homelessness Enquiries Tel: 01723 351558

Housing Officer Tel: 01723 351558

Mobile Warden Control Tel: 01723 351558

Yorkshire Coast Homes now owns and manages former Scarborough Borough Council properties and tenancies. See separate entry, page 156.

# **MEALS – HOME DELIVERY**

## **Women's Royal Voluntary Service (WRVS)**

The Coliseum, Victoria Square, Whitby, YO21 1EZ

Tel: 0845 034 9410 (Adult & Community Services)

Contact: Diana Payn. Contact by telephone only.

Meals on wheels in Whitby (Tuesday & Thursday), Sleights (Wednesday and Friday). Referral by Adult & Community Services.

Hospital trolley - five and a half days per week (contact Mrs F Hodgson)

## **WRVS Frozen Meals Service**

WRVS Food Services Ltd., 15 Queensway Court, Middlesbrough, TS3 8TG

Tel: 08450 621122 (local call rate)

Frozen meals delivered to your door every fortnight. Minimum of 6 meals delivered at any one time. Main courses and desserts. Diabetic and special diets are catered for as well as religious and ethnic needs. All you need is a freezer big enough to hold your fortnightly delivery and a method of reheating the meals.

Contact to obtain a brochure giving the various meal options, costs and delivery days/ times.

# **MENTAL HEALTH**

## **Community Mental Health Team**

The Anchorage, 11 Byland Road, Whitby, YO21 1JH

Tel: 01947 820294

Open Monday to Friday, 9am - 5pm. Answer phone messages can be left outside office hours.

Tees and North East Yorkshire NHS Trust provides specialist mental health services for people in the Scarborough, Whitby and Ryedale area.

Whitby Adult Community Mental Health Team and Whitby Elderly Community Mental Health Team, based at The Anchorage provide help and support to anyone over 18 years of age with mental health problems.

The team consists of psychiatrists, community psychiatric nurses, social workers, occupational therapists and admin support staff, and can provide help with

difficulties such as stress, relationship problems, abuse, longer term mental health needs, support for older people who are confused, and support for carers.

Clients are usually referred by GPs. For further details contact The Anchorage.

## **Crisis Call Service - Ryedale, Scarborough & Whitby**

Tel: 0800 501254 FREEPHONE.

24 hour service, including weekends and public holidays

24 hour mental health outreach service providing non-medical intervention. Available to people aged 16 years plus who are in a crisis due to mental health problems. The service is free but you need access to a telephone. You may need to use a public phone box or ask a hospital or Police Station if you can use their phone.

Crisis workers are paid workers with experience of mental health issues. A worker might suggest that a visit to you may be helpful - visits are made at a safe place agreed with you by the two workers on duty. They will listen to you and may assist you in sorting out the most appropriate service that may be able to help.

Friends, carers and relatives can also contact CrisisCall on your behalf and with your agreement. CrisisCall only deals with a crisis where the main problem is mental health.

## **Mental Health Services**

Spinnaker Lodge, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824333

Fax: 01947 824325

Contact: David Wright, Unit Manager

Spinnaker Lodge provides a service for people over the age of 65 with mental health problems. There are eight in-patient beds for assessment. Respite care and day care facilities are provided Monday to Friday, 10am to 4.30pm.

Initial contact with the unit is by referral from Whitby Community Mental Health Team for the Elderly via a client's GP. The Consultant Psychiatrist for older people in Whitby must be informed. The unit has its own transport for clients who are physically fit enough to use it, otherwise ambulance transport can be arranged. The small friendly unit aims to provide as flexible a service as possible to suit clients and carers.



## **Mind - Circle of Friends Scarborough, Whitby & Ryedale**

MIND, PO Box 304, Unit 22, Scarborough, YO11 3YJ

Tel: 01723 588008

E-mail: [info@swrmind.co.uk](mailto:info@swrmind.co.uk)

Website: [www.scarboroughmind.co.uk](http://www.scarboroughmind.co.uk)

The Circle of Friends is designed to offer practical and emotional support that good friends offer. The aim is to introduce you to a volunteer who will be able to provide the following support:-Emotional, Practical, Social support, Advocacy, Information.

## **National Association for Mental Health (MIND)**

15-19 Broadway, London, E15 4BQ

Tel: 020 8519 2122

Fax: 020 8522 1725

E-mail: [contact@mind.org.uk](mailto:contact@mind.org.uk)

Information helpline: 0845 766 0163

Mind is the leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress by advancing the views, needs and ambitions of people with mental health problems, challenging discrimination and promoting inclusion, influencing policy through campaigning and education, inspiring the development of quality services which reflect expressed need and diversity, achieving equal rights through campaigning and education.

## **Scarborough, Whitby & Ryedale MIND**

PO Box 304, Scarborough, YO12 5XW

Tel: 01723 588008/ 0845 603 4723

E-mail: [info@swrmind.co.uk](mailto:info@swrmind.co.uk)

Website: [www.scarboroughmind.co.uk](http://www.scarboroughmind.co.uk)

Drop-in for support & information from trained staff & volunteers if you would like information about mental health either for yourself or someone else.

Queen Street Methodist Church, Queen Street, Scarborough. Fridays, 12.30pm-3.30pm.

Whitby Evangelical Church, Skinner Street , Whitby – Drop in currently not running. Contact the Mind office.

Ryedale – a worker can meet you by appointment, at a variety of venues. Tel: 01723 377257.

## **Scarborough Survivors**

9 Alma Square, Scarborough, YO11 1JR

Tel: 01723 501049/ 01723 500222 (Help and information line)

E-mail: [survivors.office@btconnect.com](mailto:survivors.office@btconnect.com)

Website: [www.scarboroughsurvivors.org.uk](http://www.scarboroughsurvivors.org.uk)

Contact: Andrea Woolcott, General Manager

Offers support, practical help and information to people with mental health needs, or to those who want to learn more about being mentally healthy.

## **SAFE Project**

9 Alma Square, Scarborough, YO11 1JR

Tel: 01723 506562

E-mail: [safe.survivors@btconnect.com](mailto:safe.survivors@btconnect.com)

Contact: Roseanne Wyatt Bull, Project Manager

Supports adult survivors of sexual abuse through training for professionals, access to services, advocacy and representation, and facilitated self-help groups.

## **Stepping Stones Resource Centre**

The Stepping Stones Resource Centre Church House Centre, Flowergate, Whitby has now closed.

For further information please contact:

Tees and North East Yorkshire NHS Trust  
Flatts Lane, Normanby, Middlesbrough, TS6 0SZ

Tel: 01642 288288

E-mail: [enquiries@tney.northy.nhs.uk](mailto:enquiries@tney.northy.nhs.uk)

# **MOBILITY EQUIPMENT – SALES AND HIRE**

## **Abbey Health**

Unit 1a, Gaskell Close, Standard Way, Northallerton, DL6 2XE

Tel: 0800 783 7180

For sales of a range of mobility equipment such as electric wheelchairs, electric scooters, bath aids, chair lifts and other mobility aids.

## **Alfred Bekker Ltd**

Kellythorpe Industrial Estate, Driffield, YO25 9DJ

Tel: 01377 241700

Fax: 01377 241767

E-mail: [alfred@alfredbekker.com](mailto:alfred@alfredbekker.com)

Website: [www.alfredbekker.com](http://www.alfredbekker.com)

Open Monday to Friday 9am - 4.30pm. Closed bank holidays. Saturdays by appointment only

Contact: Alfred Bekker (Proprietor) or Carla Bekker (Director)

The company provides a range of mobility aids and adaptations including hand controls and steering aids, car and van conversions, manual and electric wheelchairs, hire vehicles, mobility scooters, wheelchair and scooter loaders. Show room with all kinds of aids and equipment including different types of wheelchairs, lifts, ramps, adaptations for drivers, swivel seats, wheelchair accessible vehicles, driving from wheelchairs.

## **Coastal Stairlifts**

2 Field House, Bessingby, Bridlington, YO16 4UH

Tel/ Fax: 01262 601395

Open Monday to Friday 9am - 5pm. Evening & weekend emergency service available.

Contact: John Perrow

Installation of stairlifts in the East Yorkshire/ North Yorkshire regions.



## **Esk Valley Mobility**

Unit B4C, St. Hilda's Business Centre, The Ropery, Whitby, YO22 4ET

Tel/ Fax: 01947 825555

Mobile: 07502 410 148 (Workshop)

E-mail: [eskvalleymobility@mail.com](mailto:eskvalleymobility@mail.com)

Website: [www.mobilityemporium.com](http://www.mobilityemporium.com)

Contact: Colin Thirkill

Mobility scooters (4 to 8 mph) and wheelchairs – sales and hire, servicing, repairs, accessories. Stairlifts – servicing, repairs. Free, no obligation home demonstrations.

**M D Mobility Ltd** (formerly Abbey Health)  
Unit 5, Morgan Drive, Guisborough, TS14 7DH

Tel: 01287 635922

Fax: 01287 635922

E-mail: [stonebridgetrout@aol.com](mailto:stonebridgetrout@aol.com)

Open Monday to Friday, 9am - 4.40pm

Contact: Carol and Alan Dixon

Provides a range of products including manual and powered wheelchairs, 3 and 4 wheel scooters, riser chairs, and adjustable beds, toilet aids, small aids and products including incontinence items.

Servicing and repairs. Home visits.

## **Quality Life Mobility Ltd**

50-52 Seamer Road, Scarborough, YO12 4EA

Tel/ Fax: 01723 506030

E-mail: [info@qualitylifemobility.co.uk](mailto:info@qualitylifemobility.co.uk)

Website: [www.qualitylifemobility.co.uk](http://www.qualitylifemobility.co.uk)

Open Monday to Friday 9am - 5pm. Saturday 9am - 2pm. Not open bank holidays

Contact: Mr A Bracken (Proprietor)

Covers Scarborough, Whitby, Bridlington, Doncaster for hire and sales of new and used electric scooters, electric wheelchairs, stairlifts and recliner chairs. wheelchairs. Also has a range of aids for daily living and accessories for scooters and wheelchairs. 12 months warranty and 24 hour emergency breakdown service.

## **Shopmobility - National Federation**

The Hawkins Suite, Enham Place, Enham Alamein, Andover, Hants, SP11 6JS

Tel: 08456 442 446

Fax: 08456 444 442

E-mail: [info@shopmobility.org.uk](mailto:info@shopmobility.org.uk)

Website: [www.justmobility.co.uk](http://www.justmobility.co.uk)

The Federation aims to promote access and encourage independence of people with disabilities through the provision of mobility equipment such as scooters, wheelchairs and power chairs.

Contact the Federation or log on to their website site for information about Shopmobility and schemes in your area or see entry page 197.

## Shopmobility Schemes

Website: [www.justmobility.co.uk/shop](http://www.justmobility.co.uk/shop)

Harrogate 01423 500666

Hartlepool 01429 861777

Hull 01482 225686

Leeds 0113 246 0125

Leeds, White Rose Shopping Centre 0113 277 3636

Middlesbrough 01642 254545

Redcar 01642 498894

Scarborough 01723 369910

Stockton 01642 605676

York 01904 679222

Contact in advance as opening times and equipment availability may vary.

## **Wheelchair Centre - Scarborough**

Springhill House, 19 Springhill Close, Scarborough, YO12 4AD

Tel: 01723 353177

Contact: Sandra Broadbent, Co-ordinator

Supplies manual and powered wheelchairs on long term loan, also seating systems and cushions.

Referrals must be made by GP, District Nurse, Health Visitor, Occupational Therapist or Physiotherapist. No charge to client.

# Whitby Lions - Long-term Loan Scheme

This service is no longer available.

# MUSIC THERAPY

## **North Yorkshire Music Therapy Centre**

121 Town Street, Old Malton, Malton, YO17 7HD

Tel/ Fax: 01653 698129

E-mail: [post@nymtc.demon.co.uk](mailto:post@nymtc.demon.co.uk)

Contact: Angela Harrison

Registered charity based in Malton. Therapists work with people of all ages and disabilities, using music to develop the relationship between the client and the therapist, to promote healing. Therapists also work at special schools, day centres, hospitals and in individual's homes. Referrals are taken from health professionals, Adult and Community Services, teachers. Clients can self refer.



# NURSING AGENCIES

## **British Nursing Association- Scarborough Branch**

Second Floor, 32 St. Nicholas Street, Scarborough, YO11 2HF

Tel: 01723 354942

Fax: 01723 503420

E-mail: [scarborough@bna.co.uk](mailto:scarborough@bna.co.uk)

National agency providing registered nurses, home carers and care assistants in the home. Services offered include respite care, shopping and help around the home, bathing service, help getting up in the morning and preparing for bed at night, home from hospital, sleepover, escorted holidays and outings, occupational health support programmes, work in partnership with social services departments. Run by qualified nurses. Fees are charged.

# **OCCUPATIONAL THERAPY**

## **Community Occupational Therapists**

Contact North Yorkshire County Council Customer Services for details,  
Tel: 0845 034 9410

## **Occupational Therapy Department**

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel/ Fax: 01947 824236

Contact: Phil Harrison, Carole Wood (Senior Occupational Therapists)

Occupational Therapists assess and help people to overcome physical, psychological and social problems arising from physical or mental illness or disability, by concentrating not only on what they are unable to do but also on what they may be able to achieve.

The service offers a wide range of activities and individually tailored therapy programmes to help people regain the skills necessary for achieving maximum independence in their lives. Occupational Therapists are also involved in assessing for and providing environmental adaptations and equipment.

Occupational Therapy is available to hospital in-patients, outpatients and to people in the community in their own homes. As well as hospital based Occupational Therapists, the service is also based in areas such as community teams, social services, mental health, learning disabilities and palliative care.

## **OPTICIANS**

Contact for details of opening times and services offered.

**Rayner Ltd**, 3-4 Wellington Road, Whitby. Tel: 01947 603358

**Specsavers**, 9 New Quay Road, Whitby. Tel: 01947 824020

The following Opticians offer Low Vision Aid appointments. Appointments do not have to be made through the hospital.

**Rayner Ltd**, 3-4 Wellington Road, Whitby. Tel: 01947 603358

**Horn & Pierce**, 21 Alma Square, Scarborough. Tel: 01723 364045

**Pagan & McQuade**, 108 Westborough, Scarborough. Tel: 01723 371250 (Home visits in Scarborough only)

**Brown & Humphries**, 4 Huntriss Row, Scarborough. Tel: 01723 361957 (Home visits. Small charge for visits outside Scarborough)

## **OVER 50s**

### **AgeUK - Scarborough & District (formerly Age Concern)**

39 Aberdeen Walk, Scarborough, YO11 1BD

Tel: 01723 379058

E-mail: [reception@ageukscarborough.org](mailto:reception@ageukscarborough.org)

Website: <http://www.ageuk.org.uk/scarborough&district>

Open Monday to Friday 9.30am - 3.30pm. Closed weekends, bank holidays and evenings

Contact: Angela Atkinson, Chief Officer

Covering Scarborough, Whitby and Ryedale areas, AgeUK works with statutory and other voluntary agencies in planning, designing and running services for older people.

Provides information and advice from bases in Scarborough, Whitby and Filey,

plus telephone helpline, Luncheon Clubs in Scarborough, Whitby and Staithes.

Coffee Club in Pickering, financial services designed for the over 50's such as car, house and contents insurance, funeral plans, energy services, Handyman Scheme for Whitby and Filey, Safer Communities and Home Improvement Agency work in Whitby. For enquiries/ advice about fuel consumption costs contact **01723 379058**.

**AgeUK Personal Alarm (Aid-Call Ltd)** personal SOS system. See **Page 310** for details.

### **AgeUK Advice Line**

Tel: 0800 169 6565

A free, confidential and impartial service to and for older people in the Ryedale, Scarborough and Whitby areas.

## **Whitby & District 50 Plus**

01947 604130 (Chairman)

Contact: Chairman: John Dickinson Tel: 01947 604130; Membership Secretary:  
Mr W Batty, Tel: 01947 810899

A local independent group, representing the interests and views of the Whitby & District over fifties.

## **Whitby Whaler U3A (University of the 3<sup>rd</sup> Age)**

Chairman: David Savage Tel: 01947 880176

Secretary: Julie Whelan Tel: 01947 600421

E-mail: [members@whaler.wanadoo.co.uk](mailto:members@whaler.wanadoo.co.uk)

Website: [www.whitbywhaler.spaces.live.com](http://www.whitbywhaler.spaces.live.com)

Activities, Learning and Education in Retirement.

Annual curriculum on a wide range of subjects including Health and Keep Fit, Reading for Pleasure, History, Listening to Music, French, German, Mathematics, Art, Patchwork and Quilting.

Monthly Newsletter and coffee mornings.

Annual subscription.

For further details, including term dates contact the Chairman or Secretary. For curriculum enquiries, contact Patricia Lister, 19 Abbeville Avenue, Whitby, YO21 1JD.



# PHARMACIES

## Chemist Prescription Collection Services

Free Prescription Collection Service where your prescription is collected from your doctor's surgery, and is dispensed ready for you to collect from the shop at your convenience.

To register or to get further information contact:

**Boots Chemist**, 64-66 Baxtergate, Whitby. Tel: 01947 602219;

**Day Lewis Chemist**, 61 Baxtergate, Whitby. Tel: 01947 602184;

**Boots Chemist**, 14 Skinner Street, Whitby. Tel: 01947 602084.

## **PHYSICAL AND SEXUAL ABUSE**

### **Cleveland Rape & Sexual Abuse Counselling Service**

PO Box 31, Middlesbrough, TS4 2JJ

Tel: 01642 225787 (Helpline)

Helpline available: Mon & Thurs 9am-7.30pm; Tues & Wed 9am-4.30pm; Fri 9am-4pm (24 answerphone at other times)

Covers the Stockton, Middlesbrough, Redcar and Hartlepool area. Offers helpline and face to face counselling for women and girls over 12 years of age who have experienced sexual violence. Also provides information for staff from other agencies, friends and relatives. Can refer men to relevant services. Support also offered for eating disorders and self harm.

## **National Women's Aid Helpline**

PO Box 391, Bristol, BS99 7WS

Tel: 0808 2000 247 (freephone)

E-mail: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

Free phone 24 hour national Domestic Violence Helpline run in partnership by Women's Aid and Refuge.

## **Rape Crisis**

c/o 7 Goodram Gate, York, YO1 7LJ

**Crisis Helpline 01904 610917** - every Thursday 7pm - 9pm. At other times leave message on answerphone.

Advice, information and support for women who are victims of sexual violence, their partners, friends and family. Rape Crisis Helpline is a telephone helpline for telephone counselling, self referrals and information.

## **Redcar & Cleveland Women's Aid**

R&CWA, Office 5, 2nd Floor, Craigton House, High Street, Redcar, TS10 1DL

Tel: 01642 490917 (24 hr helpline)

Tel: 01642 490677 (information)

E-mail: [help@rcwa.org.uk](mailto:help@rcwa.org.uk) (for women seeking help)

Website: [www.rcwa.org.uk](http://www.rcwa.org.uk)

Voluntary organisation, staffed and managed by women, for women and children who have experienced domestic violence. Redcar & Cleveland Women's Aid provides safe temporary accommodation, practical and emotional support, 24hour confidential helpline and access, counselling, help with housing, social services and benefits; help with legal matters, education, schools and resettlement, structured play sessions and outings for children.

## **Scarborough Women's Aid**

59 - 61 Falsgrave Road, Scarborough, YO12 5EA

Tel: 01723 365609 (general enquiries)

Emergency refuge accommodation – Tel: 01723 365058 during office hours. Out of office hours, contact the Police on 999 who will contact the on-call worker

Fax: 01723 355971

E-mail: [support@swaid.co.uk](mailto:support@swaid.co.uk)

Website: [www.swaid.co.uk](http://www.swaid.co.uk)

Free confidential information, emotional and practical support to women and children experiencing domestic violence. Services include emergency accommodation, outreach support, aftercare support, and floating support.

## **Scarborough Women's Aid - Community Support Services**

59-61 Falsgrave Road, Scarborough, YO12 5EA

Tel: 01723 381808

Fax: 01723 355971

E-mail: [support@swaid.co.uk](mailto:support@swaid.co.uk)

Website: [www.swaid.co.uk](http://www.swaid.co.uk)

Open Monday to Friday 9am - 5pm

Scarborough Women's Aid Community Support Services offers a range of support to women throughout the Scarborough, Whitby and Ryedale area. One-to-one and group support work. Talks and training available. Volunteer Project to recruit, train and support volunteers who will extend the existing Community Support Service.

# PHYSICAL DISABILITY

## **RADAR National Key Scheme**

Tel: 020 7250 3222

Fax: 020 7250 0212

Minicom: 020 7250 4119

E-mail: [radar@radar.org.uk](mailto:radar@radar.org.uk)

Provides disabled key holders with independent access to National Key Scheme (NKS) public toilet facilities throughout the UK. Purchasing one NKS key allows access to all NKS public toilets throughout the country.

Keys are available from Tourist Information Centres or the Council Offices. There is a small charge for the RADAR Key.

If anyone has difficulty obtaining keys in their locality they should contact RADAR



for details and information about charges.

There are 5 NKS toilets in Whitby - Abbey Headland car park; Kyber Pass/ Pier Road; Marina; New Quay, New Quay Road; West Cliff.

# PHYSIOTHERAPY

**Mrs Cathy Harland**, Physical Therapist L.C.S.P.

Tel: 01947 604967

Treats neck & Shoulder conditions, problem backs, arthritic joints, MS & fibrosis.  
Any muscular skeletal conditions.

## **Physiotherapy Department**

Whitby Hospital Spring Hill, Whitby, YO21 1EE

Tel: 01947 604851/ 824210

Physiotherapists play an important role in the control of pain and treatment of injury and disease, to assist the body's own natural healing process. They use movement, exercise, manual techniques, electrotherapy, hydrotherapy and acupuncture.

The Physiotherapists work with people to improve mobility and function which has been lost through accident, ageing and illness, to help them resume an active and independent life.

All patients are referred by a Doctor.

# RESIDENTIAL AND NURSING CARE

## **Larpool Lane - Elderly Persons Home**

1 Larpool Lane, Whitby, YO22 4JE

Tel/ Fax: 01947 603582

E-mail: [Larpoollane@northyorks.gov.uk](mailto:Larpoollane@northyorks.gov.uk)

Contact: Mrs Avril Paton, Operations Manager

NYCC Adult and Community Services residential home. All single rooms, although it is possible to have connecting rooms for couples. Short stays and respite care can be arranged, from overnight to up to 4 weeks, depending on the carer's needs. Referrals must be made by a Care Manager.

## **North Yorkshire Care Homes Directory**

North Yorkshire County Council (NYCC) Customer Services Centre

Tel: 0845 034 9410

Contact NYCC Customer Relations Unit for details of Registered Nursing Homes and Residential Care Homes in the North Yorkshire County Council area.

Information can also be obtained from:

### **Commission for Social Care Inspection,**

First Floor, Unit 4, Triune Court,  
Monks Cross, York, YO32 9QZ

Tel: 01904 545000

Fax: 01904 545046

E-mail: [enquiries.york@csci.gsi.gov.uk](mailto:enquiries.york@csci.gsi.gov.uk)

Website: [www.csci.org.uk](http://www.csci.org.uk)

## **St. Cecilia's Care Home**

19-21 Stepney Road, Scarborough, YO12 5BN

Tel: 01723 503111

Fax: 01723 501080

E-mail: [administration@stceciliasch.co.uk](mailto:administration@stceciliasch.co.uk)

Website: [www.stcecilias.co.uk](http://www.stcecilias.co.uk)

Open - 24 hour service. For service outside normal office hours contact 01723 503111 to obtain number

Contact: Jo Edmond

St. Cecilia's is a small, privately owned home, providing care for people aged 50+, from North and East Yorkshire. We specialise in helping those with confusion, and our aim is to treat all residents as we would wish to be treated ourselves. A dedicated and professionally trained staff team offers the reassurance of 24-hour care for up to 21 residents in a genuine family atmosphere. Clients' families are always welcome.

Services offered include day care, short term respite care, luncheon club, occasional respite care, long term care

# SCHOOL NURSES

**School Nurses**, Community Health, Whitby Hospital, Spring Hill, Whitby YO21 1DP

Tel: 01947 604851/ 824245

School Nurses are qualified nurses with additional training who provide information and support on health related issues to children of school age. Support is given in physical, social and emotional areas e.g. hearing and vision testing, height and weight recording, diet and behavioural problems. Each school has a named School Nurse visiting on a regular basis, providing an 'Open Door' service to children, parents and carers.

In the three senior schools a Drop-In Service is offered to individual pupils, giving them the chance to talk through their health problems or worries in confidence. School Nurses also run an Enuresis Service for school children who suffer with a bed-wetting problem.



# SELF HELP

## Expert Patients

Swinton Grange, Malton, YO17 6QR

Tel: 01653 600800

[pals@swrpct.nhs.uk](mailto:pals@swrpct.nhs.uk).

Jenny or Liz (EPP Trainers), Tel: 01904 724275/6

Expert Patients is a course where you take control of your condition and make a difference to your life and learn important skills to:- Manage your symptoms, deal with stress, depression and low self-image, manage pain, develop coping skills, relax, eat healthily, work more closely with those caring for you, plan for the future.

# SHOPPING SERVICES

## **Dalewood Trust - Shopping Service**

Chomley Way, Stainsacre Industrial Estate, Whitby, YO22 4NQ

Tel: 01947 604839

Open Monday to Thursday 9am - 4.30pm, Friday 9am - 4pm.

Contact: Paul Hemingway

Employment training initiative to help people with a learning disability, giving people the opportunity to prepare for full employment in the community.

The Shopping Service is for elderly and disabled people who have difficulty in shopping for themselves. Lists are collected from customers' homes on a pre-arranged day of the week, shopping is carried out at Somerfield supermarket in Whitby and checked by the Supervisor. On delivery the customer pays the amount shown on their itemised till receipt.

There is a small charge made for the service. Customers can be referred by Adult and Community Services, GPs, voluntary groups, on the recommendation of existing customers or by contacting Dalewood Trust directly.

# **SOCIAL CLUBS AND LUNCH CLUBS**

## **Lunch Clubs**

North Yorkshire County Council Adult & Community Services Customer Services,  
Tel: 0845 034 9410 (local call rate).

Contact NYCC Customer Services for details of times and venues of lunch clubs in the area.

## **Salvation Army - Whitby Outreach Centre**

10 St. Peter's Road, Whitby, YO22 4HX

Tel: 01947 821197

Contact: Majors Alan and Marie Bate

All meetings take place at St. Peter's Court Community Centre, 2a St. Peter's Court Whitby and services are open to everyone in the Whitby District

Services: Church, Sundays 2pm

Family Hours: Thursday 2pm - 3pm

Card making: Tuesday 1.30pm - 3pm

Brunch Club: Thursday 1pm (small charge, notification required)

Bible Study: Friday 7.15pm at 10 St. Peter's Road.

The centre has a ramp and accessible toilet. Minibus to collect people in Whitby on Thursdays and Sundays.

# **SOCIAL SERVICES (ADULT AND COMMUNITY SERVICES)**

## **North Yorkshire County Council Adult and Community Services**

Tel: 0845 034 9410 - Customer Services Centre

Textphone: 0845 603 6391

E-mail: [cru.customer.services@northyorks.gov.uk](mailto:cru.customer.services@northyorks.gov.uk)

Website: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

Open 8.00am – 8.00pm Monday to Friday, 9.00am – 5.00pm Saturday. Closed bank holidays. If an emergency arises outside office hours the emergency contact number for Adult and Community Services is **0845 034 9417**.

Contact the Customer Services Centre with any enquiries about all of the services provided by North Yorkshire County Council Adult and Community Services Department such as: fostering or adoption for children who cannot live with their own families; investigating situations where children may be at risk; Community

Occupational Therapists; equipment or adaptations to help people with disabilities lives as independently as possible; Blue Badge parking scheme for people with disabilities (**see also Page 281**); personal care for frail or elderly people; placement in residential care and nursing homes; support for those who care for a relative or friend; support and services for people with mental health problems; Day Services, services for hearing impaired people.

The Customer Services Centre will also have information on other registered agencies and organisations such as childminders, residential care and nursing homes. Staff will discuss your enquiry with you and help you decide the type of information or service to may require and if necessary pass on your enquiry to specialist staff. The Customer Services Centre will also provide a list of domiciliary/ home support service providers.

# SPECIALIST GROUPS/ CHARITABLE ORGANISATIONS

## Action for ME (Myalgic Encephalomyelitis)

Website: [www.afme.org.uk](http://www.afme.org.uk)

Action for ME provides advice and information for people newly diagnosed with ME/ chronic fatigue.

See page **279** for details of the York and District ME Support Group.



## **Alzheimer's Society**

Gordon House, 10 Greencoat Place, London, SW1P 1PH

Tel: 0300 222 11 22 (helpline)

Tel: 020 7306 0606

Fax: 020 7306 0808

E-mail: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Helpline open Monday to Friday 8.30am - 6.30pm (cost from BT landlines no more than 4p per minute).

UK-wide care and research charity for people with dementia, their families and carers. The Helpline provides advice on such things as lists of specialist care homes in your area, how to get practical help caring for someone with dementia, and support for carers under stress.

See page 263 for details of the Scarborough, Whitby & Ryedale Branch.

## **Arthritis Care (North England Office)**

Suite 1, Belle View Business Centre, Elm Tree Street, Belle View, Wakefield, WF1 5EQ

Tel: 01924 882150

Fax: 01924 882151

E-mail: [neregoffice@arthritiscare.org.uk](mailto:neregoffice@arthritiscare.org.uk)

National voluntary organisation working with and for people with arthritis, providing information through helplines, publications, courses, putting people in touch with each other, and liaising closely with health professionals nationally and internationally.

Free Helpline, 0808 800 4050, Monday to Friday 12pm - 4pm, or phone 020 7380 6555, 10am - 4pm (at standard call charges).

The Scarborough & District Branch meets at Elders Street Day Centre, Scarborough on the 3rd Tuesday of the month, 7pm - 9pm. Telephone **01924 882150** for details.

## **Association of Spina Bifida & Hydrocephalus (ASBAH)**

Asbah House, 42 Park Road, Peterborough, PE1 2UQ

Tel: 01733 555988

Fax: 01733 555985

E-mail: [info@asbah.org](mailto:info@asbah.org)

Registered charity providing information and advice about Spina Bifida and Hydrocephalus to individuals, families and carers. ASBAH employs a network of Advisors throughout the country who deliver advice, support and advocacy services.

## **ASBAH (Northern Region)**

Asbah House, 64 Bagley Lane, Farsley, Leeds, LS28 5LY

Tel: 0113 255 6767

Fax: 0113 236 3747

E-mail: [nro@asbah.org](mailto:nro@asbah.org)

## **Breathe North (British Lung Foundation, North Region)**

Tel: 0191 263 0276

E-mail: [bev.wears@blf-uk.org](mailto:bev.wears@blf-uk.org)

Website: [www.britishlungfoundation.org](http://www.britishlungfoundation.org)

Contact: Bev Wear

National organisation supporting people affected by lung diseases, by providing information and advice, information leaflets, and support groups around the country. The North region covers Northumberland, Tyne & Wear, County Durham, Cleveland, Yorkshire and North Lincolnshire.

Breathe Easy Patient Support Groups and Breathe Easy Parent Support Groups - a network of local self-support groups throughout the UK. Contact the Breathe North office for further information.

## **Cleveland Disability Forum (CDF)**

Southlands Centre, Ormesby Road, Middlesbrough, TS3 OHB

Tel: 01642 327583, extension 323

Tel: 01642 327 688 (minicom)

E-mail:

Cleveland Disability Forum (CDF) is a registered charity supporting disabled people in Teeside. CDF can help with representation, information, signposting, sheltered employment opportunities, training, disability equality training, advocacy, help with funding applications and help with setting up new groups.

## **Continence Advisory Service**

Scarborough, Whitby and Ryedale Primary Care Trust Continence Service,  
Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01723 342834 (Continence Service)

Fax: 01723 501502

Tel: 01723 342820 (Pad supply order service)

Contact: Angela Hollingsworth, Karen Nelson, Jane Fox

Clinic times: Wednesday morning - Haworth Unit, Scarborough Hospital;  
Thursday morning - Whitby Hospital; Friday morning - Malton Hospital;  
Friday afternoon - Haworth Unit Scarborough Hospital

Team of specialist nurses who deal with bladder and bowel problems. The service is offered to everyone aged 4 years and upwards. The service aims to promote continence where possible and to provide management and containment if not. The service offers a range of treatment and management programmes in order to improve bladder and/ or bowel control and function, tailored to suit the needs of the individual person.

Education and advice is provided to all staff from Primary Care and Acute Trusts, Adult and Community Services and providers of Residential and Nursing Homes. The service supplies and manages the provision of pads to patients within the community setting following assessment.

## **Diabetes UK (Northern and Yorkshire)**

Sterling House, 22 St. Cuthbert's Way, Darlington, DL1 1GB

Tel: 01325 488606

Fax: 01325 488816

E-mail: [northyorks@diabetes.org.uk](mailto:northyorks@diabetes.org.uk)

Website: [www.diabetes.org.uk](http://www.diabetes.org.uk)

Information and support for people who have been diagnosed with diabetes.  
Contact the Darlington office for further information on local groups.

Information on Type 1 and Type 2 Diabetes available in CD and taped format. Tel:  
0207 424 1114

## **Diabetes UK Scarborough Voluntary Group**

See page **312** for details



## **Epilepsy Action**

New Anstey House, Gateway Drive, Yeadon, Leeds, LS19 7XY

Tel: 0113 210 8800

Tel: 0808 800 5050 (free phone helpline)

Fax: 0113 391 0300

E-mail: [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)

Website: [www.epilepsy.org.uk](http://www.epilepsy.org.uk)

Scarborough branch: Annie Thompson, Tel: 01904 426 479

Epilepsy Action is the working title of the British Epilepsy Association, a member-led organisation in Britain for people with epilepsy, their friends, families, carers and health professionals.

Epilepsy Action campaigns to improve epilepsy services and raise awareness, and offers assistance to people through a national network of branches, accredited volunteers, regional conferences and freephone and e-mail helplines.

## **Epilepsy Outlook**

199 York Road, Hartlepool, Cleveland, TS26 9EE

Tel: 01429 297007

Fax: 01429 297233

e-mail: [team@epilepsyoutlook.freeserve.co.uk](mailto:team@epilepsyoutlook.freeserve.co.uk)

Contact: Jacqui Gettings

A registered charity in the Tees Valley area, which provides practical support and information services and free confidential advice to people with epilepsy, their families and carers. Epilepsy Awareness Training is available on the management and recognition of seizures. Epilepsy Outlook has a Volunteer Development Programme and runs a Self help group. Home visits available by appointment.

Office: Monday to Friday 9am - 5pm; Drop-in Centre Monday 11am - 3pm; Self help group - the first Wednesday of the month 6pm - 8pm.

## **Motor Neurone Disease Association**

10-15 Notre Dame Mews, Northampton, NN1 2PR

Tel: 08457 626262 (national helpline)

Fax: 01604 638289

E-mail: [helpline@mndassociation.org](mailto:helpline@mndassociation.org)

Open Normal office hours

National Charity (England, Wales & Northern Ireland) working to help people with Motor Neurone Disease secure the care and support they need. Services provided include - national helpline, care centres, information and advice, equipment loan service, befriending service, training and support for health care professionals, local support.

## **Multiple Sclerosis Society of Great Britain and Northern Ireland**

372 Edgware Road, London, NW2 6ND

Tel: 020 8438 0700

Fax: 020 8438 0701

Tel: 020 8422 2144 (MS Counselling Service)

Website: [www.mssociety.org.uk](http://www.mssociety.org.uk)

Multiple Sclerosis national organisation promoting research and giving information and support. Produces Carers Pack and various information booklets.

### **The MS Society's National Helpline**

Tel: 0808 800 8000

The Helpline is there to help anyone affected by MS, whether you are newly diagnosed, have lived with the condition for many years, or are a carer, relative or friend. The Helpline provides emotional support; information on a range of issues including treatments, symptoms, coping strategies, employment, benefits, social care and health care; signposting to other organisations.

## **National Association for Colitis and Crohn's Disease (NACC)**

4 Beaumont House, Sutton Road, St. Albans, AL1 5HH

Tel: 0845 130 2233

Tel: 01727 844296 (for information)

Tel: 0845 130 6677 (24hr answer phone for membership)

E-mail: [nacc@nacc.org.uk](mailto:nacc@nacc.org.uk)

Website: [www.nacc.org.uk](http://www.nacc.org.uk)

The National Association for Colitis and Crohn's Disease (NACC) brings together people of all ages who have Ulcerative Colitis or Crohn's Disease, their families and the health professionals involved in their care.

NACC provides a range of services and support through our 70 Groups, the NACC-in-Contact Support Line and individual welfare grants; an Information Service by telephone and email; facts about Inflammatory Bowel Disease (IBD); a range of Information Sheets on specific topics; guidance on disability benefits; articles on IBD research.

NACC also invests in research (medical, social and psychological).

For more information about services and local support groups etc., contact the main office number.

## **National Asthma Campaign (NAC)**

Summit House, 70 Wilson Street, London, EC2A 2DB

Tel: 020 7786 4900

Fax: 020 7256 6075

Tel: 0845 701 0203 (Asthma UK Adviceline)

E-mail: [info@asthma.org.uk](mailto:info@asthma.org.uk)

Website: [www.asthma.org.uk](http://www.asthma.org.uk)

Asthma UK Adviceline, Monday to Friday 9am - 5pm. Adviceline Advisors have access to the National Interpreting Service who can translate over 100 languages. Adviceline can also be accessed by TYPETALK.

Asthma UK is the charity dedicated to improving the health and well-being of the 5.2 million people in the UK whose lives are affected by asthma. We work together with people with asthma, health professionals and researchers to develop and share expertise to help people increase their understanding and reduce the effect of asthma on their lives.

## **National Eczema Society**

Hill House, Highgate Hill, London, N19 5NA

Tel: 020 7281 3553

Fax: 020 7281 6395

Tel: 0870 241 3604 (Helpline)

E-mail: [helpline@eczema.org](mailto:helpline@eczema.org)

Website: [www.eczema.org](http://www.eczema.org)

Helpline available Monday to Friday, 8am - 8pm

The National Eczema Society is the only organisation in the UK and one of the most established organisations worldwide dedicated to the needs of people with eczema, dermatitis and sensitive skin.

The Society can help by providing the practical information and support needed to manage your skin problem effectively. The helpline of the Information Department can provide you with full access to the latest information through membership, providing support for people with eczema and their carers.



## **North Yorkshire AIDS Action (NYAA)**

12a St. Saviour's Place, York, YO1 7PJ

Tel: 01904 640024

E-mail: [info@northyorkshireaidsaction.org.uk](mailto:info@northyorkshireaidsaction.org.uk)

Website: [www.northyorkshireaidsaction.org.uk](http://www.northyorkshireaidsaction.org.uk)

Contact: Kathryn Gallon, Manager

Open Monday to Friday 10am - 4pm. Closed weekends and bank holidays.  
Appointments can be arranged outside office opening times

NYAA provides help and active support in the North Yorkshire area for people with HIV/ AIDS and those close to them.

To access the service you can telephone, e-mail or write to the community services and Support Co-ordinator or the Manager. Alternatively your Clinical Nurse Specialist can make a referral on your behalf.

## **Parkinson's Disease Society**

215 Vauxhall Bridge Road, London, SW1V 1EJ

Tel: 020 7931 8080

Tel: 0808 800 0303 (Freephone Helpline Monday to Friday 9.30am - 5pm)

Fax: 020 7233 9908

E-mail: [enquiries@parkinsons.org.uk](mailto:enquiries@parkinsons.org.uk)

Website: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

Contact: Jim Black, Manager Yorkshire & Humber Branch - 01759 369798, e-mail [jblack@parkinsons.org.uk](mailto:jblack@parkinsons.org.uk) . Tracy Westgarth, Development Worker, Yorkshire & Humber Branch 01482 865522, e-mail [tkeld@parkinsons.org.uk](mailto:tkeld@parkinsons.org.uk) .

Leading charity dedicated to supporting all people with Parkinson's, their families, friends and carers. Freephone telephone helpline for advice information and support. Harrogate, Northallerton, Scarborough, and Skipton & District branches contactable via Tracy Westgarth, Development Worker.

**Parkinson's Disease Society Community Support Workers See Page 313**

## **RADAR**

12 City Forum, 250 City Road, London, EC1V 8AF

Tel: 020 7250 3222

Fax: 020 7250 0212

Minicom: 020 7250 4119

E-mail: [radar@radar.org.uk](mailto:radar@radar.org.uk)

Website: [www.radar.org.uk](http://www.radar.org.uk)

National organisation aiming to promote change by empowering disabled people to achieve their rights and expectations, and by influencing the way that disabled people are viewed as members of society.

## **SCOPE**

6 Market Road, London, N7 9PW

Tel: 020 7619 7100

Tel: 0808 800 3333 (Free phone helpline)

E-mail: [cphelpline@scope.org.uk](mailto:cphelpline@scope.org.uk)

Website: [www.scope.org.uk](http://www.scope.org.uk)

Cerebral Palsy Helpline Monday to Friday, 9am - 9pm, Saturday & Sunday, 2pm - 6pm

The disability organisation in England and Wales whose focus is people with cerebral palsy. Our aim is that disabled people achieve equality in a society in which they are as valued and have the same human and civil rights as everyone else.

Scope has a Community Team in your area. It can offer information, advice and support to disabled people and their families. We also work with local groups to

encourage the development of new and existing services which meet needs identified locally.

For details of your local contacts, please email [cphelpline@scope.org.uk](mailto:cphelpline@scope.org.uk) or phone us on 0808 800 3333.

# **SPEECH THERAPY**

**Speech Therapist**, Whitby Hospital, Spring Hill, Whitby, YO21 1EE  
Tel: 01947 604851

Contact for details and how to access the service provided.

# **SPORT AND LEISURE**

## **Bowls 'n' Buggies Club**

49 Moor Lane, Newby, Scarborough, YO12 5SL

Tel: 01723 379924/ 01723 353992

Open Every Saturday morning 10am - 12 noon.

Contact: Mike Roberts

The Club was formed to enable people with disabilities to participate in the sport of Flat Green Bowls.

Membership is also open to people with disabilities who wish to attend as spectators and to non-disabled people who are prepared to act as "Helpers".

The Club provides opportunities to meet people and make friends in pleasant surroundings with facilities for light meals and refreshments. Members wishing to

progress to competition and league play will receive every support and encouragement.

The Club meets at the Alexandra Bowls Centre, Peasholm Road, Scarborough.



## **Calvert Trust Adventure Centre**

Little Crosthwaite, Keswick, Cumbria, CA12 4QD

Tel: 01768 772255

E-mail: [enquiries.calvert.keswick@dial.pipex.com](mailto:enquiries.calvert.keswick@dial.pipex.com)

Website: [www.calvert-trust.org.uk](http://www.calvert-trust.org.uk)

Contact: John Crosbie, Centre Director

An Outdoor Activities Centre in a fully accessible converted farmhouse for people with disabilities. Courses include sailing, canoeing, horse riding, abseiling, climbing with specialist instructors, heated indoor swimming pool, sports hall with climbing wall and games room. Self catering accommodation is available. Activities may be arranged in advance of visit.

## **Mark Davies Injured Riders Fund (MDIRF)**

Little Woolpit, Ewhurst, Cranleigh, Surrey, GU6 7NP

Tel: 01483 268623

Fax: 01483 277899

E-mail: [maria.somers@dial.pipex.com](mailto:maria.somers@dial.pipex.com)/ [pvturpin@btinternet.com](mailto:pvturpin@btinternet.com)

Website: [www.mdirf.co.uk](http://www.mdirf.co.uk)

Contact: Maria Somers, Fund Co-ordinator Tel: 0207 7361738/ Prue Turpin, East Yorkshire Representative Tel: 01947 841188

MDIRF was founded by Jane Davies in memory of her son Mark who died in a fall at Burghley Horse trials in 1988. The fund is set up for people who need help due to injuries from horse-related accidents. The Fund has provided wheelchairs, converted cars, adapted homes etc., and covers the whole country. Contact local representative who can put you in touch with the fund or carry out assessments of problems.

## **Riding for the Disabled Association**

Tel: 01653 696557

Contact: Lady Hewitt, Regional Chairman

Aims to provide the opportunity for riding and driving to people of all ages with physical and/ or learning disabilities who might benefit in general health and happiness. Those who wish to, may follow a series of grade tests in riding and stable management, compete at a local, regional and national level and take part in a programme of holidays. Training is provided for volunteer helpers and instructors.

Nearest groups to Whitby - Stokesley, North Ormesby, Netherfield, Redcar. For full details please contact the Regional Chairman during daytime.

## **Sailability**

Scaling Dam Sailing Club, Scaling Dam, Easington, Saltburn by the Sea, TS13 4TP

Tel: 01287 643026

E-mail: [sail@scalingdam.org](mailto:sail@scalingdam.org)

Website: [www.scalingdam.org](http://www.scalingdam.org)

Contact: Graham Wing

Scaling Dam is a Royal Yachting Association recognised training establishment for dinghy sailing. The Club owns a Challenger Trimaran which is equipped for people with physical and/or sensory disabilities who want to sail.

The Club has accessible facilities, including an accessible jetty, ramped entrance to the clubhouse and accessible facilities in the clubhouse. Contact Graham Wing for details, Tel: 01287 650226, E-mail: [gwing@wingg.fsnet.co.uk](mailto:gwing@wingg.fsnet.co.uk)

## **Scarborough Bowls Centre**

Peasholm Road, Scarborough, YO12 7TT

Tel: 01723 353992

E-mail: [enquiries@scarboroughbowlscentre.co.uk](mailto:enquiries@scarboroughbowlscentre.co.uk)

Website: [www.scarboroughbowlscentre.co.uk](http://www.scarboroughbowlscentre.co.uk)

Open Winter 9.15am - 10pm (excluding Christmas Day), Summer 9.15am - 11pm

Contact: Colin Rennard, Centre Manager

Indoor flat green bowls open to disabled and able bodied people. Bowls and buggies are available for disabled people. The Centre has ramped access to the interior of the building as well as ramps to the indoor rinks. The recently refurbished and upgraded kitchens provide a wide selection of value-for-money meals. There is also a licensed bar. Easy access to the function room, which is available for hire to organisations and individuals. Open all year round.

## **Whitby Leisure Centre**

West Cliff, Whitby, YO21 3EN

Tel: 01947 604640

Whitby Indoor Swimming Pool has a large changing room to accommodate carers assisting disabled people and equipment including two changing beds, support aids and shower.

Disabled swimmers can use a special hoist with ceiling tracks to carry them unaided or with assistance straight from the changing room to the 25 metre and learner pool. Pool side hoist also available for main pool.

Accessible toilet facilities/ changing room (RADAR Key) for fitness suite/ exercise classes. Key available from main reception on request.

# SUPPORT GROUPS

## **Alzheimer's Society – Scarborough, Whitby & Ryedale**

Unit 16 Manor Court, Scarborough Business Park, Scarborough, YO11 3TU

Tel: 01723 500958

E-mail: [scarborough@alzheimers.org.uk](mailto:scarborough@alzheimers.org.uk)

Local branch of the Alzheimer's Society (see page 233) providing information and support for people with dementia or experiencing memory problems, and for their families and carers.

Befriending Service, Dementia Support Service, Memory Cafés, Memory Clinics, Information Service, Singing4TheBrain, Crlsp – information programme for carers.

## **Arthritis Support Group**

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824236 (direct line)

Contact: Claire Flintoft, Occupational Therapist

Gives support and advice on coping with day to day management of arthritis.  
Meets the 3rd Friday of each month at Whitby Hospital.



## **Communication Support (Volunteer Stroke Scheme)**

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01723 342250/ 342237 (Leave messages on the answer phone on evenings and weekends)

E-mail: [val.birch@acute.sney.nhs.uk](mailto:val.birch@acute.sney.nhs.uk)

Open Monday to Friday 9am - 5pm (Speech Therapy Department at Scarborough Hospital).

Contact: Val Birch, Speech Therapy Team Leader

The Scheme helps people who have suffered a stroke to recover their communication skills and improve the quality of their lives. The degree of recovery is varied but patients benefit from help given in the early stages by volunteers who practise speech and writing exercises with the patient. The work can also involve number work, discussing topics of specific interest to the patient, stimulating memory and reasoning, using crosswords and games.

After initial training volunteers are introduced to a patient and thereafter visit for an

hour each week in the patient's home. Volunteers work under the guidance of Speech and Language Therapists. In addition small groups of patients meet on a regular basis at a central venue, assisted by volunteers.

## **Motor Neurone Disease (MND) Association - Scarborough**

Tel: 0113 267 2389

Fax: 0113 267 2393

E-mail: [sue.smith@mndassociation.org](mailto:sue.smith@mndassociation.org)

Open Normal office hours

Contact: Sue Smith, Regional Care Advisor

Regional Care Advisors offer support and advice to people with MND, their families and carers, and work closely with local statutory services and community care providers. The local support groups offer friendship, the opportunity to meet other people in the community, provide newsletters and meetings for people with MND, their friends, families and carers.

For more information on what the MND Scarborough Support Group provides, please contact the Regional Care Advisor.

## **MS Society, Scarborough & District Branch**

Tel: 01723 363 701

Tel: 0808 800 8000 (Free phone National Helpline)

Website: [www.mssociety.org.uk](http://www.mssociety.org.uk)

Tessa Harrison, Welfare Support Officer

Contact office number for details. National helpline available Monday to Friday (except bank holidays) 9am - 9pm

Support and advice for those living with and affected by Multiple Sclerosis.

## **Multiple Sclerosis Club**

1 Cherry Close, Whitby, YO21 1LN

Tel: 01947 604460

Contact: Mrs Margaret Baguley

A group for people with Multiple Sclerosis, their partners, carers and friends.  
Meets on the third Thursday of each month, 2pm - 4pm at Marton Court, Whitby.

It is a social club with board games, refreshments and conversation. Most meetings have a speaker. Outings and an annual Christmas lunch are arranged. Transport from home is provided where necessary.

## **Multiple Sclerosis Group**

Physiotherapy Department, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824209 (direct line)

Contact: Sharon Maxfield, Physiotherapist

Group meets usually on the last Friday of the month in the Physiotherapy gym from 11am -12noon. Patients are referred by GP's. Initial assessment is performed prior to joining the group.

## **Parents Support Group**

NCH, Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 341621

Support group for parents of children with disabilities. Meets every Tuesday during term time, 9.30am - 1pm at the Children's Centre, Cherry Tree Avenue, Scarborough.

## **Scarborough & District Kidney Support Group**

87 Commercial Street, Scarborough, YO12 5ER

Tel: 01723 376169

Contact: Mrs Yvonne Stewart

Monthly informal meetings supporting pre-dialysis, dialysing and kidney transplant patients together with their carers, friends and family. The group covers Scarborough town and surrounding villages, Pickering, Whitby, Bridlington and Driffield.

Meetings, providing the opportunity for a chat and light refreshments, take place in the Howarth Unit, Scarborough Hospital on the third Tuesday of each month, between 7pm and 9pm. New members are always welcome.



## **The Encephalitis Support Group**

7B Saville Street, Malton, YO17 7LL

Tel: 01653 699599

Fax: 01653 604369

E-mail: [mail@encephalitis.info](mailto:mail@encephalitis.info)

Website: [www.encephalitis.info](http://www.encephalitis.info)

Open Monday to Friday 9am - 5pm

The Encephalitis Society is the operating name of the Encephalitis Support Group. Provides information and support to people affected by encephalitis, their families and carers. Offers a Linking Scheme to members and organises meetings so that mutual experiences can be shared.

Raises awareness to the general public through an annual Awareness Week and to professionals through the provision of workshops, training programmes and conferences. Encourages research into all aspects of the condition and is involved at a national level to improve services for people with a brain injury.

## **The Stroke Association**

240 City Road, London, EC1V 2PR

Tel: 0845 30 33 100 (Helpline)

E-mail: [info@stroke.org.uk](mailto:info@stroke.org.uk)

Helpline available Monday to Friday 9am- 5pm

National charity concerned with combating stroke in people of all ages. It funds research into prevention, treatment and better methods of rehabilitation, and helps stroke patients and their families directly through its community services, information leaflets etc.

### **Regional Office**

Louise Haigh, Information Officer, The Stroke Association, Unit 7 Killingbeck Court, York Road, Leeds, LS14 6FD

Helpline: 0303 3033 100.                      Textphone: 18001 0303 3033 100

Stroke Association Support Worker, based at Age Concern Scarborough.

Tel: 01723 376562

## **Scarborough, Whitby & Ryedale Information & Support Service**

(formerly Water-Lily Cancer Support and Information Group)

Macmillan Office, St. Catherine's Hospice, Throxenby Lane, Scarborough, YO12 5RE

Tel: 01723 356060

Fax: 01723 356032

E-mail: [cancerinfnurse@st-catherineshospice.org.uk](mailto:cancerinfnurse@st-catherineshospice.org.uk)

Contact: Nicola Cox, Macmillan Cancer Information Nurse

The Scarborough, Whitby & Ryedale Information & Support Service offers a free, confidential service to anyone affected by cancer. This includes those who have cancer, their families, friends and health professionals caring for them.

The service offers drop in sessions in Malton, Whitby, Pickering and Scarborough, and provide the opportunity for people to meet like minded individuals with the support of a team of experienced cancer nurses.

The service offers high quality up to date information on all aspects of cancer. They also provide financial information and benefits advice, details of local services and organisations and can signpost people to self-help and support groups.

## **Whitby Cardiac Support Group**

c/o D Robinson, 21 Larpool Lane, Whitby, YO22 4JE

Tel: 01947 824249

Meetings held on the third Wednesday of each month in the Day Hospital at Whitby Hospital (excluding August)

Contact: Di Robinson, Julia Hill

Group offers support and information to people with cardiac conditions, their partners and carers. Meetings vary from social events to talks on health care, local issues and topics covering members' interests. Affiliated to the British Heart Foundation.

## **Whitby Stroke Club**

c/o Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824249

Contact: Ruth Parker, Secretary

Provides support, social activities, outings and entertainment for people who have had strokes, their families and carers, and encourages people to have a full life in the community. Speakers are also invited to meetings. Whitby Stroke Club can direct people to other appropriate advice and support services if required. The group also fundraises.

Whitby Stroke Club meets on the first Thursday of every month, 2pm at Kirkham Close Community Centre, Whitby. The centre is accessible. People who wish to attend may have to organise their own transport.

For further information please contact Ruth Parker, Secretary.

See also The Stroke Association (page 274).

## **Yorkshire and District M. E. Support Group**

Tel: 01904 655911 (Help line: 1pm – 2.30pm, Monday to Thursday)

E-mail: [publicity@yorkmesupport.org.uk](mailto:publicity@yorkmesupport.org.uk)

Contact: Jenny Gilmore

The York and District M.E. Support Group provides support for people living along the East Coast from Whitby to Scarborough, who have M.E. (also known as Chronic Fatigue Syndrome).

The Group provides the opportunity for people who have M.E. or who care for sufferers to meet up with others and share experiences or find out information. Services include a telephone help line and a friendship network which allows sufferers and carers to develop friendships and offer support to each other without having to leave their homes.

# TRAVEL AND TRANSPORT (INCL. ACCOMMODATION)

## **AA (Automobile Association), Disabled Travellers Guide**

Tel: 0800 262 050 (AA Disability Helpline)

Tel: 0800 3282810 (for breakdown calls and enquiries)

Website: [www.theAA.com](http://www.theAA.com)

Booklet with information and ideas to help make getting about easier, in the UK and abroad, including how to make sure the car you choose is adapted to suit your needs, how to plan a trouble free journey when travelling abroad and what concessions you may be entitled to. Booklet is free to AA personal members.

A copy for reference is available at the WhitbyDAG office.

For a copy of the Guide contact the AA Disability Helpline.

For information about AA membership phone 0800 224357.



## **Blue Badge Scheme**

NYCC Adult and Community Services – Customer Services Centre

Tel: 08458 727374 or 01609 536997 (direct line)

Department of Transport national scheme of parking concessions for disabled and blind people, administered by Social Services departments. Parking concessions are available to people with severe walking difficulties who travel either as drivers or passengers. The scheme also applies to people who regularly drive a vehicle with very severe upper limb disabilities who regularly drive but cannot turn a steering wheel by hand. Other concessions, such as reserved spaces, exemption from tolls may also be available to badge holders. Contact Customer Services Centre or WhitbyDAG for information leaflet. Leaflet also available in large print, Braille and audio tape formats. Applications can also be completed online at [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

**Blue Badge holders in Whitby** - parking permits for the car park at Whitby Co-op can be obtained from Whitby DAG (see page 14) on production of current Blue Badge, a passport size photo and payment of 25p.

## Bus and Coach Companies

**Arriva** – On wheelchair accessible buses, drivers will assist all customers with disabilities (not just wheelchair users) provided it is safe to do so. Drivers will not be able to provide assistance if doing so would risk the health, safety or security of the customer, the driver, other customers, members of the public or the vehicle.

General timetable is available by calling the national Traveline number **Tel: 0871 200 22 33** or by visiting Arriva's website [www.arrivabus.co.uk](http://www.arrivabus.co.uk). Printed timetables are produced for all routes. Copies are available at the Whitby Tourist Information Centre, The Coliseum and Scarborough Borough Council offices on Skinner Street. For fare enquiries, **Tel: 08701 201 088**.

**Yorkshire Coastliner** – Has vehicles which are fully accessible, with a step-free entrance, a dedicated buggy zone and space for a wheelchair. Coastliner aims to make all journeys on their timetable accessible.

For information on accessibility and timetables **Tel: 01653 692 556** (Malton) or **0113 244 8976** (Leeds), or visit their website [www.coastliner.co.uk](http://www.coastliner.co.uk).

**National Express** – for information on routes, timetables, accessibility of vehicles etc, contact the National Express **Disabled Persons Travel Helpline, Tel: 0121 423 8479, Text phone 0121 455 0086**, or visit their website [www.nationalexpress.com](http://www.nationalexpress.com). Information and bookings can also be dealt with at the Travel Centre, Station Square, Whitby.

**Coastal & Country Coaches Ltd** – runs a service (no. 96) to Whitby Hospital. Departs from bus stop opposite Boyes, Station Square, from 9.20am and every hour at 20 past the hour until and including 6.20pm. Two steps up into bus – not wheelchair accessible. Tel: **01947 602922**.

## **Coble Courier**

St Peters Centre, Church Street, Staithes, TS13 5DB

Tel: 01947 841678 (Staithes office), Fridays 10.30am - 2.30pm.

Tel: 01947 841382 (Hinderwell office) Mondays 10.30am - 2.30pm

Local minibus service aiming to provide affordable community transport for local groups and residents of Staithes, Cowbar, Hinderwell and the outlying parishes of Runswick, Roxby, Dalehouse, Boulby, Port Mulgrave and Borrowby. Coble Courier also aims to give particular help to those who are isolated by providing affordable access to local amenities.

Contact the office numbers for details of costs, availability etc.

## **Esk Moors Active Ltd**

Danby

Tel: 01287 660082

Contact: Di King

A not for profit social enterprise company to run the **Heather Hopper**, an accessible community minibus in the Upper Esk Valley.

Contact Di King for further information on becoming a member of the Heather Hopper Club to join in trips and activities; undertaking MiDAS (Minibus Driver Awareness Scheme) training to be a volunteer Heather Hopper driver; hiring the Heather Hopper minibus for your own group activities.

## **Good Neighbours Community Transport (GNCT) – Minibus Brokerage**

Church House Centre, Flowergate, Whitby, YO21 3BA

Contact: Alan Lund, Transport Manager

Tel: 01947 606440

E-mail: [alan@alanlund.orangehome.co.uk](mailto:alan@alanlund.orangehome.co.uk)

At GNCT we hire out minibuses to community groups, including those requiring accessible transport. We can supply volunteer drivers and our charges are very competitive. GNCT also provides MiDAS (Minibus Driver Awareness Scheme) training for minibus drivers. Contact us for more information.

If you have time to spare, are aged between 21 and 70 with a full driving licence and would like to train as a community transport minibus driver please contact us.

## **Good Neighbours Coastal Car Scheme**

(formerly GNCT – Volunteer Car Scheme)

Whitby – Good Neighbours Community Transport, Church House Centre,  
Flowergate, Whitby, YO21 3BA. Tel: 01947 602982

Scarborough – Dial a Ride, Unit 4, 66 Londesborough Road, Scarborough, YO12  
5AF. Tel: 01723 354434

Filey - Tel: 01723 515999

Community Transport service set up to help elderly and disabled people who are unable to access essential services because of genuine transport need. We have over 50 volunteer drivers and over 500 registered passengers. To access the service you should be over 60, or registered disabled, referred by Social Services (Adult and Community Services) or other caring agency. If you do not fit into one of these categories but have a genuine transport need, then contact us anyway to see if we can help.

Annual Membership fee helps cover the costs of administering the scheme.

pThere is a mileage charge for the scheme which is calculated and notified to you in advance. You then pay the driver. The charge covers the running of the car. Journeys can be to places as far away as Leeds or Hull, to get to local doctors surgeries, visit friends or relatives in hospital, to attend local meetings, to attend day centres, to go shopping or to connect with local public transport services. If possible we would like at least 48 hours notice of any journey to enable us to make the arrangements.

To book a journey, call the number nearest to your location (Whitby, Scarborough or Filey), or call in at the Whitby or Scarborough offices.

If you have a car and some time to spare, would you like to become one of our volunteer drivers. Contact GNCT on **01947 602982** for more information.



## **Holiday Care**

Tourism for All, The Hawkins Suite, Enham, Enham Alamein, Andover, SP11 6JS

Tel: 0845 124 9971

Fax: 0845 124 9972

Minicom: 0845 124 9976

E-mail: [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

Website: [www.holidaycare.org.uk](http://www.holidaycare.org.uk)

Charity which provides information and advice on all aspects of holidays for disabled and older people. Services include information for disabled and older travellers, respite care information and consultancy services to proprietors, operators and the travel trade.

Information Unit produces information packs comprising holiday and accommodation suggestions for people with a wide variety of special needs. These include, accessible hotels and B&Bs, self-catering and farm accommodation, holiday centres, visitor attractions and activity holidays, holidays

for people with disabled children. The Unit also holds information on accessible venues in over 12 overseas countries.

**North East Drive Mobility** (formerly Hunters Moor Regional Rehabilitation Centre)

Walkergate Park Centre for Neuro-Rehabilitation and Neuro-Psychiatry, Benfield Road, Newcastle-upon-Tyne, NE6 4 QD

Tel: 0191 287 5090

E-mail: [northeast.drivemobility@ntw.nhs.uk](mailto:northeast.drivemobility@ntw.nhs.uk)

Website: [www.ntw.nhs.uk](http://www.ntw.nhs.uk)

Driving and passenger assessment centre, accredited Mobility Centre, offering practical advice on driving, car adaptations and car choice for anyone with a disability or condition which may affect their ability to use a car either as a driver or a passenger.

The Centre has a range of vehicles fitted with a variety of adaptations to suit most needs. Supervised driving takes place on a private assessment area. Up to date information and details of fees for assessments can be obtained from the Centre.

## **Kewal Mobility Engineering**

Scotchburn Garth, Skerne Road, Drifffield, YO25 6EF

Tel: 01377 252500/ 0845 6446004

Fax: 01377 252250

E-mail: [keith@kewal.com](mailto:keith@kewal.com)

Website: [www.kewal.com](http://www.kewal.com)

Open Monday to Friday 8.30am - 5pm. Saturdays by appointment only. Closed bank holidays.

Contact: Keith Cadwallader

Complete vehicle conversion specialist - e.g. hand controls, dual controls, wheelchair & scooter hoists, person lifts, ramps, seat belt solutions, swivel seats, roof mounted wheelchair storage boxes. Showroom has waiting room, kitchen and disabled toilet.

## **Mobilise Organisation (inc. Disabled Drivers Association)**

Ashwellthorpe, Norwich, NR16 1EX

Tel: 01508 489449

Fax: 01508 488173

E-mail: [hq@mobilise.info](mailto:hq@mobilise.info)

Website: [www.ddmc.org.uk](http://www.ddmc.org.uk)

Mobilise is a self help organisation, formed by the merger of the Disabled Drivers' Motor Club and the Disabled Drivers' Association, run for disabled people by disabled people, and concerns itself with the needs of disabled people primarily by encouraging greater independence through enhanced mobility.

Mobilise provides an information service to both members and groups alike and a confidential telephone and mail answering service covering DLA (mobility component) and Motability matters, driving licences, insurance availability, driving assessment, vehicle and adaptation choices. The Mobilise monthly magazine provides a valuable source of information on current activities and issues.

## **Motability**

Warwick House, Roydon Road, Harlow, Essex, CM19 5PX

Tel: 0845 456 4566 (Customer Helpline)

Minicom: 01279 632273

Website: [www.motability.co.uk](http://www.motability.co.uk)

Car scheme for people receiving DLA Higher Rate Mobility. Change car every 3 years. Scheme open to disabled drivers or nominated drivers for eligible disabled passengers.

There is also a Motability powered wheelchair and scooter scheme.

Contact Motability freephone number for further information about car scheme and powered wheelchair and scooter scheme.

## **National Rail Enquiry Line**

Tel: 08457 48 49 50

Text phone: 0845 60 50 600

For finding information about timetables, stations and their facilities, making arrangements such as having staff meet you at departure and destination stations, information on train operating companies.

The Enquiry Line also has details of train operating companies, Disabled Assistance telephone/ text phone numbers, disabled persons railcards, accessibility maps, arrangements for powered scooters on trains, information about Disabled Persons Railcard.

National Rail advises you give at least 24 hour notice to make necessary arrangements. Shorter notice may mean they cannot not guarantee to provide the assistance you may require.

## **Local Train Companies Disabled Assistance Numbers**

**Northern**, Tel: 08456008 008, Text phone: 08456 045 608.

**GNER**, Tel: 08457 225 444; Text phone 08451 202 067



## **Taxi Firms**

Taxi companies with vehicles accessible for disabled people:

**Harrisons**, Whitby, Tel: 01947 600606 - 24hr private.

**Streamline Taxis**, Whitby, Tel 01947 603306 – wheelchair accessible taxi.

**Parc Taxis**, Whitby, Tel: 07900 213054 – Wheelchair accessible hackney carriage.

**Smilers Taxis**, Whitby, Tel: 07881 467 725 – 6-seater with wheelchair access.

**Public Hire Taxis** – Most of the drivers for the taxi companies that use the taxi rank on New Quay Road, Whitby, will put transportable wheelchairs and small mobility scooters (that will fit) into the boot of their cars. Passengers must negotiate this with drivers in advance as not all are able to lift the equipment.

## **Tourist Information Centres**

**Whitby Moors and Coast Information Centre**, Langbourne Road, Whitby, YO21 1YN. Opening hours: May to September (daily 9:30am to 6:00pm), October to April (daily 10:00am to 4:30pm). Tel: 01723 383637.

E-mail: [whitbytic@scarborough.gov.uk](mailto:whitbytic@scarborough.gov.uk)

**Tourist Information Centre, The Moors Centre**, Danby Lodge, Lodge Lane, Danby, YO21 2NB Tel: 01439 772737/ 01439 772738, Fax: 01287 660308. Email: [moorscentre@northyorkmoors-npa.gov.uk](mailto:moorscentre@northyorkmoors-npa.gov.uk)

**Malton Tourist Information Centre**, 58 Market Place, Malton, YO17 7LW. Tel: 01653 600048, Fax: 01653 698374, Email: [maltontic@btconnect.com](mailto:maltontic@btconnect.com)

**Pickering Tourist Information Centre**, The Ropery, Pickering, YO18 8DY. Tel: 01751 473791, Fax: 01751 473487, Email: [pickering@ybtic.co.uk](mailto:pickering@ybtic.co.uk)

**Scarborough (Westborough) Tourist Information Centre**, Brunswick Shopping Centre, Westborough, Scarborough, YO11 1UE. Tel: 01723 383637, Fax: 01723 507302, Email: [scarboroughtic@scarborough.gov.uk](mailto:scarboroughtic@scarborough.gov.uk)

## **William Merritt Disabled Living Centre**

St. Mary's Hospital, Green Hill Road, Armley, Leeds, LS12 3QE

Tel: 0113 3055 288

Fax: 0113 2319 291

E-mail: [mobility.service@nhs.net](mailto:mobility.service@nhs.net)

Website: [www.williammerritleeds.org](http://www.williammerritleeds.org)

Driving and passenger assessment centre offering practical advice on driving, car adaptations and car choice for anyone with a disability or condition which may affect their ability to use a car as a driver or a passenger. Visiting the Centre; You can make an appointment with one of the Occupational Therapists to discuss your needs in more detail. Assessments are FREE to everyone. (There is a charge for driving assessments). You can contact the Centre by telephone, email or letter and ask for information to be sent to you about products.

Disabled Living Centre Tel: 0113 3055332.

E-mail: [thewilliammerritt.dlc@nhs.net](mailto:thewilliammerritt.dlc@nhs.net)

# UTILITIES

## **British Gas - Home Energy Care Register**

Tel: 0845 955 5404

Text phone: 0845 955 5502

TYPETALK

Website: [british-gas.house.co.uk/accessibility](http://british-gas.house.co.uk/accessibility)

If you are a British Gas customer and are elderly, disabled, visually impaired or chronically sick, you can be added to the British Gas Home Care Register. This is a confidential register that aims to ensure that the needs of elderly or disabled customers will be taken into account.

## **BT Age and Disability Action**

Tel: 0800 800 150 (free phone) and ask to speak to Age and Disability Action

Text phone: 18001 0800 800 150

Website: [www.bt.com/age\\_disability](http://www.bt.com/age_disability)

Products and services for people who need extra support due to illness or impairment, including information and instructions in audio, Braille and other formats, accessible products and the Free Priority Fault Repair Service for people who are unable to leave their homes due to illness or disability.

## **NEDL (Northern Electricity plc)**

Loss of electricity Tel: 0800 668877 (available 24hrs per day)

Text phone: 0800 169 1136 (available 24 hours per day);

Customer Service and engineering work Tel: 08450 70 71 72 (Monday to Saturday, 8am - 5pm);

New connections Tel: 08450 702 703 (Monday to Friday 8.30am - 4.40pm)

## **Warm Front**

Tel: 0800 952 1555 (Free phone)

Website: [www.txu-warmfront.co.uk](http://www.txu-warmfront.co.uk)

Government funded scheme managed by Powergen Warm Front to help people in receipt of income-based or disability related benefits to improve the insulation and heating in their homes. If you own your own home or privately rent, you could have a range of insulation and heating improvements installed in your home.

## **Winter Warmth Advice Line**

Tel: 0800 085 7000

Text phone: 0800 085 7857

Website: [www.dh.gov.uk/socialcare](http://www.dh.gov.uk/socialcare)

Open Monday to Friday 8am to 8pm, from October to March.

Joint scheme by Department of Health, Defra, The Pension Service, Help the Aged, Age Concern, and WRVS, providing advice on keeping warm and healthy, home improvement grants, heating your home and help with bills. Interpreters available to provide advice in languages other than English.

For people aged 60 or over, contact the Winter Fuel Payments Helpline Tel: 08459 15 15 15 for enquiries on financial help towards the cost of keeping your home warm.



## **Yorkshire Water - Helping Hands Service**

PO Box 52, Bradford, BD3 7YD

Tel: 0800 1 38 78 78 (Helping Hands Service)

Tel: 0845 124 2424 (Customer Services)

Offers a range of services aimed at customers with particular needs, for example Braille and large print bills. Contact the service for details and to register.



# New Entries

- 307 -

## **Guidance Services**

Scarborough Connexions Centre, Pavilion House, Westborough, Scarborough,  
YO11 1YY

Tel: 01723 373009

Fax: 01723 377466

Guidance Services is a careers company offering information, impartial advice and guidance about careers, training and learning opportunities to people of all ages in York, North Yorkshire and Wakefield District.

Guidance Services help:

Young People – We help you to make the right choices and effective plans for the future;

Adults – Free information and advice to help you find the job, course or training that is right for you;

Parents and Guardians – Plan how best to support young people to manage the various decisions facing them as they move towards adult life;

Teachers – Plan and deliver effective support for your Careers Education programmes;

Employers – Recruit young people aged 16-19, and advice on training to acquire a skilled workforce and economic prosperity.

Guidance Services staff are all professionally qualified to nationally recognised standards.

## Age UK Personal Alarms (Aid Call Ltd)

Freephone 0800 011 3846

E-mail: [alarms@ageuk.co.uk](mailto:alarms@ageuk.co.uk)

Website: [www.aidcall.co.uk](http://www.aidcall.co.uk)

Contact: AgeUK Scarborough & District. See **Page 205** for details.

AgeUK Personal Alarm Service is a 24-hour personal SOS system approved by Age UK and available throughout the UK, which quickly summons emergency help. Help can be summoned by pressing the call button which is worn round the neck. The button is waterproof and can be worn in the bath or shower.

You nominate two or more people (family or neighbours) you can rely on to come to your aid, to be key holders. If, for example, you have any kind of accident, feel ill, get locked out or slip on the steps, simply press the button and you will be linked to the Emergency Response Centre. Even if you can't speak they will know who is calling and help will soon be on its way. The Emergency Response Centre will contact your nominated key holders or the emergency services if appropriate and will stay on line until you are in safe hands.

Charges are kept as low as possible and profits go straight back to support Age UK. Prices include installation, 24 hour monitoring and on-site maintenance.

A local Age UK adviser can visit you at home to demonstrate how the system works. There is no charge for this and no pressure to buy.

## **Diabetes UK Scarborough Voluntary Group**

12 Hunmanby Street, Muston, YO14 0ET

Tel: 01723 513434

E-mail: [mark.husler@nymac.co.uk](mailto:mark.husler@nymac.co.uk)

Contact: Mr Mark Husler, Chairman

The Diabetes UK Scarborough Voluntary Group reformed as from 31 May 2006 to provide the following services:

To give support to diabetic patients and their carers; Develop better treatment of Diabetes by lobbying those persons/ organisations with the power to make changes; Exchange information and ideas to assist patients with better control of their condition; Fundraise towards any equipment which is considered to be necessary.

The Group aims to hold public meetings on a bi-monthly basis. Contact for further details.



## **Parkinson's Disease Society – Community Support Workers**

Tel/ Fax: 01723 362269

Mobile: 07789 746582

Contact: Lynn Thubron, Community Support Worker

The Parkinson's Disease Society Community Support Workers provide confidential and professional support to people affected by Parkinson's living locally.

We offer: Visits to people at home and/or telephone support; Emotional support to people with Parkinson's, their families and carers; Up-to-date information on Parkinson's and appropriate support services; Welfare benefits advice; Support on how to access local statutory and voluntary services; Advocacy with issues such as pursuing complaints and support during assessments and reviews; Access to other Parkinson's Disease Society services.

## **Forum of Mobility Centres**

Tel: Free phone 0800 559 3636

Website: [www.mobilitycentres.org.uk](http://www.mobilitycentres.org.uk)

The Forum of Mobility Centres is a network of 17 independent organisations covering England, Scotland, Wales and Northern Ireland, who offer professional, high quality information, advice and assessment to individuals who have a medical condition or are recovering from an accident or injury which may affect their ability to drive, access or egress a motor vehicle. All Centres offer advice and assessment to people who wish to begin, or return to driving following an illness, injury or accident.

The Centres are recognised by other mobility organisations including Motability and the Driver Vehicle Licensing Authority.

Newcastle upon Tyne Mobility Centre – see page 291

Leeds Mobility Centre - see page 299

## **Just Mobility**

Barn Cottage, Commonwood Lane, Commonwood, Chipperfield, Hertfordshire,  
WD4 9BB

Tel: 01923 265577

Fax: 01923 263872

E-mail: [david@Justwebs.co.uk](mailto:david@Justwebs.co.uk)

Website: [www.justmobility.co.uk](http://www.justmobility.co.uk)

Contact: David Butler

For disabled motorists to buy and sell vehicles that have been modified due to their disability.

FREE advertising to help sell all types of mobility aids e.g. wheelchairs, seats, hoists, walking frames, stair lifts.

On Line Trade Directory - You can find a trader near you either by entering your postcode and selecting the distance you are prepared to travel, or by selecting an area of the country.

## **The Independent Living Centre**

Holyrood Lane, off Lansdowne Road, Middlesbrough, TS4 2QT

Tel: 01642 250749

Website: [www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk)

The Independent Living Centre is a resource and advice centre designed to assist people who have difficulties with every day activities to increase or maintain their independence, improve their quality of life or to assist their carers.

The centre gives free and impartial expert advice on information and products; enables people to compare and contrast a range of products in the showroom (mobility equipment, kitchen, hall, stairs, bedroom and bathroom); provides individual assessments (carried out by an Occupational Therapist); informs people of their eligibility for provision of equipment locally and alternative sources including private purchase. Where the centre is unable to resolve a need presented by a service user they are referred onto to a more appropriate agency/service.

Specialist exhibitions and demonstrations of equipment are provided on a regular monthly rotational basis.

The centre acts as a training resource for carers and staff involved in the care of people with disabilities. The centre also is a resource for training organisations, i.e. colleges, universities, and helps social services and voluntary agencies regarding equipment for people with disabilities.

The centre is open to all regardless of where you live: disabled people; carers; health services; social services; community professionals; general public. Self referrals are accepted.

Assessments are available to all. Only those living in Middlesbrough and Redcar and Cleveland localities will be provided with equipment where eligible. Advice can be given to people from other areas, following assessment.

### Opening Hours

Monday - Wednesday: 1pm - 6pm; Thursday: 1pm - 7pm; Friday: 1pm - 4.15pm;  
Saturday: 9.30am - 1.30pm

## **Scarborough Asperger Self Help (S.A.S.H)**

Scarborough & District CVS, 62 Roscoe Street, Scarborough, YO12 7BY

Tel: 01723 362205

Fax: 01723 507570

E-mail: [post@sd cvs.demon.co.uk](mailto:post@sd cvs.demon.co.uk)

Scarborough Asperger Self Help (S.A.S.H) was set up in August 2004 and is run by and for people with Asperger Syndrome. The group is for people aged 18+ who have been diagnosed with or believe they are affected by Asperger Syndrome.

The group aims to provide support and information and to organise activities that are of interest to people with Asperger Syndrome. People can talk about their experiences in a safe environment and at their own pace.

Meetings are usually held on the 2<sup>nd</sup> Tuesday of the month, 2-3pm at The Large Annex, Allatt House, 5 West Parade Road, Scarborough.

S.A.S.H is represented at the Asperger Network (see page 319).

## **Asperger Network**

Contact: Mary Harland, Clinical Psychology Department, Scarborough Hospital

Tel: 01723 342402

E-mail: [mary.harland@acute.sney.nhs.uk](mailto:mary.harland@acute.sney.nhs.uk)

The Asperger Network is a group of people from professions and agencies who have a working interest in adults on the autistic spectrum.

The group holds a quarterly afternoon (2-4pm) meeting in the Post Graduate Centre at Scarborough Hospital. People with Asperger Syndrome are welcome to attend.

## **Cauwood Day Centre**

Old Malton Road, Malton, YO17 7EY

Tel: 01653 696588

Fax: 01653 693099

E-mail: [cauwood@northyorks.gov.uk](mailto:cauwood@northyorks.gov.uk)

Open Monday to Friday, 9am - 4pm

Contact: John Lawson, Manager

People of different abilities, with individual needs for care, attend the Cauwood Day Centre in for disabled adults in Ryedale. The day centre plans a range of activities to do over the week. Some are in the day centre – drama, cooking skills and yoga. Some activities are in the community – swimming, supported employment, college classes and trips out. Activities change every 12-15 weeks.

Service users have a Keyworker who will be the link between the day centre and home. Transport is arranged through the Care Manager.



Supported employment – the Supported Employment Worker finds work opportunities for people with disabilities. Support is provided by a Job Coach.

Referrals to the Day Centre are through Adult and Community Services Care Managers who assess the individual to see if they are eligible for day care. Service users have an initial trial period. Review after one month.

## **Cruse Bereavement Care**

Day by Day Helpline - Tel: 0870 167 1677 (Monday to Friday 9.30am-5pm)

E-mail: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Young Person's freephone helpline - Tel: 0808 808 1677

E-mail: [info@rd4u.org.uk](mailto:info@rd4u.org.uk)

Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services.

York Branch, Tel: 01904 481 162

Tees Valley & Durham Area Branch, Tel: 01325 355 554

## **ECYH Trust – Training & Housing Project for Young People**

East Cleveland Youth Housing Trust, Riverside Building, New Company Row,  
Skinningrove, Saltburn, TS13 4AU

Tel: 01287 644044

Fax: 01287 643115

E-mail: [info@ecyhtrust.com](mailto:info@ecyhtrust.com)

Website: [www.ecyhtrust.com](http://www.ecyhtrust.com)

**Building Skills Project** – learn building skills while at work; work towards qualifications while at work; work on real property renovations; ECYH Trust staff provide help and give guidance.

**Housing Project** – once properties have been renovated ECYH Trust rent them to young people at affordable rates; housing support provided to help tenancies succeed. Eligibility – have to be aged between 16-25 and in housing need.

**Life and Social Skills** – Courses attended in first aid, health & safety and healthy living; team building & confidence building courses/ trips; personal development.

For referral forms or for more information contact Sarah or Louise at the above address. Referral forms are available on the ECYH Trust website.

## **HOPE (Healing Our Past Experiences)**

HOPE Groups, Allatt House, 5 West Parade Road, Scarborough, YO12 5ED

Tel: 01723 381811

E-mail: [hopesurvivors@aol.com](mailto:hopesurvivors@aol.com)

Website: [www.hopehope@ik.com](http://www.hopehope@ik.com)

Opening times: Monday, Wednesday & Friday 10am-4pm.

Helpline: Monday evenings 5.30pm-8.30pm.

Self help and support groups, information and resources for men and women who have been sexually abused as children and/ or adults.

The aim of HOPE is to bring together survivors of abuse in a safe and confidential environment, to make new friends, help and support each other.

Contact HOPE at the above address for information about groups, workshops, resources, information or to make an appointment.

## **Huntleigh Healthcare**

310-312 Dallow Road, Luton, Beds, LU1 1TD.

Tel: 01582 745700 (sales)

Helpline: 0845 734 2000

24 hour personally answered rental helpline.

Full range of pressure sore prevention and therapy equipment. Low to very high risk portable lightweight mattress replacements, overlays and seat cushions, hoists can be rented for a minimum of one week, Installations can be made within 4-6 hours of your call, anywhere in the UK, to residents and holiday makers.

Company will deliver, install and collect equipment. No delivery charge. No installation charge. Daily hire charge.

## **Jigsaw**

Tel: 01947 601259 (Interactive)

Support group for parents and carers of children who are on the Autistic Spectrum or who have ADHD. Monthly meetings, in the Interactive family room (1 The Archway, Skinner Street, Whitby, YO21 3AJ) to provide the opportunity to talk to other carers and share information.

For more information contact Vicky Millson at the above number.

## **Powergen Stay Warm**

Powergen Stay Warm service is no longer in operation.



## **Scarborough CATS (Counselling and Training Services)**

Scarborough CATS is no longer in operation.

## **Yorkshire Water Community Trust**

Freepost BD3074, BRADFORD, BD3 7BR

Tel: 0845 124 24 26

Fax: 01274 262265

E-mail: [info@ywct.org.uk](mailto:info@ywct.org.uk)

Website: [www.ywct.org.uk](http://www.ywct.org.uk)

The Yorkshire Water Community Trust provides monetary assistance to those customers in genuine need, who have fallen into arrears with their water services charges. Applicants must show that they are in a multiple priority debt situation (including water services charges arrears with Yorkshire Water) and they will not have received a previous Award within the last 2 years. Any monies/awards granted are paid onto the customer's account with Yorkshire Water (no cash is given directly to the customer). Awards are also made to Council and Housing Association tenants whose water charges are included with their rent. In these cases, a cheque is sent to the Council or Housing Association, to be credited to the successful applicants' rent account.

## **ADDept - Yorkshire ADHD & Learning Ability Support Group**

30 The Paddock, York, YO26 6AW

Tel: 01904 782556

Contact: Bob Breen

ADDept supports & advocates for individuals/ families who have ADHD & hidden disabilities.

Free service. Open 24 hours a day, 7 days a week and 365 days of the year.  
Available to parents and children.

Access to ADDept can be by Self-referral, GP, Social Worker, Police, Housing Officer, Health Visitor, Education, Professional/ Agency Worker.

## **Concessionary Bus Passes**

Scarborough Borough Council, Northern Area Office, Tourist Information Centre,  
Langbourne Road, Whitby, YO21 1YN

Tel: 01723 232382

E-mail: [concessionary.fares@scarborough.gov.uk](mailto:concessionary.fares@scarborough.gov.uk)

Website: [www.scarborough.gov.uk](http://www.scarborough.gov.uk)

### **Older Persons Bus Pass**

The older persons bus pass entitles the holder to concessionary travel on buses, trains and other forms of local public transport. To be eligible for a bus pass the applicant must be aged over 60 and resident in the area

### **Disabled Bus Pass**

A bus pass (or other travel concession) is available to local citizens if they are aged 60 and over, they are physically disabled, they have a learning difficulty or they would be refused a driving licence under section 92 of the Road Traffic Act

1988. Eligibility is automatic if the applicant is already in receipt of other services as a result of their age/disability.

From April 2008, people living in the Whitby area over the age of 60 and those with certain disabilities will be eligible for a bus pass giving them free bus travel across the whole country. Contact Scarborough Council for details.

## **ICAS (Independent Complaints Advocacy Service)**

The Raylor Centre, Unit A2, James Street, York, YO10 3DW

Tel: 0845 120 3734

Fax: 01904 870561

E-mail: [icas@carersfederation.co.uk](mailto:icas@carersfederation.co.uk)

Website: [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

ICAS is free, independent and confidential, and can help if you feel you have not had the service you expect from the National Health Service (NHS) and want to complain. An experienced Advocate can help and support you to make your complaint. ICAS Advocates cannot support you with matters outside of the NHS complaints procedure.

ICAS can generally support you with your NHS complaint; provide a self-help pack so you can deal with your own complaint; put you in touch with other people who can help you; involve an interpreter or translator if you need one.

## **Jake and Louise Lockley**

Tel: 01947 811937/ 07903 692162

Chartered and Health Professions Council Registered Physiotherapists.

Expert physiotherapy treatment in your own home, from highly specialised therapists for a wide range of problems including neck and back pain, orthopaedic and soft tissue injuries, sports injuries and neurological conditions.

For further information contact Jake and Louise on the above numbers.

## **Town and Country Care Services**

Unit G10, St. Hilda's Business Centre, The Ropery, Whitby, YO22 4ET

Tel: 01947 606187

E-mail: [info@townandcountrycare.com](mailto:info@townandcountrycare.com)

Website: [www.townandcountrycare.com](http://www.townandcountrycare.com)

Contact: Mandy Coates, Proprietor and Manager

Town and Country Care Services is a registered Domiciliary Care Agency which provides services including personal care to adults and older people to people in Whitby and the surrounding area. Service available 365 days per year. Agency staff provide assistance with personal physical care, such as washing and dressing, and other tasks which enable people to remain in their own homes, such as the preparation of meals, domestic cleaning and laundry services. The service provides twenty four hour care and a sitting service.

Form more information on costs and how to access the service contact Mandy Coates.



## Veterans UK

Service Personnel and Veterans Agency, Norcross, Thornton Cleveleys,  
Lancashire, FY5 3WP.

Freephone: 0800 169 22 77 (UK only)

Textphone: 0800 169 34 58 (UK only)

Email: [veterans.help@spva.gsi.gov.uk](mailto:veterans.help@spva.gsi.gov.uk)

Website: [www.veterans-uk.info](http://www.veterans-uk.info)

Telephone lines are open from 8.15am to 5.15pm Monday to Thursday; and  
8.15am to 4.30pm Friday.

**Veterans-UK** is for ex-service personnel (Army, Navy, RAF – regular or reserve), providing a single point for accessing information on a variety of veterans services provided by a range of different organisations. Advice and information can be accessed on pensions and compensation schemes; service records; medals, badges and emblems; welfare services and one-to-one support (in the home if needed). The website provides information on services for veterans and useful links to ex-Service organisations.

## **The Cancer Information and Support Service**

Tel: 01723 356060, Macmillan Information Nurse

Drop-in, 10.30am to 12.30pm:-

Pickering Memorial Hall, Potter Hill - 1<sup>st</sup> and 3<sup>rd</sup> Tuesday every month;  
Scarborough Library, Vernon Road - 1<sup>st</sup> and 3<sup>rd</sup> Wednesday every month;  
Ryedale Community House, Malton - 2<sup>nd</sup> and 4<sup>th</sup> Wednesday every month;  
Whitby Library, Windsor Terrace - 2<sup>nd</sup> and 4<sup>th</sup> Thursday every month.

Local information and support drop-in service for anyone affected by cancer (those who have cancer, family, friends, professionals) in Scarborough, Whitby and Ryedale. No appointment necessary.

Support from experienced nurses; Information leaflets and booklets; Library; Benefits advice; place to meet others in similar circumstances, Complimentary therapies; Signposting to other voluntary and statutory agencies.

## **HARP (Housing Advice Resource Project)**

35 Westgate, Thirsk, North Yorkshire, YO7 1QR

Tel: 01845 574010

Fax: 01845 527563

HARP North Yorkshire and York is a Key House Project. A team of experienced, expert housing advisors give advice and assistance on any area of housing law and practice. HARP is a registered charity which gives free, confidential advice.

Core training courses are also provided for individuals and organisations and include:- Introduction to Housing Advice; Homelessness – Law and Practice; Housing Possession Process. Fees payable for training courses.

## **NECA (North East Council on Addictions)**

141 Albert Road, Linthorpe, Middlesbrough, TS1 2PP

Tel: 01642 222 951

E-mail: [chris.holmes@neca.co.uk](mailto:chris.holmes@neca.co.uk) or [Middlesbrough@neca.co.uk](mailto:Middlesbrough@neca.co.uk)

Website: [www.neca.co.uk](http://www.neca.co.uk)

Contact: Chris Holmes, Tel: 07876441940

Gambling counselling and support service, currently offered two days per week (Tuesday & Thursday) at Church House Centre, Flowergate, Whitby, providing counselling for clients either affected by or directly involved in gambling which is out of control or causing concern.

Counselling is offered to anyone aged sixteen or over, on a one to one basis.

To make a referral or self refer, either contact Chris Holmes or the NECA office.

GamCare Helpline, Tel: 0845 6000 133; Website: [www.gamcare.org.uk](http://www.gamcare.org.uk)

## **WHISH (Whitby Hidden Impairments Self Help) Group**

E-mail: [whishsupport@hotmail.com](mailto:whishsupport@hotmail.com)

Website: [www.whishgroup.co.uk](http://www.whishgroup.co.uk)

WHISH is a support group for parents, carers, individuals and professionals in the Whitby and District area who have an interest in Hidden Impairments. Hidden Impairments include Asperger's Syndrome, Autism, Dyslexia, Dyspraxia, Tourettes, Diabetes, Deafness, ADHD, ADD, and Epilepsy. The group was set up by a group of parents who wanted to reduce their families' isolation, give their children positive experiences and to support each other.

Various activities are offered throughout the year – swimming, fun sessions, coffee mornings, riding, cookery, plus training sessions for parents and professionals. Most activities are offered to member families free of charge. The entire family are welcome at all events. WHISH also has a supply of specialist toys and resources which can be loaned to members.

## **Ryedale Mobile Warden Service**

Older Persons Services Team on 07848 011 260 (Sam Jones) or 07810 773 801 (Linda Addis)

Across the area, teams of experienced Wardens provide valuable support services to Older People, whether it's living in their own homes within the community or in a sheltered scheme.

The service has expertise in supporting older people, keeping customers safe, healthy and promoting independence in their own homes, and offers personalised services so that each customer receives the right amount of support, to fit in with their daily lives, providing peace of mind to customers and also to relatives and friends.

Support includes:- Help understanding your tenancy; Support to manage correspondence; Accessing social activities; Support to access health services; Signposting to other agencies as required; Advice and guidance as required; Developing domestic/life skills; Safety and security in the home.