

Signposting directory

information on local
services, facilities
and resources





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1. Shortcuts to key Council services
2. Your nearest Jobcentre Plus
3. Independent welfare benefits advice and help with money or debt
4. Legal help including dealing with immigration issues
5. Dealing with the effects of crime or anti-social behaviour
6. Facilities for children and young adults
7. Advice and services for the over 55s
8. Help to get into employment
9. Education and training resources
10. Finding a doctor, dentist or other medical services
11. Coping with substance misuse
12. Finding the right mental health services
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ACCESS

Main contact

London Borough of Greenwich
Town Hall, Wellington Street, Woolwich
London SE18 6PW

Main switchboard: 020 8854 8888 (24 hours a day, 7 days a week)

SERVICE CONTACTS

Housing Benefit and Council Tax Benefit Enquiries

You can contact the Council by post, phone, email or in person.

Advice & Benefits Office
1st floor, Riverside House (West)
Woolwich High Street, Woolwich, London SE18
tel: 020 8921 4900
minicom/textphone: 020 8921 2083
fax: 020 8921 2016
Email: benefits@greenwich.gov.uk

Council Tax Enquiries

By phone:
For accounts/billing enquiries, tel: 020 8921 4147
For banding enquiries, tel: 020 8921 4070
Open: Mon to Wed 9am to 5.30pm, Thur and Fri 9am to 7pm, and Sat 9am to 12noon.
Online:
email: counciltax@greenwich.gov.uk
By post:
PO Box 4794, London SE7 7DJ

In person:

Revenue Enquiry Counter, 45-53 Wellington Street
Woolwich, London SE18 6RA
Open: Monday to Friday 9am to 5pm (4pm Friday)

Parking Permits

Visit the Parking Shop: Peggy Middleton House
50, Woolwich New Road, London SE18 6HQ
Mon to Thur, 9am to 4.45pm, Fri,, 9am to 3.45pm
or call: 020 8921 4339.
Email: parking@greenwich.gov.uk
Download an application form by [clicking here >>](#)

Blue Badge applications

Contact the Council on tel: 020 8921 2388, or email: disability-services@greenwich.gov.uk for more info.
[Click here >>](#) for the Council's online services.

Bulk refuse collection

The Council offers a collection service for large items
tel: Cleansweep on 020 8921 4661, or
email: cleansweep@greenwich.gov.uk

Pest control

To book an appointment or request for advice, please call the pest control team on tel: 020 8921 8157 or email pestcontrol@greenwich.gov.uk

Recycling

[Click here >>](#) for info' on Greenwich Council recycling schemes.

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LOCAL OFFICES

Eltham Jobcentre Plus

1 Passey Place, High Street - Eltham
London SE9 5DA
tel: 020 8258 4900

Woolwich Arsenal Jobcentre

15 Spray Street, Woolwich, London SE18 6AS
tel: 020 8258 4000

Woolwich Riverside Jobcentre

1st Floor, 115-123 Powis Street, Woolwich
London SE18 6JE
tel: 020 8258 4100

Greenwich Jobcentre

Meridian House, Royal Hill, Greenwich
London SE10 8SA
tel: 020 8891 5500

Jobcentre Plus is the government agency with responsibility for delivering the national employment service and the social security office in the United Kingdom administering a range of welfare benefits. They are often operated from a high street shop location.

Jobcentre Plus typically provides resources to enable the unemployed find work, including posting vacant job listings using a computer system called LMS (Labour Market System) which can be accessed by customers through Jobpoints (touch-screen computer terminals) as well as providing job-search help and information about training opportunities for those who have been registered as unemployed for some time. Part of the agency is engaged in administering claims for unemployment benefits such as Jobseeker's Allowance.

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Click here >> for on-line information about Jobcentre Plus services.



ADVICE AGENCIES

Greenwich Citizens Advice Bureaux (CABs)

Eltham Citizens Advice Bureau

The Library, High Street, Eltham, London SE9 1TS
 Telephone Advice Line: 0845 1202931
 Fax: (020) 8850 7774
 email: greenwichcab@btopenworld.com
 Open: Mon & Fri 10.00am to 12 noon - Open Door session
 and Mon, Tue, Thur & Fri 2.30pm to 3.30pm for telephone
 advice.

Woolwich Citizens Advice Bureau Service

The Old Town Hall, Polytechnic Street, Woolwich, London
 SE18 6PN
 Telephone Advice Line: 0845 1202931
 Fax: (020) 8317 7571
 email: greenwichcab@btopenworld.com
 Open: Mon, Tue and Thur 10.00am to 12 noon - Open
 Door session, and five days a week for telephone advice:
 Mon - 2.30pm to 3.30pm, Tue - 10.00am to 11.00am &
 2.30pm to 3.30pm, Wed - 10.00am to 11.00am, Thur -
 2.30pm to 3.30pm, Fri - 10.00am to 11.00am & 2.30pm
 to 3.30pm.

Service: Advice and assistance on a wide range of issues;
 Consumer rights, Employment problems, Housing, Money
 matters, Welfare Benefits, Family problems.

Greenwich Money Advice

The Greenwich Money Advice Service is part of the
 Citizens Advice Bureaux Service in Greenwich. The
 Service is for anyone who lives or works in the London
 Borough of Greenwich.
 Call Greenwich Debtline on tel: 020 8317 3342
 Mon - 10.00am - 11am, Tue - 2.00pm - 3.00pm,

Wed - 2.00pm - 3.00pm or Thur - 10.00pm - 11pm

Outreach Sessions: Call 020 8309 8646 for details of locations.

LOW COST FINANCE

Timeline Credit Union

48 Thomas St, Woolwich, London SE18 6HT
 tel: 020 8855 4344 fax: 020 8855 4340 or
 email: enquiries@timelinecreditunion.co.uk
 Open: Mon to Fri: 10am to 3pm

Change

Coming soon to this borough...
 A low cost alternative to doorstep loan sharks and financial lit-
 eracy/skills development courses. [Click here >>](#) for details

BASIC BANK ACCOUNTS

Basic bank accounts are offered by many high street banks
 and can be opened by most people.

[Click here >>](#) for the Financial Services Authority's advice on
 choosing a bank

or [here >>](#) for the CAB version

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see also

**National Debtline, telephone
 helpline: 0808 808 4000
 or email
 advice@nationaldebtline.co.uk
 web: www.nationaldebtline.co.uk**



LEGAL HELP

Greenwich Community Law Centre
 187 Trafalgar Road, London SE10 9EQ
 email: info@gclc.co.uk
 tel: 020 8305 3350
 Open: Call for latest opening times.

Legal advice and assistance on housing, immigration, debt, welfare rights and employment. Legal help (aided) casework for people living in the west of Greenwich Borough(SE10, SE7, SE3, SE12, SE13, SE8).

Outreach at some locations, ring for details.

Plumstead Community Law Centre
 105 Plumstead High Street, London SE18
 tel: 020 8855 9817
 Open: Mon to Fri: 10.00am to 1.00pm

Representation and casework in employment, immigration, housing, welfare rights

Thamesmead Law Centre
 St Pauls Church, Bentham Road, Thamesmead
 London SE28 8AS
 tel: 020 8311 0555 fax: 020 8320 5655
 Open: Mon, Tues, Wed & Fri 10am to 12.30pm.
 Closed Thursdays.

This Community Law Centre serves the residents of Thamesmead and north Bexley providing advice and representation in social welfare law. Free legal advice, casework and representation in the areas of housing, welfare rights, employment and immigration. See the website for further details.

Click here >> for help yourself legal info on the web from Community Legal Service Direct.

See Also

The Law Society of England and Wales
www.lawsociety.org.uk
 who provide advice on choosing a solicitor and promote access to justice for all.

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METROPOLITAN POLICE

Community Safety Unit (CSU)

The Community Safety Unit is responsible for the investigation of hate crimes within the Borough of Greenwich. Hate crime is defined as 'Any incident that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person's religion, belief, gender identity or disability'. The CSU is also responsible for the investigation of Domestic Violence, vulnerable adult abuse, elderly person abuse and forced marriage issues. The unit is staffed by both male and female officers who are specially trained to deal with these crimes.

All enquiries to the unit will be dealt with confidentially and the caller will be dealt with in a discreet and sensitive manner. To contact tel: 020 8284 9865.

Lewisham Police Stations

[Click here >>](#) for a list of Police Stations in Greenwich.

COMMUNITY SERVICES

Noise control

Noise Team, Community Safety and Integrated Enforcement, Riverside House, Woolwich London SE18 6DN

Contact the Noise Call-Out service on 020 8921 8921.

Daytime shift: Mon to Fri, 9am to 5.30pm.

Evening shift: Sun to Thur, 8pm to 1am.

Fri and Sat, 8pm to 2am.

Graffiti removal

You can report graffiti by mail, phone, email or online form:

[Click here >>](#) for the online form, or contact the Cleansweep service tel: 020 8921 4661

Textphone: 020 8921 4650

Email: cleansweep@greenwich.gov.uk

Post: Cleansweep, Peggy Middleton House 50 Woolwich New Road, London SE18 6HQ

Abandoned vehicles

[Click here >>](#) to report an abandoned vehicle online or contact Cleansweep as details above.

SUPPORT SERVICES

Victim Support

Victim Support Greenwich helps Greenwich residents cope with the effects of crime. They provide confidential support and information to victims of crime and to witnesses attending local courts. Services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

contact: Victim Support Greenwich
217 Maryon Road, Charlton, London SE7 8DB
tel: 020 8854 1113 fax: 020 8317 3727
Email: info@vs-greenwich.org.uk

Domestic Violence

Greenwich Domestic Violence Advocacy Service provides support and safety planning. Contact them on: 020 8522 7856 or 07876 242414 (24 hours).

Greenwich Women's Aid can be contacted on 020 8333 2352 (not 24 hours).

Community Safety Team

tel: 020 8921 4909

email: community-safety@greenwich.gov.uk

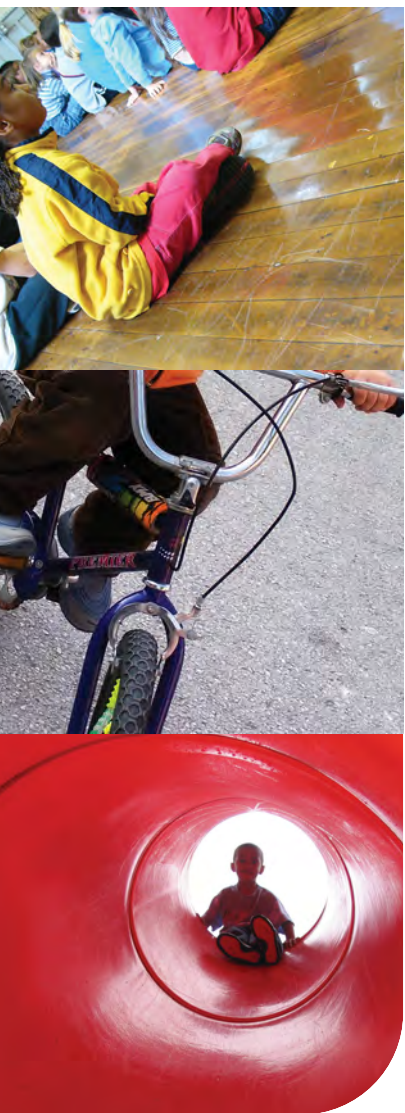
Services: Racial Harassment Project Officer based at the Police CSU, an Anti-Social Behaviour Co-ordinator who can be contacted to help deal with ASB experienced by those residents other than council tenants and leaseholders, and a A Domestic Violence Project Officer.

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SERVICE DIRECTORY

Children's Service Directory

Find comprehensive and up-to-date information on local organisations, services and events relating to children and young people [by clicking here >>](#).

CHILD CARE

Childcare link

Directory for all local childcare services [click here >>](#) for Greenwich pages.

UNDER FIVES

Children's Centres offer families access to a range of services in one location.

View a list of centres [here >>](#)

PLAY FACILITIES

Adventure playgrounds & Under 5s playcentres

[Click here >>](#) for a list of playgrounds in Greenwich.

[Click here >>](#) for playschemes

TEENAGERS

Greenwich Connexions

There are four connexions centres in the borough of Greenwich, three of them are drop-in, one-stop shops.

Connexions Prospects - Greenwich
47 Woolwich New Road, London SE18 6EW
tel: 020 8301 8250

One stop shops

- The Eye, 7 St Mary's Place, Eltham, SE9 1BL

Tel: 020 8859 6644

- The Place, 32A-34A Hare Street, Woolwich, SE18 6LZ

Tel: 020 8316 7533

- Connexions Shop, 33 Blackwall Lane, East Greenwich SE10 0AP Tel: 020 8305 5800

[See Connexions Direct for advice outside office hours >>](#)

Greenwich Young People's Website

A web site initiative to help young people who live or go to school in the borough to create a site that is by and for young people in the area.

[Visit the website by clicking here >>](#)

Youth clubs

A wide range of youth clubs and drop-in activities are available for young people in the Lewisham area.

[Click here >>](#) for a full list.



Sure Start is the Government's programme to deliver the best start in life for every child by bringing together: early education, childcare, health and family support.

Services: advice on education and accessing education, access to childcare, information for parents, employment advice to information on childcare, and children's centres. [Click here for the list of local programmes >>](#)

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ADVICE SERVICES

Age Concern Greenwich

113-115 Old Dover Road, London SE3 8SU
tel: 020 8269 1622
Open: 9am-4pm Mon-Thu

Advice for people over 55 on benefits and services. Visiting service. Day centre at Sherard Road, Eltham SE9. List of registered paid helpers. Insurance service Mon, 9am - 1pm. Holiday service for able bodied people over 55. (Area Served: London Borough of Greenwich.)

PRACTICAL SERVICES

Directory of Services and Activities

[Click here >>](#) for an excellent directory of resources

See Also

Counsel & Care Helpline - Free, confidential information & advice for the over 60's, their carers, friends and family - Call: 0845 300 7585

SeniorLine, Help the Aged, 207-221 Pentonville Road, London, N1 9UZ tel: 020 7278 1114 email: info@helptheaged.org.uk , Web: www.helptheaged.org.uk
A free telephone advice and information service for older people, their relatives, carers and friends.

Social Services

The Council's social services teams for adults and older people can offer help and support for older people. This support includes: Occupational therapy, Meals on wheels, Personal care

The Council's social services for older people are generally provided from a centre called The Orangery. Contact The Orangery at:

The Orangery, 20 Orangery Lane, Eltham SE9
Tel: 020 8921 3373
Fax: 020 8921 2367 or 020 8921 3392

Open: Mon to Thur 9am to 5.30pm, Fri 9am to 4.30pm

Ageing Well booklet and directory

[Click the picture >>](#) for an excellent Council booklet on how to make the most out of life as you get older and where you can find information if you need further support.



If you would like a paper copy of the Ageing Well booklet and directory, call the Council on 020 8921 3124 or 020 8921 2304.

Greenwich Handyperson Service

The service is available to private home owners and Council tenants aged 60 or over, and to people who have a disability. Free of charge for those that are in receipt of Means Tested Benefits, Attendance Allowance or Disability Living Allowance.

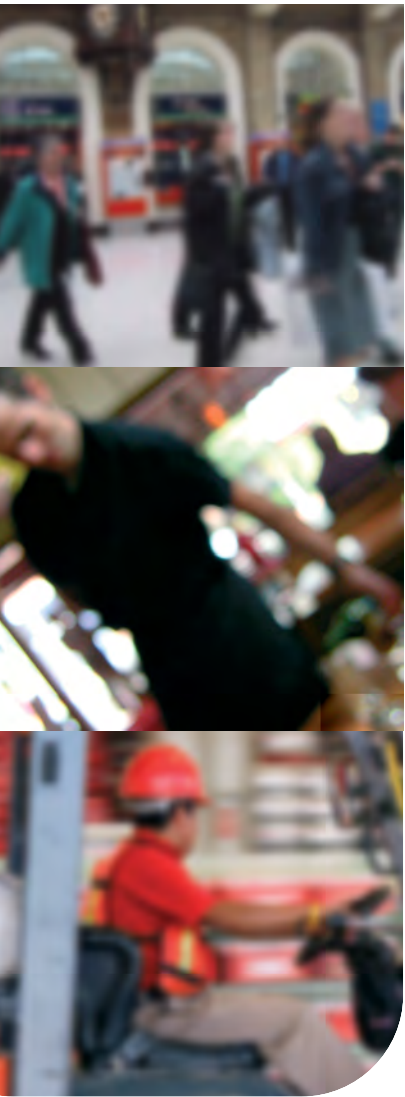
Call freephone 0800 783 1612 for more info'.

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EMPLOYMENT ADVICE

Greenwich Local Labour and Business (GLLaB)

The GLLaB provide the following services to local residents aged 16 years and over:

- Recruitment – matching local people to job opportunities
- advice, guidance and assessment of skills of registered individuals
- a Personal Development Interview to identify and arrange training
- arrangement of supported work experience
- assistance with CVs, preparation for interviews and help with application forms
- some financial assistance with childcare, fares and tools

To arrange an appointment
 tel: 020 8312 7960 fax: 020 8312 5979
 Email: info@gllab.org.uk

Write: Greenwich Local Labour and Business
 Woolwich Work and Learn Centre
 122-130 Powis Street, Woolwich SE18 6NN

Open: Monday to Friday 9.30am to 12.30pm
 1.30pm to 4.30pm

New Deal

New Deal is a Government programme that aims to give unemployed people the help and support they need to get into work. Everyone on New Deal gets a personal adviser who is their point of contact throughout the programme. Call 0845 606 2626 7am to 11pm, seven days a week, for more info' or visit a Jobcentre Plus.

pathways2work

The pathways2work team can help Family Mosaic residents and their families to find employment, training or set up their own businesses.

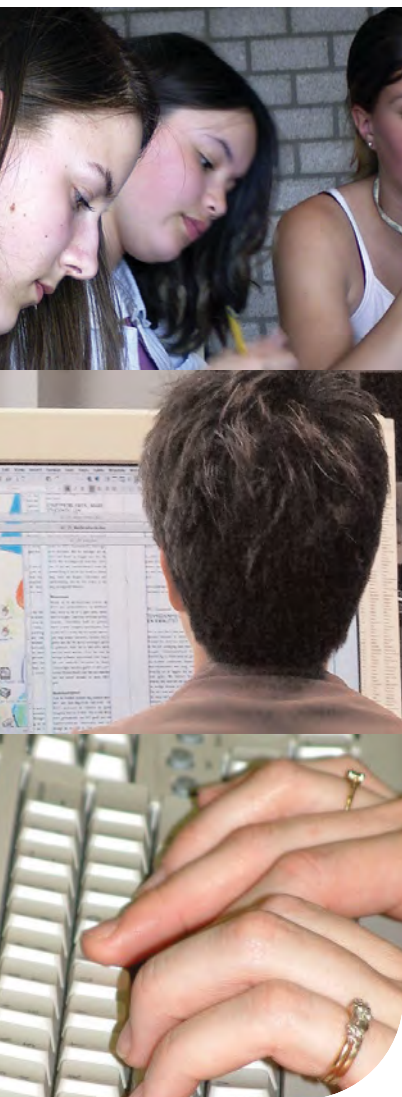
[Click here >> for more info](#)

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RESOURCES

Greenwich Community College

The college's Community Engagement Unit (CEU) provides community based learning opportunities for local residents especially adults who are looking for a First Step back into learning.

Some of the CEU provision is delivered from main college centres however classes are delivered in a range of community settings across the borough [Click here >>](#) to view a list of these centres.

The CEU are based at the Haimo Centre in Eltham and can be contacted on 020 8859 9369 or by email: beckyj@gcc.ac.uk

Creekside Learning Centre

14b Stowage, London SE8 3EG
tel: 020 8469 3366

Help for homeless people, foyer residents and people in supported housing with all aspects of finding work, education or training, provided in an informal setting. Help with job applications and preparing a CV. Vocational guidance and recruitment advice. Advice on training. Use of internet and access to newspapers. (Area Served: London Boroughs of Greenwich and Lewisham.)

The Computer Bus

Fitted with 10 PCs, an interactive smart board and a high-speed internet link. The bus operates in

estates around the borough, offering users (usually residents of the estates) the opportunity to develop and practice computer skills. Free service.

Computer Bus timetable: Up-to-date information can be found [here >>](#)

see also

Learn Direct, online courses in computers, office skills, self development or to improve your maths or English. Network of more than 700 centres to help with local learning needs.

[Click here for >> www.learndirect.co.uk](http://www.learndirect.co.uk)

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SEARCH FACILITIES

Doctors (GPs)

Use the NHS England site to find a doctor in Greenwich - [click >> here](#).

Pharmacies

Find a pharmacy (including late-night and emergency services) by visiting this search facility at NHS England, [click here >>](#)

Dentists

[Click here >>](#) to search for a dentist including those who accept NHS patients.

HEALTH AUTHORITY

Greenwich Teaching Primary Care Trust

31-37 Greenwich Park Street, Greenwich, London SE10 9LR

General Enquiries: 020 8293 6700

Fax: 020 8269 0787

Complaints: 020 8293 6766

Patient Advice and Liaison Service - PALS

tel:0800 16 99 928

Call for advice and guidance on any aspect of healthcare in Greenwich.

HOSPITAL

Queen Elizabeth Hospital NHS Trust

Stadium Road, Woolwich, London SE18 4QH

Main switchboard: 020 8836 6000

Emergency and wide range of inpatient, outpatient and day care services.

See Also

NHS Direct: Gateway to health information on the web or by phone
0845 4647
www.nhsdirect.nhs.uk

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SELECTED SERVICES

Substance Misuse Engagement Team (SMET)

SMET provides a community outreach service for clients who are not in contact with existing drug services, or who don't use services often. There are a number of satellite locations, and street and home settings are also used where appropriate.

Services include:
 Advice, information and support
 Response to emergency or acute problems
 Ensuring appropriate referral
 Helping people to re-engage with support services
 Facilitating registration with a GP
 Opening hours
 Monday to Friday 9am to 5pm. Staff are able to offer early morning or evening appointments if required.

Contact details: 3rd floor, 1c Woolwich New Road
 London, SE18 6EX
 tel: 020 8855 6079 fax: 020 8854 9281

Bexley and Greenwich Resource for Alcohol (BAGRA)

Service is for anyone who is experiencing problems with their own or another person's alcohol consumption. Services include: Advice and information, Day programme, Group work, Assessment
 Open: Mondays to Fridays 9am to 5pm

Contact details: 108 Bellegrove Road, Welling
 Kent DA16 3QD
 tel: 020 8304 6588
 fax: 020 8304 9928
 email: bagra@arp-welling.demon.co.uk

Beresford Project

The Beresford Project supports and advises adult drug and alcohol users who want to be substance-free.

Services include: one-to-one counselling, community detoxification, home detoxification from alcohol, well-user clinic (Hepatitis B vaccination, dressings, health advice), HIV and Hepatitis B and C testing, safer sex advice and free condoms, needle exchange
 Open: Mon, Wed, Fri 9am to 5pm, Tue and Thur 9am to 7.30pm

Clean needle exchange opening times : Mon, Wed Fri 9am to 5pm, Tue and Thur 9am to 7.30pm

Contact details: 36 to 42 Hare Street, Woolwich
 London SE18 6LZ
 tel: 020 8854 9518 fax: 020 8317 1786

Young Person's Substance Misuse Virtual Team

Helps people aged between 13 and 18 either with substance misuse related problems or at risk of developing such problems. Also provides information about the effects of drugs and alcohol.

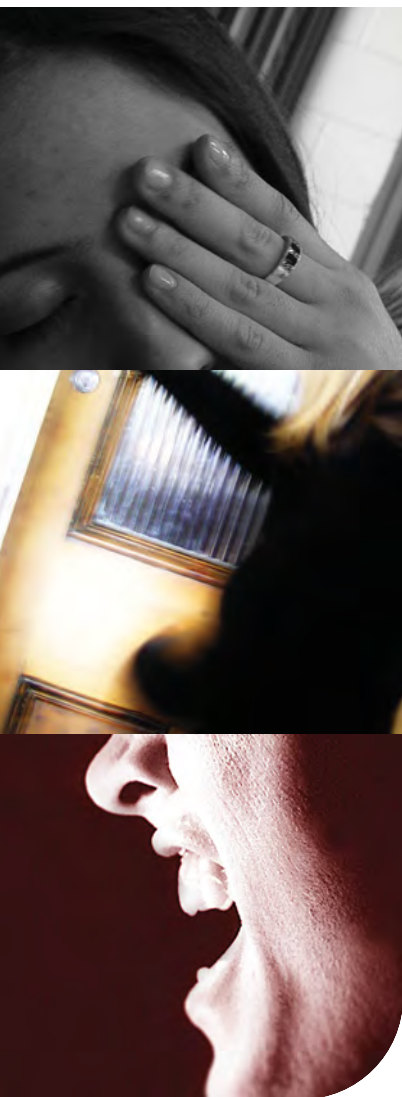
The Young Persons Substance Misuse Virtual Team is made up of several organisations. These can be accessed through the Early Intervention Worker.

Open: Monday to Friday, 9am to 5pm

Contact details: Early Intervention Worker
 Samuel Montagu Youth Club, 124-126 Broad Walk
 London SE3 8ND tel: 020 8856 8200

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MENTAL HEALTH SERVICES IN GREENWICH

Community Adult Mental Health Services

Recovery Team

68 The Heights, Charlton, London SE7 8JH
tel: 020 8269 4110

The Recovery Team provides an enhanced service to people requiring longer term care. They offer a high level of support with the emphasis on recovery, return to employment, education or voluntary work.

Assessment and Shared Care Team

Ferryview Health Centre, 27 John Wilson Street, Woolwich, London SE18 6PZ tel: 020 8319 5500

The Assessment and Shared Care Team are the first point of contact for people referred to Oxleas services in Greenwich. The multi-disciplinary team work with people over a short period of time. Service users are assisted to access different aspects of community services including return to employment, education or voluntary work.

Department of Clinical Psychology

Philipot Path, Off Passey Place, Eltham, London SE9 5DL tel: 020 8294 1682/3 fax: 020 8850 0738

This service provides outpatient appointments with clinical psychologists for people with mental health needs living in the borough of Greenwich.

Home Treatment Team

Oxleas House, Queen Elizabeth Hospital, Stadium Road, Woolwich, London SE18 4QH
tel: 020 8836 6695

This team provides crisis resolution services for people with mental health needs living in the borough of Greenwich. It is available Mon to Sun 8am - 10pm.

Opportunities

821 Woolwich Road, Charlton, London SE7 8LJ
tel: 020 8854 0222 fax: 020 8854 7673

Opportunities is an employment, learning, volunteering and leisure service which provides opportunities for Greenwich residents with mental health issues to access activities related to employment and learning.

Open Space

821 Woolwich Road, Charlton, London SE7 8LJ
tel: 020 8854 5529 fax: 020 8854 8177

Open Space aims to provide a diverse service in a supportive environment to people with mental health problems. Activities include various workshops, benefits surgeries and drop-ins.

Voluntary Sector Services

Alzheimers Society

The Lewisham and Greenwich Branch of the Alzheimers Society supports people with dementia and their carers by providing information, advice and a listening ear. As well as operating a Helpline, the Society organises monthly carers support group meetings and bimonthly social meetings and produces a monthly newsletter. It has information on all types of dementia and has a national support network for people with CJD and young onset dementia.

52 Deptford Broadway, Deptford, London SE8 4PH
tel: 020 8320 2757.

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STATUTORY CARE SERVICES

Social Services

The switchboard for access to services for children, adults and older people is open 24 hours a day, seven days a week.
tel: 020 8854 8888 for an on-call social worker.

Disability services:

Physical Disability Team, Community Sensory Services Team, Occupational Therapy Team
Contact them at: Riverside House, Woolwich High St, London SE18
tel: 020 8921 3046 minicom: 020 8921 3201
fax: 020 8921 2790

Older People Social Services:

The Orangery, 20 Orangery Lane, Eltham SE9
tel: 020 8921 2304 fax: 020 8921 2367 or 020 8921 3392

Learning disability services:

Community Learning Disability Team, Civic House, 20 Grand Depot Road, Woolwich, London SE18 6SJ
tel: 020 8921 4860 fax: 020 8921 4888

Community Sensory Services Team:

Second Floor, Riverside House (East) Woolwich High Street, London SE18 6DF
tel: 020 8921 3046 fax: 020 8855 1102
Textphone (minicom): 020 8316 6654
SMS: 020 8316 6432
email: css.team@greenwich.gov.uk

Children's Social Services

Support to children and young people in need and their families. To access services call Initial Response and Assessment Team on tel: 020 8921 3172, Mon to Thur: 9am – 5.30pm, Fri: 9am - 4.30pm or Emergency Duty Team (Out of offices hours only) on tel: 020 8854 8888

OTHER SERVICES

Greenwich Telecare

Greenwich Telecare is a 24-hour, seven day a week service that helps people live independently in their own homes and arranges help in an emergency. Several services are provided, including a Telecare alarm and emergency button, extra sensors and a home security package. The Telecare alarm sits alongside the telephone and comes with a small button which can be worn as a pendant. When pressed, it connects to a 24-hour response centre.

This service provides reassurance to people who: are older and at risk of falls, are on occasion physically unable to move due to a disabling condition, have suffered an acute illness or medical emergency, such as a stroke or a heart attack suffer from racial harassment, domestic violence, or are at risk of attack in their home. This service costs £4.50 a week or is free depending on status.

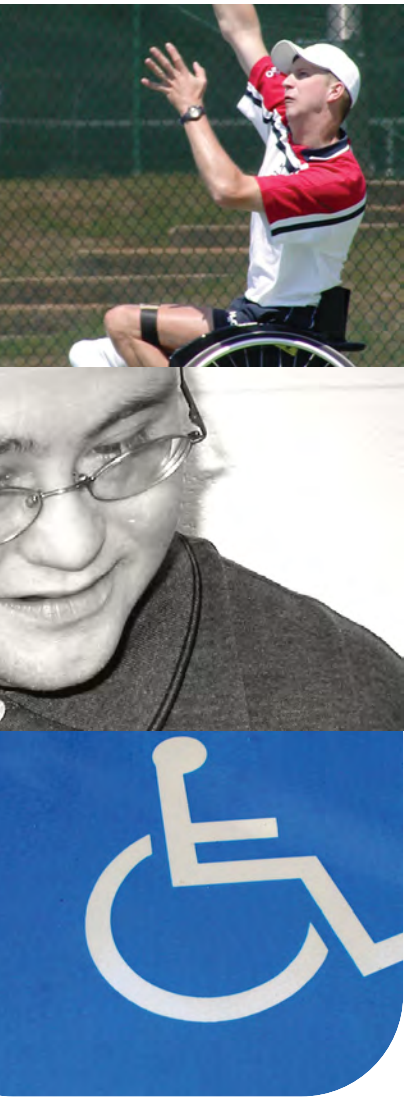
Contact: Greenwich Telecare, Adair House, 403 Shooters Hill Road, Woolwich SE18 4LH
Tel: 020 8921 4444 (24 hour contact number)
email: telecare@greenwich.gov.uk

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ADVICE/SUPPORT AGENCIES

Greenwich Association of Disabled People's Centre for Independent Living

The Forum@Greenwich, Trafalgar Road, Greenwich SE10 9EQ
tel: 0208 305 2221 minicom: 0208 885 9307
fax: 0208 293 3455

Services: Groups, Information Service, Drop In Volunteering , PA Agency and Welfare Rights.

The Drop-in is open every Monday from 10am-3pm (except Bank Holidays). Welfare Rights Adviser is available in the Monday Drop-in from 10:30am-12:30pm.

Greenwich Mencap

The Forum@Greenwich, Trafalgar Road, Greenwich SE10 9EQ
tel: 020 8305 2245

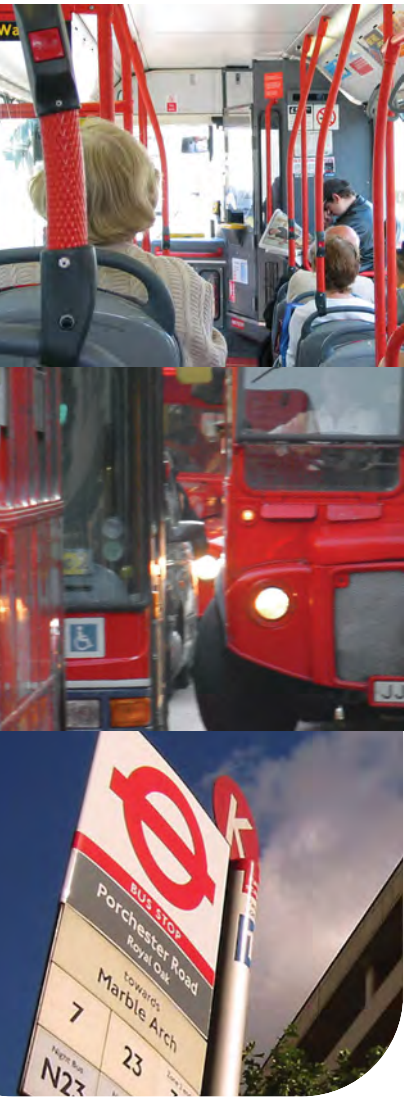
Services: Befriending scheme, Respite Services, Family Advisor Service and specialist support for families who have a child with a learning disability and behavioural problems.

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SELECTED SERVICES

Dial-a-ride

Unit 2, Lagoon Road, St Mary Cray, Orpington
BR53QX tel: 01689 896333

Specialist transport service operating door to door for people who cannot use, or have extreme difficulty using, mainstream public transport. Service available 8.30am - 11.30pm seven days a week. (Area Served: Bromley, Bexley, Greenwich, Lewisham, Southwark.)

Blue Badge Scheme

The Blue Badge Scheme gives parking concessions for people with severe walking difficulties, who travel either as drivers or passengers. The scheme also applies to people who are registered blind and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand.

It allows badge holders to park close to their destination, but the national concessions apply only to onstreet parking.

See page 1 for contact details, [click here >>](#)

Taxicard

The London Taxicard Scheme allows people with disabilities who cannot use buses or trains to travel in licensed black cabs at reduced fares tel: 020 7484 2929

Bus and Tube Passes

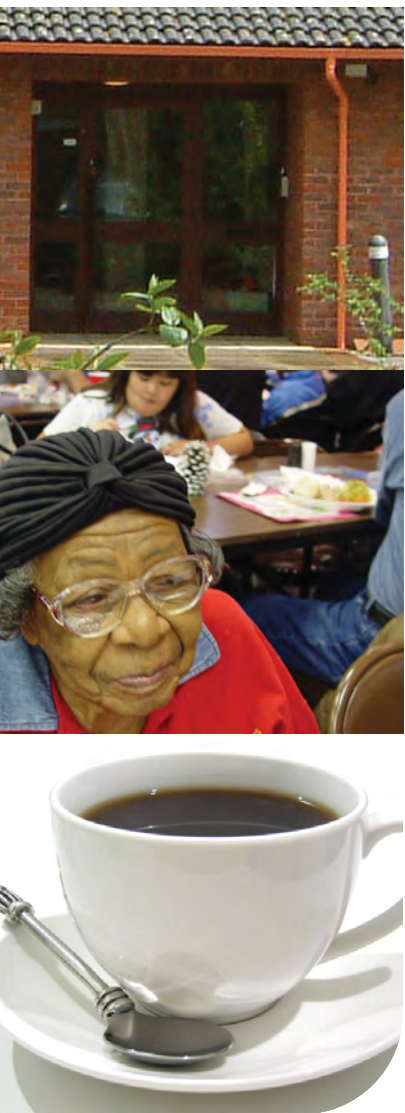
People aged 60+ can get a 'Freedom Pass' from most local post offices. Scheme is managed by ALG tel: 020 7484 2929.

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COMMUNITY CENTRES

St Mary's Community Complex
 180 Eltham High Street, SE9 1BJ
 Tel & Fax: 020 8850 2040

Groups: Playgroups, Pensioners Pop-In, Pensioners Lunch Club, Computer Training, Craft and Hobby Groups, Social Groups

Greenwichwest Community Centre
 A community organisation which manages several community buildings providing a wide spectrum of activities and services

Activities: Yoga and Sports, Dance Classes, Groups, Councillors surgery, etc.

Glyndon Community Recreation Centre
 75 Raglan Road, Woolwich, London SE18 7LB
 tel: 020 8855 9981

Woolwich Common Community Centre
 Leslie Smith Square, Woolwich Common, London SE18 4DW
 tel: 020 8855 2437

Clockhouse Community Centre
 Defiance Walk, Woolwich Dockyard Estate, Woolwich London SE18 5QL
 tel: 020 8855 7188 fax: 020 8317 1914

Tramshed Arts and Music Venue
 Woolwich New Road, Woolwich, London SE18
 tel: 020 8854 9900

Activities: Performing Arts based including tuition and classes.

Triangle Community Centre
 Off Armitage Road, Greenwich, London SE10 0HE
 tel: 020 8293 6500 fax: 020 8293 6504
 Email: trianglecommunitycentre@yahoo.com

Horn Park Community Centre
 St Francis House, Sidthorpe Road, London SE12 9DP
 tel: 020 8851 6131 fax: 020 8857 0058
 Email: hornpark2002@yahoo.co.uk

Middle Park Community Centre
 150 Middle Park Avenue, Eltham, London SE9 5SD
 tel/fax: 020 8850 2638

DAY CENTRES

[Click here >> for information on day centres in Greenwich](#)

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COMMUNITY RESOURCES

Greenwich Kurdish Community Association
 Woolwich Common Community Centre, 16 Leslie
 Smith Square, London SE18 4DW
 tel: 020 8855 3357 fax: 020 8855 3383

Service Offered
 Centre for the Kurdish community, including
 refugees and asylum seekers. Provide a range of
 cultural and social events and activities. Advice and
 information on employment, homelessness, housing
 rights and immigration and nationality.

Open: Mon - Fri 9.30am - 4.30pm

Chinese/Vietnamese Elderly Group in Greenwich
 Glyndon Community Centre, 75 Raglan Road
 London SE18 7LB
 tel: 020 8855 9981

Service Offered
 Day care for older people from the Chinese
 Vietnamese community. Advice and information on
 benefits, housing rights, care, health care and local
 services. Lunch club serving Chinese/Vietnamese
 food. Cultural events and outings.

Open: Tuesday & Thursday 9am - 4pm

**African Health for Empowerment and Development
 (AHEAD)**
 Suite C, Building B, MacBean Centre, MacBean
 Street, London SE18 6LW
 tel: 020 8316 4868 fax: 020 8316 4042
 email: a.head@africanhealth.org.uk

Service Offered
 HIV and sexual health services for the African com-
 munities, including refugees and asylum seekers.
 Advice, advocacy, information, welfare rights advice.
 Health promotion. Emotional support around grief
 and bereavement. Projects providing capacity build-
 ing for community groups and access to free furni-
 ture and clothes for people in Greenwich, Bexley and
 Bromley.

Open: Mon 12.30pm - 4pm drop-in and Tue - Fri
 10am - 4pm,

PLACES OF WORSHIP

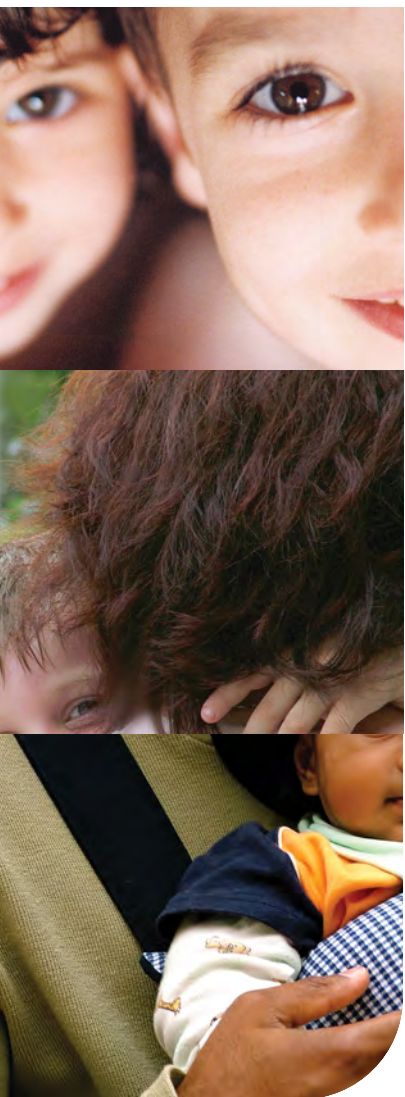
[Click here >>](#) to visit the Greenwich Multi Faith
 Forum to search for a place of worship in Greenwich.

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SELECTED SERVICES

Crossroads - Greenwich and Lewisham

Rushey House 2a Wildfell Road, Catford, London SE6 4HU tel: 020 8690 8854 or 7009

Respite care service for carers of people with disabilities, chronic illness, sensory impairment & HIV/AIDS. Respite care service for Asian elderly & Asian carers, black & ethnic minority carers. Caring service for children & families affected by HIV/AIDS. Support workers assist through befriending & helping with personal care & light housework. Service available 7.30am-10.30pm, 365 days a year.

Greenwich Carers Centre

170-172 Powis Street, Woolwich, London SE18 6NL
Tel: 020 8317 9998 Fax: 020 8316 1171
Helpline: 020 8316 7866

'One stop shop' service to all carers living within the borough of Greenwich. They provide information, support and practical help to adult and young carers.

Click here >> for www.parentscentre.gov.uk for general advice about parenting

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See Also

Lone Parent Helpline 0800 018 5026
www.oneparentfamilies.org.uk
Free confidential helpline service for single parents run by independent charity. Advice available on benefits, tax, child support, and employment



LEISURE CENTRES

There are ten leisure centres in Greenwich.

Arches Leisure Centre
Trafalgar Road, Greenwich SE10 9UX
Tel: 020 8317 5000

Charlton Health & Fitness Centre
The Valley, Floyd Road, Charlton SE7 8BL
Tel: 020 8853 5454

Charlton Lido (open summer months only)
Tel: 020 8856 7180

Coldharbour Leisure Centre
Chapel Farm Road, New Eltham SE9 3LX
Tel: 020 8851 8692

Eltham Health & Fitness Centre
Messeter Place, Eltham SE9 5DW.
Tel: 020 8850 1234

Eltham Pools
Eltham Hill, Eltham SE9 5SU. Tel: 020 8859 0898

Meadowside Leisure Centre
Tudway Road, Kidbrooke SE3 9XT.
Tel: 020 8856 0101

Plumstead Leisure Centre
Speranza Street, Plumstead SE18 1NX
Tel: 020 8855 8289

Thamesmere Leisure Centre
Thamesmere Drive, Thamesmead SE28 8RE
Tel: 020 8311 1119

Waterfront Leisure Centre
Woolwich High Street, Woolwich SE18 6DL
Tel: 020 8317 5000

PARKS

[Click here >> for a list parks in the borough](#)

OTHER FACILITIES

[Click here >> for Libraries in Greenwich](#)

[Rent n allotment from the Council. Click here >> for more info'](#)

SPORTS CLUBS

[Click here >> for a directory of local sports clubs](#)

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LOW COST FURNITURE

Respond

Furnishings for those in need in South East London and Kent. They aim to relieve poverty and improve living standards. The company assists older people, disabled people, people from ethnic minorities, one-parent families and people on low income.

Contact details: 59 Kellner Road, Thamesmead London SE28 0AX Tel: 020 8316 1099

Morph Camberwell

Furniture to low-income families and individuals at discounted prices with free delivery.

Contact details: Morph, 93 Camberwell Station Road, Camberwell SE5 9JJ Tel: 020 7737 7475

Greenwich Emmaus

'The Second Hand', Earl Rise (off Brewery Road) Plumstead, London SE18 7NN
Opening hours are: Mon - Sat 10am-5pm
tel: 020 8854 3426

Furniture skillfully restored to top condition, wide variety of glass and chinaware, electrical appliances (all PAT safety tested), books, music and games.

POWER COMPANIES

Help on choosing a utility company - gas and electricity, visit www.energywatch.org.uk

GAS EMERGENCIES

Transco 0800 111 999

WATER

Thames Water Utilities Ltd
PO Box 436
Swindon SN38 1TU

tel: metered account enquiries 0845 9200 887
unmetered account enquiries 0845 9200 888
non-bill related enquiries 0845 9200 800
minicom 0845 7200 899
freephone leakline 0800 714 614

COMMUNITY CARE GRANTS

Community Care Grants help people who are getting Income Support or income based Jobseeker's Allowance or Pension Credit who are likely to get one of these benefits when moving out of institutional care or a care home. They help people live independently in the community and ease exceptional pressure on families. They cover a wide range of personal circumstances and variety of needs and expenses. They do not have to be paid back.

Contact your local Job Centre, Job Centre Plus or Social Security Office for an application form

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SELECTED SERVICES

The Metro Centre

A range of services for the LGBT community including: support, counselling, advice & information, drop-in sessions, social networking, youth groups, education, training community development.

Open: Monday to Friday, 10am to 5pm (office)
1st and 3rd Saturday, 2pm - 5pm (under 16s)
Sunday 2pm - 5pm (under 26s)

Address: Unit 401, 49 Greenwich High Road, SE10
Contact: 020 8265 3311 Email: info@t-metro.co.uk

London Friend

Voluntary organisation that has been serving the lesbian, gay and bisexual community for over 30 years. They exist to promote, support and campaign for the social and emotional well-being, physical and sexual health of lesbian, gay and bisexual people and those who are unsure of their sexuality. All services are delivered by trained lesbian, gay and bisexual volunteers. Services provided include:

Telephone Helpline - 020 7837 3337 (19:30 - 22:00 daily)
One to One Counselling, Support Groups, Social Groups, A library on LGBT issues
Free information on HIV/AIDS and other Sexually Transmitted Infections, Free condoms and lube
www.londonfriend.org.uk/index.php

London Lesbian and Gay Switchboard

Information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the United Kingdom.
Switchboard aims to: maintain comprehensive information on support, social and specialist services of relevance to

lesbians, gay men and bisexuals. Raise awareness of sexual health issues including safer sex and to endorse positive personal choice. Offer support and initial advice to all callers on any problems they are facing. Suggest sources of more specialist advice, counselling or other help if callers want it.

Lesbian and Gay Switchboard 020 7837 7324
www.llgs.org.uk

LAGER

Unit 1G, Leroy House, 436 Essex Road, London N1 3QP
General Enquiries: 020 7704 2205

Independent advice agency affiliated to the Federation of Independent Advice Centres (FIAC). Free confidential legal advice, information and support to lesbians and gay men who are facing discrimination in the workplace or whilst looking for work.

Audre Lorde Clinic Ambrose King Centre, Royal London Hospital, Whitechapel, London E1 1BB Fri 10am-5pm - tel: 020 7377 7312 Services for lesbians.

Beaumont Society

The largest and longest established transgendered support group in the UK and has developed a support network, which has been at the forefront of the transgender, transvestite, transsexual and cross-dressing community since 1966! website: www.beaumontsociety.org.uk

Stonewall Housing

Housing advice for lesbians and gay men.
website: www.stonewallhousing.org

GMFA

Volunteer-led gay men's health organisation. website: www.metromate.org.uk Call 020 7649 9311 (lines are open between 8.30am and 6pm Mon to Fri and 9am to 1pm on Sat)

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LISTENING EAR

Samaritans

call 08457 90 90 90 anytime

ChildLine

free helpline for children and young people in the UK. Children and young people can call us on 0800 1111 to talk about any problem.

Families Anonymous

For Relatives and Friends Concerned About the Use of Drugs or Related Behavioural Problems
Helpline: 0845 1200 660

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