

Signposting directory

information on local
services, facilities
and resources





[click section title to go to the correct page >>](#)

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
13. Finding the right care services
14. Disability advice
15. Transport and mobility services
16. Community resources and day centres
17. Cultural and religious facilities
18. Carers and parents groups
19. Sport and leisure facilities
20. Settling into a new home - utilities and furniture
21. Resources for gay men, lesbians and bisexual and transgender people
22. National advice and helplines

[click >>](#)

[Cover](#)

[next page](#)

[index](#)

[click here to tell us about broken links or to suggest additional entries >>](#)



GETTING IN TOUCH

Main postal address:

London Borough of Hammersmith & Fulham
Town Hall, King Street, Hammersmith, London
W6 9JU.

Main switchboard number:

tel: 020 8748 3020 (Phonelines open Mon/Fri 8am-
8pm & Sat 9am-1pm) minicom: 020 8753 5753

Information: tel: 020 8753 4040 or
email: information@lbhf.gov.uk

Emergency out-of-hours tel: 020 8748 8588

HOW TO CONTACT

Housing & Council Tax Benefit Enquiries

tel: 020 8753 1396 or e-mail the Benefits Service at
benefits@lbhf.gov.uk
The postal address is 77 Glenthorne Road,
Hammersmith, London W6 0LJ

Parking Permits

Parking permits are sold for residents living in con-
trolled Parking Zones.

Contact Parking Services

tel: helpline: 020) 7371 5678 (Monday to Saturday,
8am to 6pm) or email: parking@lbhf.gov.uk

Download an application form by [clicking here >>](#)

Send to: Parking Permits Office, LBHF Parking
Services, PO Box 57140, London SW6 1WP
or visit Fulham or Hammersmith Town Halls.

Refuse Collection

Household refuse is collected from 6am Monday to
Friday. Have your refuse available for collection
either after 9pm on the evening before your collec-
tion day, or before 6am on your collection day.

Present your refuse in securely tied black sacks or
dustbins and make sure it is placed in your front
garden or outside your property where it is clearly
visible.

For information on household refuse contact the
Smarter Borough Hotline on 020 8753 1100 or
e-mail: wastehelp@lbhf.gov.uk

Bulk refuse collection

The council provides a free bulky waste collection
which includes a collection of fridges and freezers.
Arrange a free bulky waste collection by emailing
wastehelp@lbhf.gov.uk or by calling the Smarter
Borough Hotline on 020 8753 1100.

Recycling

[Click here >>](#) for recycling information.

Pest Control

The Council offers a chargeable borough wide pest
control service to residents. Contact by phoning: 020
8753 1081 or by faxing: 010 8753 3911 or in writing:
Public Protection & Safety, 5th Floor, Town Hall
Extension, King Street, London, W6 9JU
Open: 10:00 to 16:00 Monday to Friday

[click here >> for the Council's a to z of services](#)

[click >>](#)

[last
page](#)

[next
page](#)

[index](#)



LOCAL OFFICES

Hammersmith Jobcentre Plus
 Glen House, 22 Glenthorne Rd, Hammersmith
 London W6 0PP tel: 020 8210 8100

Shepherd's Bush Jobcentre Plus
 176-180 Uxbridge Rd, Shepherd's Bush
 London W12 7JP
 tel: 020 8210 8700

Fulham Jobcentre Plus
 Waterford House, Waterford Rd, Fulham
 London SW6 2DL
 tel: 0845 377 6001
 textphone: 0845 377 6263

Jobcentre Plus administers a range of working age benefits. These include: Carer's Allowance, Disability Living Allowance, Incapacity Benefit, Income Support, Jobseeker's Allowance and Social Fund Grants.

For Tax Credits [click this link >>](#) it will take you to the HM Revenue and Customs website

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

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.

click >>

last page

next page

index



ADVICE AGENCIES

There are two Citizens Advice Bureaux (CAB) in the Borough.

Fulham CAB

1, Mund Street, London W14 9LY.
tel: 0845 458 2515

Get advice or make an appointment at the bureau by calling:

Mon 2.00 pm - 4.00 pm, Tue 12.00 pm - 3.00 pm and 5.00 pm - 7.00 pm, Wed 10.00 am - 12.00 pm and 2.00pm - 4.00 pm, Thu 10.00 am - 12.00 pm and 2.00 pm - 4.00 pm, Fri 2.00 pm - 4.00pm
Sat: 1st & 3rd Saturdays of each month: 10.00 am - 12.00 pm. The telephone advice service is available to anyone living, working or studying anywhere in Hammersmith and Fulham.

Or visit in person to make an appointment:

Mon 10.30 am - 1.00pm and 5.00 pm - 6.30 pm,
Tue 2.30 pm - 5.00 pm, Thu 10.30 am - 1.00 pm
Friday 10.30 am - 1.00 pm

DEBT ADVICE: For problems with debt contact the Money Advice service on 020 7610 3008. Debt enquiries are normally answered on this number on Tuesdays and Fridays 12.00 - 2.00pm

Shepherds Bush Advice Centre

338 Uxbridge Road, London W12 7LL
tel: 020 8753 5913 advice line, 020 8753 5910
email: sbac@lbhf.gov.uk

Services: Legal advice on welfare rights, housing, employment and debt. Call for more info'.

LOW COST FINANCE

Hammersmith & Fulham Credit Union
370-376 Uxbridge Road, London W12 7LL
tel: 020 8746 2120
email: info@hf-creditunion.co.uk
Financial cooperative project currently in development.

Change

Coming soon to this borough...
A low cost alternative to doorstep loan sharks and financial literacy/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

see also

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

[click >>](#)

[last page](#)

[next page](#)

[index](#)



LEGAL HELP

Fulham Legal Advice Centre

679a Fulham Road, London, SW6 5PZ.
 tel: 020 7731 2401 fax: 020 7731 6654
 email: admin@flac.org.uk

Legal advice on most areas of law (except business, conveyancing and investment, immigration).

Contact by phone:

Mon: 10am - 12 noon and 3pm - 5pm
 Tue: 10am - 12 noon and 3pm - 5pm
 Wed: 10am - 12 noon and 3pm - 5pm
 Thu: 10am - 12 noon and 3pm - 5pm
 Fri: 10am - 12 noon

Hammersmith and Fulham Community Law Centre

142-144 King Street, London, W6 0QU.
 tel: 020 8741 4021 fax: 020 8741 1450
 email: hflaw@hflaw.org.uk

Legal advice, advocacy and representation on housing, homelessness, employment, immigration and nationality, asylum support and community care.
 Telephone advice line Monday - Friday 10am - 1pm.
 Drop-in immigration advice Tuesday 5pm - 7pm.

The two Citizens Advice Bureaux (CAB) in Hammersmith & Fulham can also provide some legal advice. [Click here >>](#)

[click here >> for help yourself legal info on the web from Community Legal Service Direct.](#)

click >>

last page

next page

index

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.



METROPOLITAN POLICE

Community Safety Unit (CSU)

The Community Safety Unit (CSU) is responsible for the investigation of hate crimes within the borough. This includes: Racist crime, Domestic violence, Homophobic crime & Hate crime

The CSU is based at Fulham Police Station. The full address is: Fulham Police Station, Heckfield Place London SW6 5NL

Report an incident to the CSU on the following telephone number from Monday to Friday on 0208 246 2436. There is an answer-phone for out of hours callers and all calls will be dealt with confidentially and the caller will be discreet and sensitive manner.

Hammersmith & Fulham Police Stations

[Click here >>](#) for contact details for the three Police Stations in the Borough.

COMMUNITY SERVICES

Noise nuisance

Pollution Control Team, Public Protection & Safety Division, 5th floor Hammersmith Town Hall extension, King Street W6 9JU
tel: 020 8753 1081 or 020 8748 8588 out of hours

Abandoned vehicles

To report an abandoned vehicle, phone the Parking Services Office on (020) 7371 5678, or write to LBHF Parking Services Office, PO Box 57142, London SW6 2WZ. Open: 8am to 6pm, Monday to Saturday

Graffiti removal

The Graffiti Action Team in Environment Services are responsible for graffiti removal from the borough's parks and open spaces, the public highway, council properties, industrial land, alleyways, non illuminated street furniture as well as some highway sites.

Contact: Smarter Borough
3rd Floor Hammersmith Town Hall, London W6 9JU
Smarter Borough Hotline tel: 020 8753 1100, or email: wastehelp@lbhf.gov.uk

SUPPORT SERVICES

Victim Support Hammersmith & Fulham

205 Fulham Palace Road, Hammersmith, London W6 8QX tel: 020 7385 6868 fax: 020 7385 3633 email: Perdoni22@aol.com

Victim Support Hammersmith & Fulham helps local 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

Westside Floating Support

tel: 07771 905 306
Provides support and advice on domestic violence for women living in Hammersmith & Fulham.

Hammersmith Women's Aid Floating Support Service

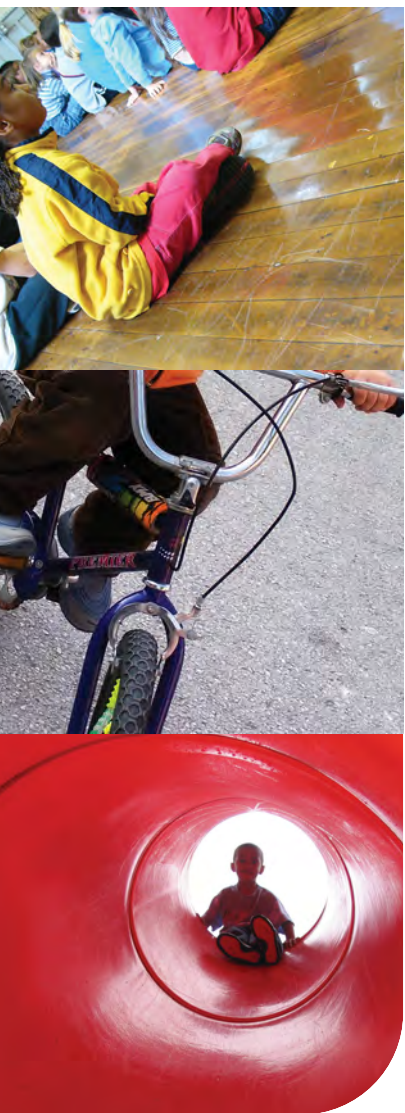
& North Fulham NDC Outreach Service
07921 761 147, 07921 760 042 or 07921 761 143
Help for women who have experienced domestic violence to help them to maintain their tenancies.

[click >>](#)

[last page](#)

[next page](#)

[index](#)



DIRECTORY OF SERVICES

Children's Information Service

The Children's Information Service (CIS) provides accurate and impartial information and advice on the range of facilities for children aged 0-14 and up to 16 years for children with disabilities.
 Wormholt Centre, The Curve, 60 Hemlock Road, London W12 0QT
 tel: 020 8735 5868 or email: cis@lbhf.gov.uk
 Open: Mon to Fri 9.00 - 5.00

Childcare link

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

SERVICES FOR CHILDREN

Children Centres

Children's centres provide integrated care and education for young children aged up to five, health services beginning at the antenatal stage, family support and a base for childminders. In Hammersmith & Fulham there are 5 children's centres:

- Randolph Beresford Early Years Centre/Harmony Neighbourhood Nursery, in White City
 - Fulham South Children's Centre/Montessori Neighbourhood Nursery 2, in south Fulham
 - Normand Croft Community School/Montessori Neighbourhood Nursery 1, in north Fulham
 - Broadway Children's Centre/James Lee Nursery School, in Hammersmith
 - Cathnor Park Children's Centre/Vanessa Nursery School, in Shepherds Bush.
- Call 020 8753 3772 for more info'.

TEENAGERS

Connexions

Aims to help engage young people in learning, training or employment, whilst also supporting them to achieve their full potential and assist with a smooth transition to adult life. The service is provided to young people 13-19 years (up to 25th birthday for those with learning difficulties/disabilities).

[Click here >>](#) for a list of connexions services

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

Youth Projects

Youth Link, White City Youth Project, Australia Road London W12 7PH tel: 020 8762 0865
 Information and advice on a wide range of topics for young people who live, work or study in the borough.

There are many Youth Centres across the borough. [Click here >>](#) for more info'.

[Click here >>](#) for youth activities.



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.

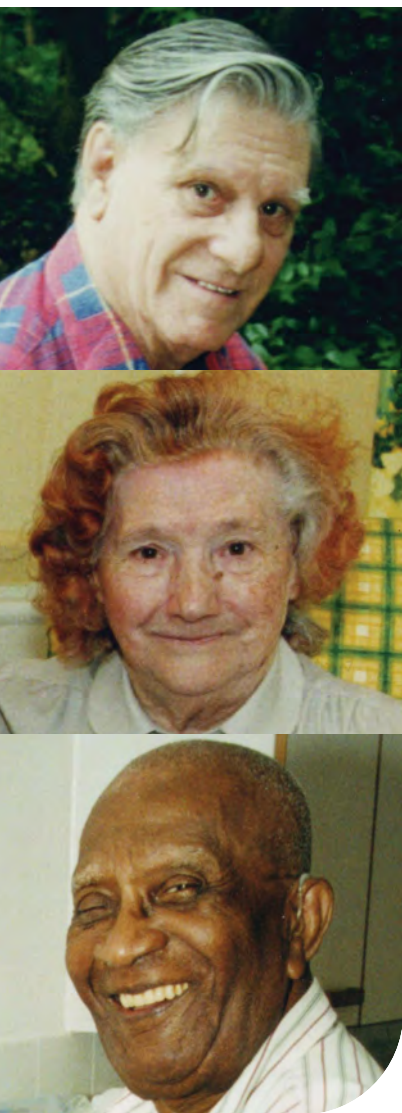
[Click here for the list of local programmes >>](#)

[click >>](#)

[last page](#)

[next page](#)

[index](#)



ADVICE SERVICES

Age Concern Hammersmith and Fulham
105 Greyhound Road, London W6 8NJ
tel: 020 7386 9085 fax: 020 7386 5740
email: dawn@achf.org.uk

PRACTICAL SERVICES & ACTIVITIES

Social Services
Hammersmith & Fulham social services have a number of different teams providing services for people who need support to live at home. This may be because of physical disability or frailty, mental health problems, difficulties with sight or hearing or a learning disability.

The older people social work team works with people over 65 years old.

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.

Contact:

First contact the Information and Assessment team who will take details and arrange for an assessment.

Ground Floor, 145 King Street, Hammersmith London W6 9XY tel: 020 8753 5456
Open: 9.00 - 5.00 Mon - Fri

Better Government for Older People (BGOP) is a partnership between the council, local voluntary organisations, the health authority and older people in the borough.

Better Government for Older People
3th Floor, 145 King Street, London W6 9XY
tel: 020 8753 5075 fax: 020 8753 5019

Agewell

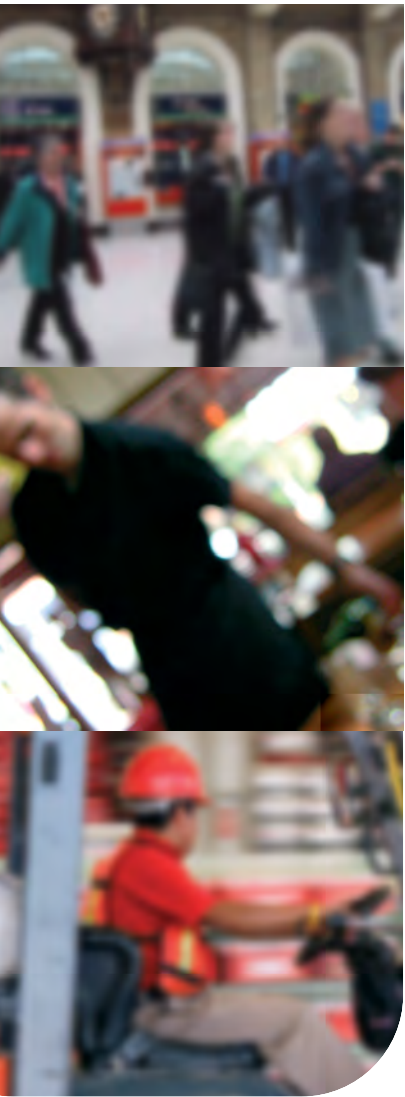
Sands End Community Centre, 59-61 Broughton Road, London SW6 2LE tel: 020 7736 1504
The Agewell project promotes exercise and healthy living for the over 50s in Hammersmith & Fulham. Find out more about Agewell

click >>

last page

next page

index



EMPLOYMENT ADVICE

Hammersmith & Fulham's Employment Team

Range of services to meet the training and employment needs of local people and employers.

call Op*Shop on 020 8735 0011 or 0012 for more info' or visit www.opshoponline.co.uk

Address: 78 Uxbridge Road, Shepherds Bush Green London W12 8LP

Services include: training and support, database of local job vacancies and job search facilities, advice on CVs, application forms and interviews. Work experience in the council under the New Deal Traineeship scheme, construction training for people with no previous experience. Information and advice on childcare, financial and benefits advice, training and employment opportunities through an in-work support team.

The Urban Partnership Group (UPG)

Regeneration agency, provides free information and advice about learning and work to adults aged 20 and over. UPG's advisers, based at the Opportunities Centre, 370-376 Uxbridge Road, Shepherds Bush W12 7LL, run drop-in sessions from 10:00-13:00

and 14:00-17:30, Monday to Friday. For more information visit www.urbanpartnership-group.co.uk. Or call 020 8746 2120.

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.

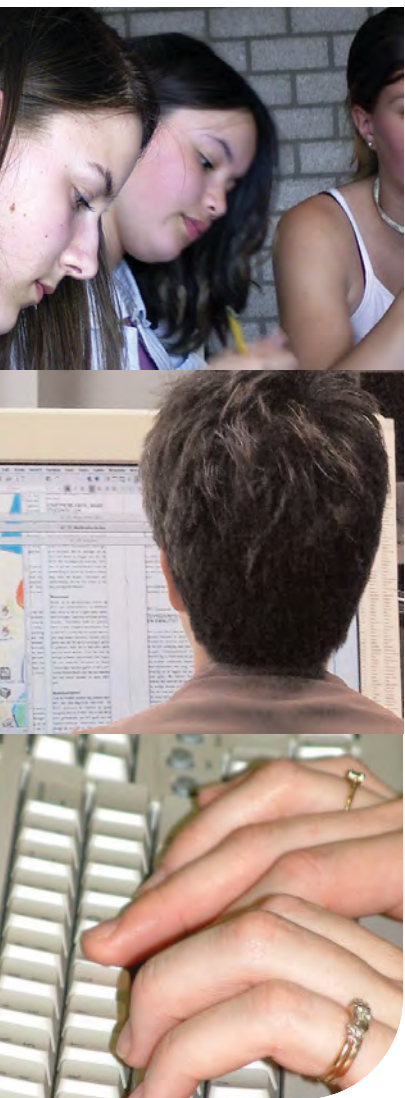
[Click here >> for more info](#)

[click >>](#)

[last page](#)

[next page](#)

[index](#)



RESOURCES

Hammersmith & Fulham Adult and Community education.

The adult education service provides a range of day and evening courses.

Macbeth Centre, Macbeth Street Hammersmith W6 9JJ

Visit Mon to Fri 9.30am-4.00pm and until 8.00pm, Monday to Thursday in term time. During the term, you can also enrol at Macbeth Centre 9.45am-1.00pm on Saturdays and on Friday evenings 6.00-8.00pm.

office: 020 8600 9191 fax: 020 7386 0371

email address:

adult.educationcourseinfo@lbhf.gov.uk

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

click >>

last page

next page

index



SEARCH FACILITIES

Doctors (GPs)

Use this search facility to find a local doctor [click here >>](#)

Pharmacies

Find a pharmacy by visiting this search facility [click here >>](#)

Dentists

[Click here >>](#) to search for dentists in Hammersmith & Fulham who can take NHS patients.

HEALTH AUTHORITY

Hammersmith and Fulham Primary Care Trust (PCT) is the NHS organisation responsible for providing and commissioning healthcare for people living and working in the London Borough of Hammersmith and Fulham.

Parsons Green Centre, 5 – 7 Parsons Green
London SW6 4UL
switchboard: 020 8846 6767
general fax: 020 8846 6779

Patient Advice and Liaison Service (PALS)

For queries about local NHS services freephone 0800 389 9092 or email pals@hf-pct.nhs.uk

HOSPITALS

There are three hospitals in the Borough.

Charing Cross Hospital

Fulham Palace Road, London, W6 8RF
tel: 020 8846 1234
Patient Advice & Liaison tel: 020 8383 0088

Hammersmith Hospital

Du Cane Road, London, W12 0HS
tel: 020 8383 1000
Patient Advice & Liaison tel: 020 8383 3322

Queen Charlotte's Hospital (Maternity)

Du Cane Road, London W12 0HS
tel: 020 8383 1111

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

[click >>](#)

[last page](#)

[next page](#)

[index](#)



SELECTED SERVICES

Drug and Alcohol Team

Care management substance misuse team providing a service to clients who have experienced a substance misuse problem and are attempting to establish drug and alcohol free living. Access to the following: 1-1 counselling, structured day programmes, residential rehabilitation programmes & aftercare.

Marzell House, 126 North End Road, West Kensington, London W14 9PP
tel: 020 8753 5466

Turning Point Druglink Hammersmith & Fulham Young People's Service

1 Poplar Mews, Off Uxbridge Road, Shepherds Bush London W12 7JS tel: 020 8746 1506
fax: 020 8743 9989
e-mail: druglink.directaccess@turning-point.co.uk

Advice and Information & drop-in Services;

TP Druglink Hammersmith & Fulham Open Access & Crack Team

The Old Coach House, 103a Devonport Road London W12 8PB
tel: 020 8749 6799 fax: 020 8749 2272

Advice and Information, Drop-in Services,

Motivational Interviewing, Needle Exchange, Assessment / Care management.

Hammersmith & Fulham Alcohol Service

5 Wolverton Gardens, Hammersmith W6 7DY
tel: 0208 846 7870 fax: 020 8846 7754

The Wolverton Gardens Alcohol Team provides a range of specialist health care interventions for individuals and their families who are affected by the misuse of alcohol within the boroughs of Hammersmith and Fulham.

Women's Service

Address: 5 Wolverton Gardens, London W6 7DY
tel: 020 8846 7870 fax: 020 8846 7754

Hammersmith and Fulham Community Assessment and Primary Services (CAPS) for Drugs and Alcohol

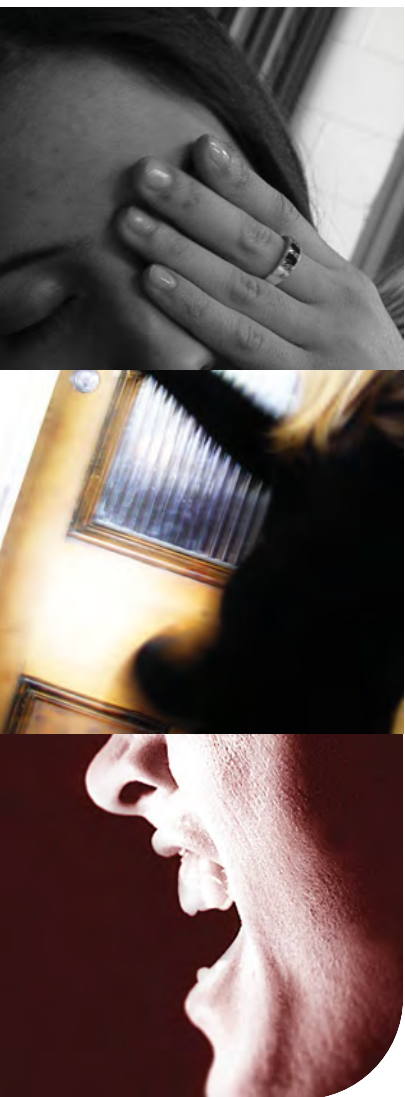
Address: Crowther Market (back building) 282 North End, London SW6 1NH
tel: 020 7381 7766 fax: 020 7381 7744

click >>

last page

next page

index



STATUTORY SERVICES

CMHTs

The community mental health teams (CMHTs) are multi-disciplinary teams whose focus is on those with acute and/or severe and enduring mental health problems, or rapid onset of mental health difficulties.

They offer a wide range of services, including community-based groups, individual support and counselling, occupational therapies, social work interventions, out-patient clinics and a variety of therapeutic interventions to meet individual needs.

Community mental health team 1 (Old Oak Road)
18 Old Oak Road, London W3 7RQ
tel: 020 8846 7576 fax: 020 8846 6877

Community mental health team 2 (Gloucester House)
Gloucester House, 194 Hammersmith Road
London W6 8BS
tel: 020 8250 1900 fax: 020 8250 1901

Community mental health teams 3 & 4 (Claybrook Centre)
Claybrook Centre, Claybrook Road, London W6 8LN
tel: 020 7386 1268 fax: 020 7386 1266

Older people's community mental health team:
Hammersmith and Fulham
St Vincent's, 49 Queen Caroline Street,
Hammersmith, London W6 9QH
tel: 020 8483 2525 fax: 020 8483 2575

FIRST

First floor, Hammersmith & Fulham Mental Health Unit
Claybrook Road (Charing Cross site), Hammersmith
London W6 8RF tel: 020 7386 1160

FIRST stands for the first incidence recovery and support team. It is a service for young people aged 18-35 who have experienced their first episode of a psychotic illness.

VOLUNTARY SECTOR SERVICES

Alzheimer's Society Hammersmith & Fulham Branch
Aspen House, 1 Gayford Road, London W12 9BY
Visitors are accepted by appointment only,
tel: 020 8762 0802 fax: 020 8762 0804
email: hamandfulhamalz@hotmail.co.uk

Hammersmith & Fulham Mind
153 Hammersmith Road, London W14 0QL
tel: 020 8741 0661 fax: 020 8563 8186
email: enquiry@hf-mind.org
services include Advocacy, Advice, Employment,
Housing, Counselling, a Drop-In Centre, an Assertive
Outreach Project (Impact) and the User Involvement
Project.

H&F Mind Advocacy
Charing Cross Hospital Campus
Fulham Palace Road, London W6 8RF
tel: 020 8386 1188

click >>

last page

next page

index



STATUTORY CARE SERVICES

The **Information and Assessment service** is the first point of contact if you are an adult (aged over 18 years old) in need of help from social services in Hammersmith & Fulham.

Contact in person, by telephone or in writing.

Ground Floor, 145 King Street, Hammersmith W6 9XY tel: 020 8753 5456

Learning Disability Service

Stamford Brook Centre, 14-16 Stamford Brook Avenue, London W6 0YD tel: 020 8383 6464 fax: 020 8383 6465

[Click here >>](#) for Older People service contact details

Contact one of the **Community Mental Health Teams** for care services for people with mental health problems [click here >>](#)

Information on accessing care services for people with substance misuse problems is given [here >>](#)

OTHER SERVICES

Community Alarm Service

Careline is able to provide a personalised service for individual needs and are able to offer solutions to help people maintain their independence and to live in their own home for as long as possible.

tel: 020 7386 8763 (all calls are recorded and monitored)

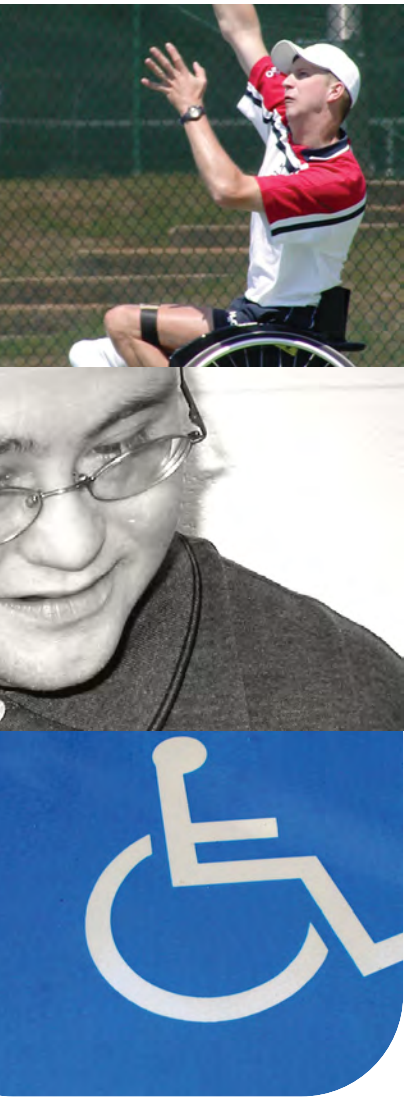
Address: Careline Services, 147 Stevenage Road Fulham, London SW6 6PB

click >>

last page

next page

index



ADVICE/SUPPORT AGENCIES

Hammersmith and Fulham Action on Disability (HAFAD)

Greswell Centre, Greswell Street, London SW6 6PX
 tel: 020 7471 8510 fax: 020 7610 9786
 email: info@hafad.org.uk

Advice and information services for disabled people. Information (020 7471 8514), advice on independent living (7471 8520), disability benefit advice (7471 8525), disability benefit form filling project (7471 8515). Employment development (7471 8538). Computer access project (7471 8536), computer home loans (7471 8539). Internet access for visually impaired users. Youth project (7471 8518/8522).

Hammersmith and Fulham Advocacy Service

Aspen House, 1 Gayford Street, London W12 9BY
 tel: 020 8743 2949

OTHER

Disabled Facilities Grants

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. The grant can be used to fund works to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

For an information pack or advice telephone us on 020 8359 7462

The Disability Law Service

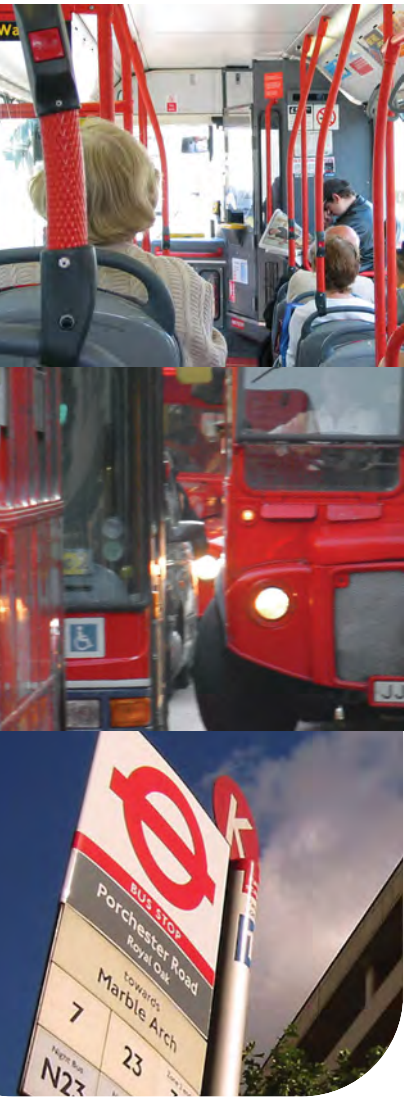
39-45 Cavell Street London E1 2BP
 tel: 020 7791 9800 minicom: 020 7791 9801
 fax: 020 7791 9802 email: advice@dls.org.uk

Services: National Adviceline, Mon to Fri 10.00am - 1pm & 2.00pm - 5pm
 Legal guidance by telephone or minicom from a specialist adviser in one of our six areas of law: Consumer Contract, Community Care, Disability Discrimination, Education, Employment Welfare Benefits

Casework available for those in the greater London area

click >>

- last page
- next page
- index



SELECTED SERVICES

Dial-a-ride

Dial-a-Ride Management Control Centre:
Boroughs of Brent, Camden, Croydon, Ealing,
Hammersmith and Fulham, Harrow, Hillingdon,
Hounslow, Lambeth, Kensington and Chelsea,
Kingston, Merton, Richmond, Sutton, Westminster,
Wandsworth.

Progress House, 5 Mandela Way, London SE1 5SS.
tel: 0845 999 1999 (or 020 7394 5800)
fax: 020 7027 5801

Service provided: Transport service for borough residents who have difficulty using mainstream transport services. The service is available between 8.00 a.m. and 11.00 p.m. 365 days a year. Trips are usually limited to within borough boundaries. Book by phone. Small fees apply

Hammersmith & Fulham Community Transport

Palingswick House
241 King St, Hammersmith, London W6 9LP.
tel: 020 8741 5311 fax: 020-8741-3176
email info@hfctp.co.uk

Blue Badge Scheme

The Blue Badge scheme operates throughout the United Kingdom, providing a range of parking benefits for people with severe walking difficulties who

travel either as drivers or as passengers. The concessions only apply to on-street parking and include free use of parking meters and pay-and-display bays.

Contact:

Call the information and assessment team on 020 8753 followed by 5133, 5134, 5046 or 5122 to request an application form or for more information. Bring your application form in or renew your Blue Badge at 145 King Street, Hammersmith between 2pm - 4.30pm Monday to Thursday or 2pm - 4.15pm on Fridays.

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.

click >>

last page

next page

index



COMMUNITY CENTRES

College Park community centre

14 Letchford Gardens, College Park, London NW10

tel: 020 8968 4408

Opening times: Monday - Sunday (varied hours)
Small community centre run via the local College Park residents' association, housing independent after-school and holiday schemes, drop-in under 5s and pensioner groups, as well as local hire of venue for the community.

Edward Woods community centre

60-70 Norland Road, London, W11 4TR

Contact: Jacquie Boyce, centre manager

tel: 020 7603 2324

Sands End community centre

59 Broughton Road, London, SW6 2LE

Contact: Arvind Sharma, centre manager

tel: 020 7736 1724

Emerald 2

2 Beadon Road, London, W6 0DA

tel: 020 8748 5863

email: hammersmithcomtrust@runbox.com

Masbro Centre

87 Masbro Road, London W14 0LR

tel: 020 7605 0800

Grove Neighbourhood Centre

7 Bradmore Park Road, London W6 0DT

tel: 020 8741 3321

Shepherds Bush Community Association

Village Hall, 58 Bulwer Street, London W12 8AP

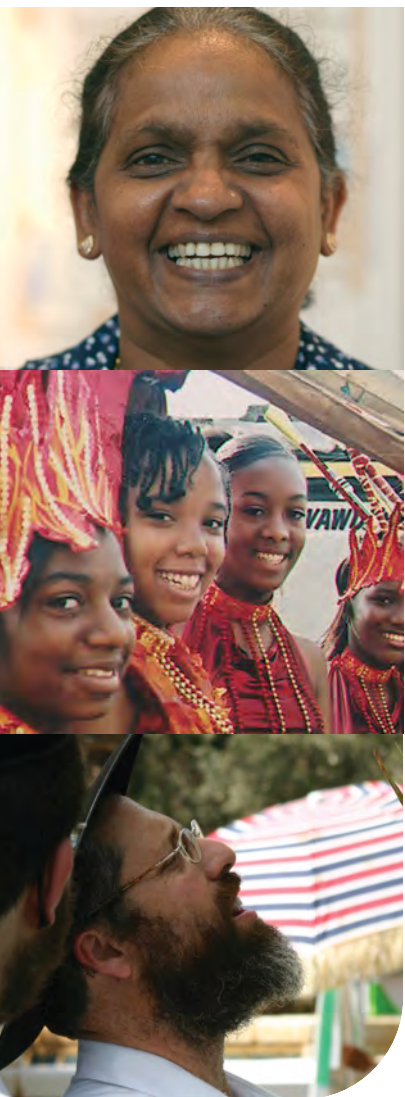
tel: 020 8740 5955

click >>

last page

next page

index



COMMUNITY RESOURCES

Ethiopian Advice & Support Centre (Hammersmith & Fulham)
Palingswick House 241 King Street, London W6 9LP
tel: 020 8746 3596

Hammersmith Irish Centre
Blacks Road, London W6 9DT
tel: 020 563 8232 fax: 020 8563 8233
email: irish.centre@lbhf.gov.uk

Iranian Association
Palingswick House, 241 King Street, London W6 9LP
tel: 020 8748 6682 fax: 020 8563 7549
email: info@iranian-association.org.uk

Iraqi Community Association
Palingswick House, 241 King Street, London W6 9LP
tel: 0208 741 5491 fax: 0208 748 9010
Email: iraqicomunity@btclick.com

Centre for Armenian Information & Advice (CAIA)
105A Mill Hill Road, London W3 8JF
tel: 0208 992 4621 fax: 0208 993 8953
email: info@caia.org.uk

Centre for Filipinos (CF)
St. Alban's Church Community Centre, 2 Margravine Road, London W6 8HJ tel: 020 7381 2600
Email: cf@clara.net

Russian Refugees Aid Society
Room G3, Britannia House, 11 Glenthorne Road, London W6 0LH
tel: 020 8735 6511

West & North West London Vietnamese Association
58B Bulwer Street, London W12 8AP
tel: 0208 742 9745 fax: 0208 743 1568

POSK Polish Centre
238-246 King Street, London W6
tel: 020 8749 1000

PLACES OF WORSHIP

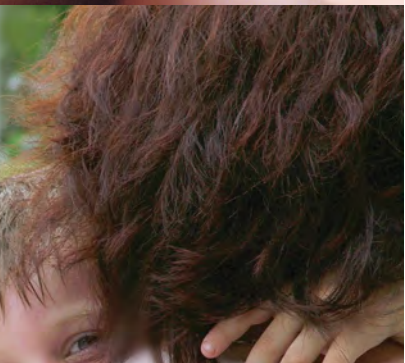
[Click here >>](#) for a search facility for churches, mosques, synagogues and temples.

click >>

last page

next page

index



SELECTED SERVICES

Hammersmith & Fulham Carers' Centre
182a Hammersmith Road, London W6 7DJ
tel: 020 8563 8014

Support for anyone caring for someone in the borough. Drop-in service on Hammersmith Road and activities such as support groups, reflexology, head massage and fun things for carers to do.

Carers Project
The Healthy Living Centre in Shepherds Bush runs a carers project to support carers in the north of the borough (the wards of College Park, Old Oak, White City, Shepherds Bush, Wormholt and Coningham).

White City Health Centre, Australia Road
Shepherds Bush, London W12 7PH

Family Support Team (FAST)
The Family Support Team work with families who have been referred by social services, health or education professionals. They work with families who have children aged between 0 and 13 who need support to help them through difficulties or challenges with family life, to help parents and carers provide the best possible care for their children.

Askham Family Centre, 1 Askham Road, London W12 0NW tel: 020 8749 6936 office hours.



[Click here >>](#) for the Council's excellent parenting directory.

[Click here >> for www.parentscentre.gov.uk](http://www.parentscentre.gov.uk)
[for general advice about parenting](#)

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

[click >>](#)

[last page](#)

[next page](#)

[index](#)



LEISURE CENTRES

The Council owns three leisure centres across the borough and runs them in partnership with GLL, a not-for-profit trust which looks after more than 50 leisure centres throughout London.

Phoenix Fitness Centre & Janet Adegoke Swimming Pool
Bloemfontein Rd, White City, London W12 0RQ
tel: 020 8735 4900

Lillie Road Fitness Centre
Lillie Road, Fulham, London SW6 7PH
tel: 020 7381 2183

Hammersmith Fitness and Squash Centre
Chalk Hill Road, Hammersmith, London W6 8DW
tel: 020 8741 8028

OTHER CENTRES

Fulham Pools
Public swimming pool and health club
Normand Park, Lillie Road, Fulham SW6 7ST
tel: 0870 870 7018

Linford Christie Outdoor Sports Centre
Artillery Way, Off Du Cane Road, Wormwood Scrubs
London W12 OAE
tel: 020 8749 6758

PARKS

[Click here >> to search for a park in the Borough](#)

OTHER FACILITIES

[Click here >> for libraries in Hammersmith & Fulham](#)

There are seven libraries in the borough including one mobile service.

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

There two allotment sites in the borough, both have waiting lists currently.

SPORTS CLUBS

[Search the Council's A to Z of sports clubs here >>](#)

[click >>](#)

[last page](#)

[next page](#)

[index](#)



LOW COST FURNITURE

Furnish

The Community Furniture Store
Unit 20, Mitre Bridge Industrial Estate, Mitre Way
London W10 6AU
tel. 020 8969 3332 fax 020 8969 3339
email furnish@sbha.co.uk

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

click >>

last page

next page

index



SELECTED SERVICES

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)

click >>

last page

next page

index



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

click >>

last page

1st page

index