

# 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
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6. Facilities for children and young adults
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**GETTING IN TOUCH**

**Main contact**

Waltham Forest Town Hall, Forest Road, Walthamstow, London, E17 4JF  
 tel: there is one main number for all Council services call Waltham Forest Direct on 020 8496 3000 (24 hours, 365 days)  
 minicom: 020 8496 3010 fax: 020 8496 3301

**Waltham Forest Direct Shops.**

Call in anytime between 8.30am-6pm Mon-Fri, and 9am-1pm on Sats. The addresses of the shops are:

**Leyton:** 774-776 High Road, Leyton, E10 6AE. The shop is 200 yards from the Bakers Arms opposite the bus garage, on the corner of Leyton Green and High Road Leyton.

**Walthamstow:** 137 Hoe Street, Walthamstow E17 4RT The shop is the old bank building opposite the top end of the High Street, on the corner of Church Hill and Hoe Street.

**Leytonstone:** 819 High Road, Leytonstone E11 1HQ The shop is part of the library building by the traffic lights on the corner of Church Lane and the High Road Leytonstone.

**HOW TO CONTACT**

**Housing & Council Tax Benefit Enquiries and general Council Tax enquiries**

Contact by calling Waltham Forest Direct on 020 8496 3000 for all queries about Revenues and Benefits or visit one of the Waltham Forest Direct Shops.

The postal address is :  
 Revenues and Benefits Service, London Borough of Waltham Forest, PO Box 856, London E17 9PN

**Parking Permits**

Parking permits are sold for residents living in controlled Parking Zones. Permits can be purchased from: NCP Parking shop, The Alpha Business Centre, South Grove, Walthamstow, London E17 7NX tel: 0845 331 2392 and select Option 3  
 Open: Mon - Fri 7am to 7pm, Sat 9am - 1pm  
 Parking vouchers and visitors permits for the leytonstone CPZ (LSE/LSW areas only) can also be purchased from Waltham Forest Direct Leytonstone

**Recycling**

Contact Waltham Forest Direct on 020 8496 3000 to find about recycling collections in the area or to request additional recycling boxes.

**Refuse Collection**

The Council provides a kitchen and household refuse collection on the same day each week (including all Bank Holidays except Christmas and New Year's Day). An assisted refuse collection service is provided to residents who, through illness or infirmity, are unable to put out their refuse and do not have anyone else to assist them.

[Click here >>](#) for full details about refuse collection

**Bulk refuse collection**

The Council will provide three free special collections per year to each domestic household. To request a Special Collection contact Waltham Forest Direct 020 8496 3000.

**Pest Control**

Pest control services are provided to residents of the Borough for free or at subsidised rates based on the risk to health, the cost of treatment and the extent to which a particular type of infestation may be attributed to an individual premises. To arrange a treatment or for further information contact Waltham Forest Direct 020 8496 3000

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**LOCAL OFFICES**

**Leytonstone Jobcentre Plus**  
 Robart House, 1-3 Lemna Road  
 Leytonstone, London E11 1JJ  
 tel: 020 8988 5389

**Walthamstow Jobcentre Plus**  
 7-13 Westbury Road, Walthamstow, London  
 E17 6RH  
 tel: 020 8210 3046

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.

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**ADVICE AGENCIES**

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

**Walthamstow CAB**

167 Hoe Street, Walthamstow, London E17 3AL  
 tel: 0870 126 4026  
 Call, write or drop-in for advice.  
 Drop in sessions: Mon, Wed & Fri 10.00am - 3.00pm & Thur 10.00am - 1.00pm. Telephone advice sessions: Mon & Wed 2.00pm - 5.00pm Tue & Fri 10.00am to 1.00pm & Thur 3.30pm - 5.30pm.  
 Other Services: Special Housing advice on Friday mornings, Special Debt advice on Thursday and Friday mornings  
 Special Disability Benefits form filling on Tuesdays and Wednesdays, Special Welfare Benefits advice (up to 9 new appointments each week) Special Immigration advice (up to 4 new appointments each week), Range of outreach sessions and services, Full home visiting service for people with mobility difficulties

**Leytonstone CAB**

547-551 High Road, Leytonstone, London E11 4PB  
 tel: 020 8988 9620  
 Call, write or drop-in for advice.  
 Drop in sessions: Mon, Wed & Thur 9.30am - 12.30pm. Telephone advice sessions: Mon, Wed & Fri 2.00pm - 4.30pm.  
 Other services: pre-booked appointments held at the CAB every week, Range of outreach sessions and off site advice, Full home visiting service for people with mobility difficulties, Special appointments at off-site health centres in the area, Weekly or fortnightly session with refugee community organisations, Two special sessions for Somali clients every week, Specialist Immigration appoint-

ments

**LOW COST FINANCE**

Waltham Forest Community Credit Union  
 Harmony Hall, 10 Truro Road, Walthamstow, London E17 7BY tel: 020 8520 8740 fax: 020 8223 0832  
 email: enquiries@wfccu.org  
 Open: Mon, Tue & Thur from 9:30 - 16:30 Sat 10:00 - 14:00. Financial cooperative with services for people who live or work in the Borough of Waltham Forest.

**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**

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**LEGAL HELP**

The two Citizens Advice Bureaux (CAB) in Waltham Forest can provide some legal advice.

**Walthamstow CAB**

167 Hoe Street, Walthamstow, London E17 3AL

tel: 0870 126 4026

Call, write or drop-in for advice.

Drop in sessions: Mon, Wed & Fri 10.00am - 3.00pm & Thur 10.00am - 1.00pm. Telephone advice sessions: Mon & Wed 2.00pm - 5.00pm Tue & Fri 10.00am to 1.00pm & Thur 3.30pm - 5.30pm.

**Leytonstone CAB**

547-551 High Road, Leytonstone, London E11 4PB

tel: 020 8988 9620

Call, write or drop-in for advice.

Drop in sessions: Mon, Wed & Thur 9.30am - 12.30pm. Telephone advice sessions: Mon, Wed & Fri 2.00pm - 4.30pm.

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

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See Also

The Law Society of England and Wales  
[www.lawsociety.org.uk](http://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  
 Dedicated team of three Officers available from 9am to 8pm who will carry out immediate enquires into faith hate and race hate crimes. This unit is staffed with both male and female officers who are specially trained to deal with these crimes. To contact the Community Safety Unit dial: 020 8345 3030

There is an answer phone for out of hours calls. All enquiries will be dealt with confidentially and the caller will be dealt with in a discreet and sensitive manner.

**Waltham Forest Police Stations**

[Click here >>](#) for contact details for the five Police Stations in Waltham Forest.

**COMMUNITY SERVICES**

**Noise control**

Environmental Services, Consumer Protection  
 154 Blackhorse Road, Walthamstow E17 6NW  
 tel: 020 8496 3000  
 Office Hours: 9.00 am - 5.00 pm Mon - Fri  
 Ask for the Noise Team Leader or contact the duty officer (noise) up to 1am from Sunday - Thursday, on 020 8496 3000.  
 Weekend noise service: Fri 7pm - 3am (summer)  
 7pm - 2am (winter) Sat 8pm - 4am (summer)  
 8pm - 3am (winter)

**Abandoned vehicles**

Abandoned vehicles and untaxed vehicles can be reported to the Council by contacting Waltham Forest Direct on:  
 tel: 020 8496 3000 fax: 020 8496 3301  
 E-mail: wfdirect@walthamforest.gov.uk

**SUPPORT SERVICES**

**Victim Support Waltham Forest**

Community Place, 806 High Road, Leyton, London E10 6AE tel: 020 8556 6006 fax: 020 8558 8170  
 Email: vs.walthamforest@vslondon.org

Victim Support Waltham Forest 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.

**Waltham Forest's Anti-harassment and Discrimination Bureau**

Community Place, 806 High Road, Leyton, E10 6AE  
 Open between 9am and 5pm Monday to Friday  
 Tel: 020 8539 3007 (office hours only)  
 Hotline: 020 8539 3433 (24 hours)  
 Email: alert@alertwaltham.demon.co.uk

**Kiran Asian Women's Aid**

P.O Box 899, Leytonstone, London E11 1AA  
 tel: 020 8558 1986 fax: 020 8537 8260  
 email: kiranawa@talk21.com

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**DIRECTORY OF SERVICES**

**Waltham Forest Children's Information Service**

Community Place, 806 High Road, Leyton  
 London E10 6AE tel: 020 8539 0870  
 Open 9-5pm on Mon to Fri  
 The CIS is a confidential service providing free impartial childcare information. It offers guidance to parents/carers, providers and employers on a range of childcare and related services within the London Borough of Waltham Forest.

**Childcare link**

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

**SERVICES FOR CHILDREN**

**Children Centres**

Children Centres are an area-based initiative with the aim of improving the health and well-being of families and children from before birth to four, so children are ready to flourish when they go to school. Local programmes are concentrated in neighbourhoods where a high proportion of children are living in poverty.

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

**TEENAGERS**

**Waltham Forest Connexions Centre**

398A Hoe Street, Waltham Forest, E17 9AA  
 tel: 020 8521 9020 fax: 020 8520 7466

**Harrow Green Multi Agency Centre**

1st Floor, Harrow Green Library, Cathall Road  
 Leytonstone E11 4LF tel: 08080 013 219

Walthamstow and the new multi-agency centre, Harrow Green, Leyton. PA's give confidential information, advice and practical help with all sorts of

things, like choosing courses, mapping out future career options, money and benefits (like help with education maintenance allowance or care to learn), health, relationships and using spare time in a sociable, positive way. In fact they can and do help with anything that may be affecting young people at school, college, work or in their personal and family life.

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

**Youth Centres**

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

**Youth Service Central Office**

Outset Building, 2a Grange Road, Walthamstow E17 8AH  
 tel: 020 8496 1530 fax: 020 8496 1536  
 email: [youth.service@walthamforest.gov.uk](mailto:youth.service@walthamforest.gov.uk)

**Face2Face**

Confidential support service for young people aged between 11 - 21 in the Waltham Forest area for issues such as sexual health, contraception and pregnancy testing, and drugs and alcohol problems. Free counselling service and housing advice.  
 tel: 020 8430 7090 for more info'.

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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 >>](#)



you can





**ADVICE SERVICES**

**Age Concern Waltham Forest**

Zenith House, 210 Church Road, Leyton, London E17 7JQ tel: 020 8558 5512 fax: 020 8558 0383 e-mail: info@ageconcernwfm.org.uk

Services: Advocacy, falls prevention, family support, healthy ageing, home safety, hospital discharge, information and advice, link-up home visiting for isolated adults, link-up support service, & message in a bottle; providing medical and personal information in an emergency.

**Waltham Forest Older People's collaborative website**

Resource for older people, carers, the general public and those in the health and social care community who provides information to older people in the London Borough of Waltham Forest.  
web: [www.wfolderpeople.com](http://www.wfolderpeople.com) [click here >>](#)

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.

**PRACTICAL SERVICES & ACTIVITIES**

**Social Services**

Any older person who is finding it difficult to cope independently can ask Social Services for help. A worker from Social Services will arrange to find out more about the person's needs and situations. This is called a 'community care assessment' and is usually done within the person's own home. Contact the Council by calling Waltham Forest Direct on 020 8496 3000 or by contacting one of the offices below.

**First Response Team - North (this is a temporary address but is correct at time of writing)**

47 Gainsford Road, Walthamstow E17 6QB  
tel: 020 8496 3000 (via Waltham Forest Direct)  
fax: 020 8496 2011 minicom: 020 8496 2002

**First Response Team - South**

Leytonstone Access Office, 90 Crownfield Road Leytonstone E15 2AJ  
tel: 020 8496 3000 (via Waltham Forest Direct)  
fax: 020 8496 1203 minicom: 020 8496 1249

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**EMPLOYMENT ADVICE**

**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.

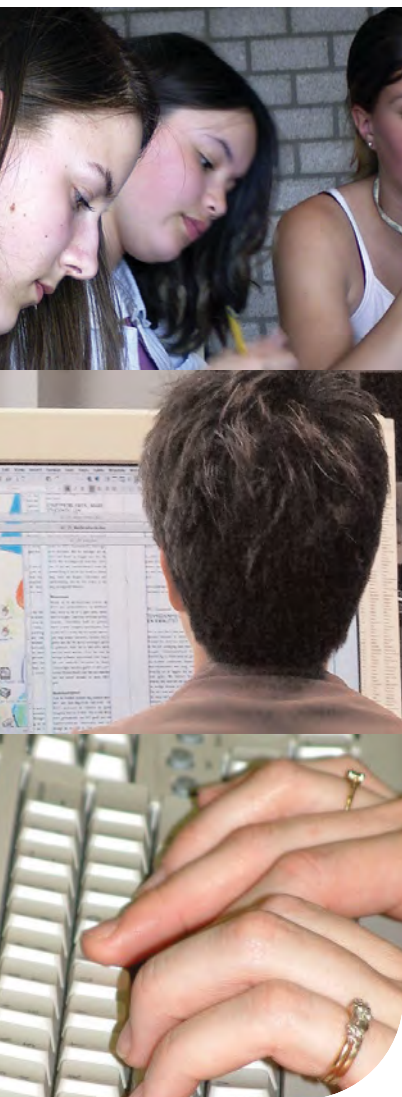
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**RESOURCES**

**Waltham Forest Community Learning and Skills Service (CLaSS)**

Waltham Forest Community Learning and Skills Service (CLaSS) is Waltham Forest Council's direct provider of adult education and work based training. We provide a range of accredited and non-accredited learning opportunities for adults and young people across the borough.

CLaSS is committed to engaging local people in life-long learning through working in partnership and promoting widening participation and high quality learning and training opportunities.

Contact:  
 Adult and Community Services  
 Leyton Neighbourhood Learning Centre  
 3 The Square, High Road, Leyton, London E10 5NH  
 tel: 020 8558 6805 for more info'.

**Waltham Forest College**

Community College Site  
 Uplands House, 1 Uplands Business Park  
 Blackhorse Lane, Walthamstow, London E17 5QJ  
 tel: 020 8501 8400

Courses at Uplands are run in conjunction with the Learning and Skills Council North London branch and Learn Direct. Courses include ESOL, Hair and Beauty, Childcare and IT.

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 this search facility to find a local doctor and a pack containing everything you need to register, [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 dentists in Waltham Forest who can take NHS patients.

**HEALTH AUTHORITY**

**Waltham Forest Primary Care Trust**

PCT headquarters & main switchboard  
Kirkdale House, 7 Kirkdale Road, Leytonstone  
London E11 1HP  
tel: 020 8430 8000 fax: 020 8928 7300

Waltham Forest Primary Care Trust is responsible for providing community based health services to local residents including GP, dental, optometry and community pharmacy services, community nursing, specialist children's services and women's and sexual health services.

**The PCT Patient Advice and Liaison Service (PALS)**

For information on local health care or for help to resolve problems, contact PALS.  
tel: 020 8539 3939 or email: [pals@wf-pct.nhs.uk](mailto:pals@wf-pct.nhs.uk)

**HOSPITALS**

**Whipps Cross University Hospital**

Whipps Cross Road, Leytonstone, London E11 1NR  
tel. 020 8539 5522  
A&E and other in and out patient services.

Whipps Cross Patient Advice and Liaison Service  
The PALS team is at the main entrance of Whipps Cross.

Open: Mon to Fri between 9am and 5pm.  
tel: 020 8535 6767

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**See Also**  
  
NHS Direct: Gateway to health information on the web or by phone  
0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



you can





**SELECTED SERVICES**

**Community Drug and Alcohol Team**  
Thorpe Coombe Hospital, 714 Forest Road  
Walthamstow E17 3HP tel: 020 8535 6756

Service Offered: Services regarding alcohol and prescribed drugs.

**Healthworks**  
Trinity Close (off Granleigh Road), Leytonstone  
E11 4RP tel: 020 8558 5606

Service Offered: Services regarding illegal drugs.

**Face2face**  
Chestnuts House, 398 Hoe Street, Walthamstow  
E17 9AA tel: 020 8509 1219 or 020 8509 1210

Service offered: Access to a range of services to young people aged 11-21 including a specialist young people's drug and alcohol service.

**One North East London**  
Counselling, day programme and relatives service

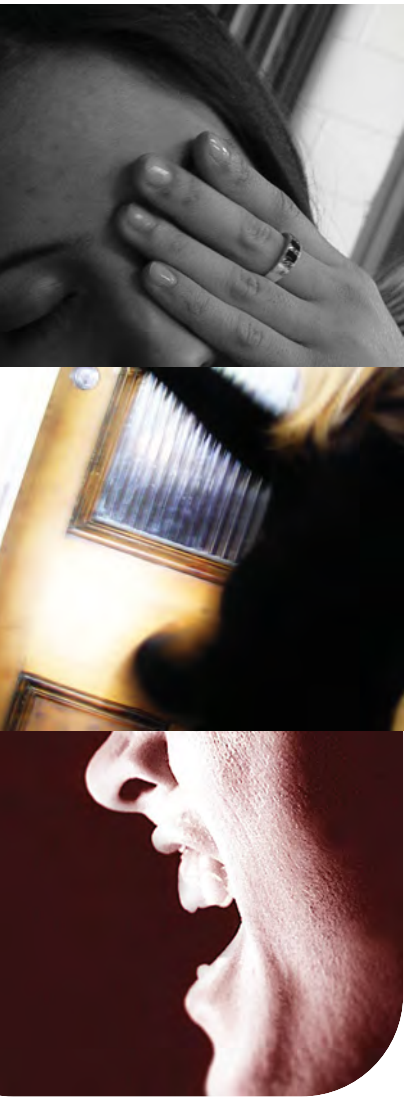
In the first instance, contact by phone on tel: 020 8509 1888. The line is open between the hours of 9.00am and 4.30pm. The Relatives Service can be contacted on 020 8509 2255

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**STATUTORY SERVICES**

**CMHTs**

Access to services is through one of the local Community Mental Health Teams (CMHTs)

If aged 18 to 64 and living in the northern part of Waltham Forest contact:  
 The Larkwood Centre, Thorpe Coombe Hospital  
 714 Forest Road, Walthamstow E17 3HP  
 tel: 020 8535 6848 fax: 020 8535 6881

If aged 18 to 64 and living in the southern part of Waltham Forest contact:  
 The South Forest Centre, Langthorne Road  
 Leytonstone E11  
 tel: 020 8535 6480 fax: 020 8535 6481

Aged 65 and over, contact:  
 Greenthorne, Merriam Close, off Larkshall Road  
 Chingford, London E4 9JD. tel: 020 8523 0799

or  
 Red Oak Lodge, 17 Thorne Close, Langthorne Road  
 Leytonstone E11 4HU.  
 tel: 020 8536 6476

**North East London Mental Health Trust (NELMHT)**  
 Provides NHS mental health services in Waltham Forest. [Click here >>](#) for all services.

Patient Advice and Liaison Service (PALS)  
 Maggie Lilley Office Suite, Goodmayes Hospital  
 Barley Lane, Ilford, Essex IG3 8YB  
 Freephone number: 0800 783 1853 (Mon to Fri)

**Child and Adolescent Mental Health Service (CAMHS)**  
 Child & Family Consultation Service - Waltham Forest  
 Thorpe Coombe Hospital, Shernall Street,  
 Walthamstow, London E17 3EA  
 tel: 020 8509 0424 fax: 020 8509 2452

Community based child and adolescent mental health team covering Waltham Forest, for people 0-18 years of age plus parents and carers.

**VOLUNTARY SECTOR SERVICES**

**Black Peoples Mental Health Association**  
 2 Priory Avenue, Walthamstow, E17 7QP  
 Tel 020 8509 2646

**Alzheimer's Society Waltham Forest**  
 59 Beresford Road, Chingford, London E4 6EE  
 Tel 020 8529 6782

**MIND in Waltham Forest**  
 The Marshall Centre, 388-392 Leyton High Road  
 London E10 6QE  
 tel: 020 8556 9621 fax: 020 8539 1770  
 email: mail@mindinwf.org.uk

Services: Counselling and daycare.

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**STATUTORY CARE SERVICES**

**Social Services** aims to help vulnerable adults from all ages and backgrounds live as independently and safely as possible. People may be vulnerable because of their physical disability or ill-health, their mental health, their learning difficulties or any combination of the above.

Contacts:

**Learning Disabilities Partnership**

30 Coleridge Road, Walthamstow E17 6QU  
tel 020 8521 0337 (direct) or 020 8496 3000  
(via Waltham Forest Direct)

**Sensory Disability Resource Team**

47 Gainsford Road, London E17  
tel: 020 8496 1888 fax: 020 8496 1864  
minicom: 020 8496 1820

[Click here >>](#) for Older People services

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**

Special pendant which is worn on the wrist or neck which enables the wearer to call for help in an emergency, or when they are having difficulties. The pendant sends a signal to a special telephone that the Council installs in the wearer's home.

The service operates 24 hours a day, 365 days a year and costs £3.60 per week, which includes the monitoring and response service.

Download a copy of the [application form here >>](#)

or call Waltham Forest direct on 020 8496 3000

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**ADVICE/SUPPORT AGENCIES**

**Disability Action**

C/O Disability Resource Centre, 1A Warner Road  
Walthamstow, London E17 7DY tel: 020 8509 0812

**Disability Information Advice Line (DIAL) Waltham Forest**

Community Place, 806 High Road, Leyton, London  
E10 6AE tel: 020 8539 8884  
fax/minicom: 020 8539 8077  
email: dialwalthamforest@dial.pipex.com

**Disability Resource Centre**

1a Warner Road, London E17 7DY  
tel: 020 8520 8347  
minicom: 020 8523 4483 fax: 020 8520 7091

**MENCAP Waltham Forest**

1a Matlock Road, Leyton, London E10 6BN  
tel: 020 8988 9560 fax: 020 8532 8247  
Email info@wfmencap.org.uk

**People First Waltham Forest**

c/o The Facilitator, Unit 37 Alpha Business Centre  
60 South Grove, Walthamstow, London E17 7NX  
tel: 020 8509 2119

Self advocacy for and by people with learning difficulties. Social events.

**Walthamstow Deaf Club**

Orford House, 73 Orford Road, Walthamstow  
London E17 9QR  
Website: www.walthamstowdeafclub.org.uk  
Wednesday evening, between 7 and 10.30pm

**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

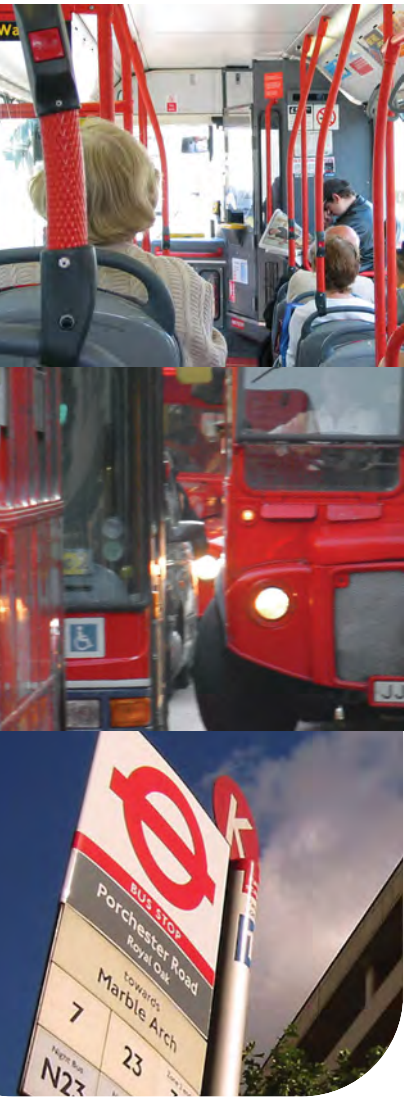
Casework available for those in the greater London area

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**SELECTED SERVICES**

**Dial-a-ride in Waltham Forest**

400 Roding Lane South. Woodford Green, Essex IG8 8EY tel: 020 8498 8200 fax: 020 8551 1304

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

**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:  
 Mobility Team, LB Waltham Forest  
 16 The Ridgeway, Chingford, London E4 6PS  
 tel: 020 8496 3000 fax 020 8496 6265

Open: Mon to Thur: 9am-5.15pm, Fri: 9am-5pm

Download the application form [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**

**Chingford Hall Community Centre**  
5 Ching Way, London E4 8YE tel: 020 8523 3129

**Forest Community Association**  
Community Centre, Guildford Road, London E17 4EA  
tel: 020 8527 3810

**Harpers At The Paradox Centre**  
5 Ching Way, London E4 8YE tel: 020 8523 3129

**Truro Road Community Centre**  
Truro Road, London E17 7BY tel: 020 8520 7909

**Marlowe Community Centre**  
168 Marlowe Road, London E17 3HE  
tel: 020 8520 2911

**St Joseph's Centre**  
Vicarage Road, London E10 5DX  
tel: 020 8539 1769

**OTHER**

**O-Regen**  
SCORE Community Building, 100 Oliver Road  
Leyton E10 5JY tel: 0208 539 8474  
fax: 0208 988 2868 email: Info@o-regen.co.uk

Services: Capacity building and fundraising service for local community & voluntary groups, employment and training service for local people covering IT and basic skills, community and conferencing centres.

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**COMMUNITY RESOURCES**

**African Caribbean Centre (Waltham Forest)**  
Ive Farm Sports Ground, Farm Drive, London  
E10 5HL tel: 020 8558 0838

**Asian Centre**  
18a Orford Road, London E17 9LN  
tel: 020 8520 4511

**Waltham Forest Somali Bravanese Action Group**  
340 High Road, Leyton, London E10 5PW  
tel: 020 8558 2204 fax: 020 8518 7673

Advice and information for the Somali Bravanese community. Subjects covered include benefits, immigration and education and training. Literacy and numeracy classes for older members of the community. Sports activities and supplementary school for young people. Referrals to education and training providers.

**African and Afro-Caribbean Support Network (AACSN)**  
Short term respite breaks for African and Caribbean carers of people with learning difficulties. Regular support groups for carers. Advocacy support for users and carers. tel: 020 8558 0395

**Refugee Advice Centre**  
tel: 020 8558 6928

**African Caribbean Women's development Centre (ACWDC)**  
Provide out of school care while parents are at work. Assist in the provision of facilities according to age

or disablement and training  
603 High Road, Leyton E10 6RF  
tel: 020 8556 4053 fax: 020 8923 9323

**Asian Health Care Project**  
tel: 020 8503 6254 fax 020 8503 6254

**BME Alliance Waltham Forest**  
tel: 020 8509 8338 fax: 020 8509 8861

**CREST Waltham Forest**  
An ecumenical Christian social action charity, CREST works with people with disability, childcare, mental health befriending and community development.  
tel: 020 8521 2975 fax: 020 8521 9553

**Salisa Project**  
For Congolese and people of French African origin, to relieve poverty, sickness and distress and preserve good health and community living.  
tel: 020 85558 3673

**PLACES OF WORSHIP**

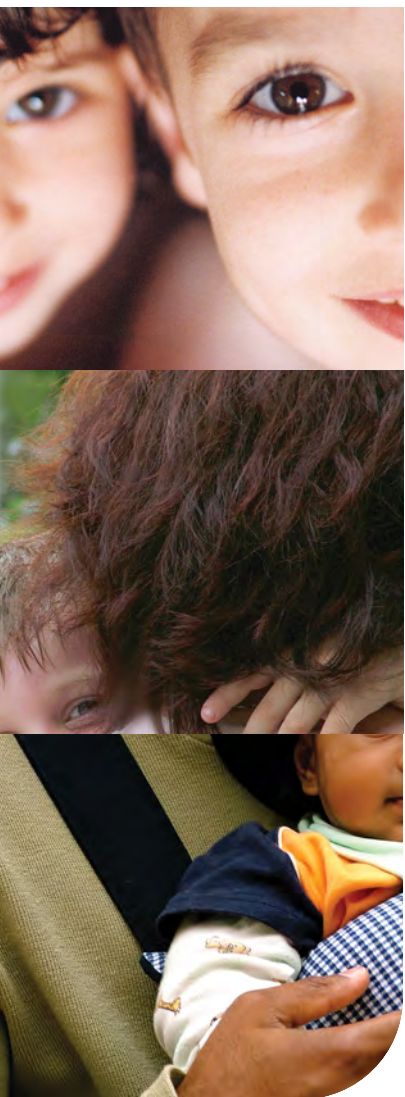
[Click here >>](#) for a search facility for churches, mosques, synagogues and temples.

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**SELECTED SERVICES**

**Waltham Forest Carers Association**

St Andrews Centre, St Andrews Road, London E17 6AR  
 tel: 020 8531 9652 fax: 020 8527 8889  
 email: wfcarers@btconnect.com

Advice and support for carers in Waltham Forest. Advice on welfare rights. Benefits surgery Monday 2pm-4pm by appointment only. Aims to ensure that carers have a voice and that statutory and voluntary agencies are meeting their needs. Free carers information pack available.

**Waltham Forest Family Service Unit**

20 Coopers Lane, Leyton E10 5DG  
 tel: 020 8539 0004

Services: Young Carers Service

**Family Support Services**

Russell Road, Leyton E10 7ES  
 tel: Waltham Forest Direct on 020 8496 3000 and ask for the Family Support Service.

**Click here >> for [www.parentscentre.gov.uk](http://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](http://www.oneparentfamilies.org.uk)  
 Free confidential helpline service for single parents run by independent charity. Advice available on benefits, tax, child support, and employment



you can





**LEISURE CENTRES**

The Council owns five 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.

**Cathall Leisure Centre**  
Cathall Road, London E11 4LA  
tel: 020 8539 8343

**Kelmscott Leisure Centre**  
Markhouse Road, Walthamstow, London E17 8RN  
tel: 020 8520 7464

**Larkswood Leisure Centre**  
Larkswood Leisure Park, New Road, Chingford  
London E4 9EY  
tel: 020 8496 1555

**Leyton Leisure Lagoon**  
763 High Road, Leyton, E10 5RB  
tel: 020 8558 8858

**Waltham Forest Pool and Track**  
Chingford Road, Walthamstow, London E17 5AA  
tel: 020 8527 5431

**PARKS**

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

**OTHER FACILITIES**

[Click here >> for libraries in Waltham Forest](#)  
There are eleven libraries in the borough.

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

There are vacancies on most sites north of Forest Road E17, but there are waiting lists on most of the sites south of Forest Road E17.

Contact:  
Environmental Services  
Green Spaces, Low Hall Depot, Argall Avenue, Leyton  
London E10 7AS tel: 020 8496 3000

**SPORTS CLUBS**

[Click here >> for a directory of local sports clubs \(dated 2004/05\)](#)

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**LOW COST FURNITURE**

**ReStore Community Projects**  
18 Ashley Road, London N17 9LJ  
tel: 020 8493 0900 fax: 020 8493 0109  
e-mail: info@restorecommunityprojects.org

**HomeStore**  
Unit 2 Maryland Estate, Maryland Rd, London E15 1JW  
tel: 020 8519 6264  
e-mail: homestore@qsa.org.uk

**POWER COMPANIES**

Help on choosing a utility company - gas and electricity, visit: [www.energywatch.org.uk](http://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**

**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](http://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](http://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](http://www.beaumontsociety.org.uk)

**Stonewall Housing**

Housing advice for lesbians and gay men. website: [www.stonewallhousing.org](http://www.stonewallhousing.org)

**GMFA**

Volunteer-led gay men's health organisation. website: [www.metromate.org.uk](http://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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