Services Directory

A guide to information and services available in the Borough of Elmbridge

Produced May 2019

Elmbridge Borough Council
...bridging the communities...

Community Support Services
Here to support you
The council does not provide automatic translation of publications into other languages. Translation or interpreting services will be provided where needed to ensure access to essential services or participation in local democracy. Each request for translation will be assessed on this basis.

If you would like the information in large print, Braille or on tape please contact us on the address or telephone number below.

Community Support Services
Elmbridge Borough Council
Civic Centre, High Street
Esher, Surrey, KT10 9SD
Tel: 01372 474552
Email: commservices@elmbridge.gov.uk
Web: elmbridge.gov.uk/css

Guide produced: June 2019
Welcome

This directory has been produced by Community Support Services, part of the Services Directorate of Elmbridge Borough Council. The aim of this directory is to help Elmbridge residents find and access local services available to them within the borough.

Community Support Services offers a range of discretionary services to support residents. These services help older people, families, residents with disabilities and their carers remain independent, safe and well at home. You will find a detailed description of our services from pages 9 to 28.

We are supported by over 400+ dedicated volunteers who help at our Centres for the Community, and on our Meals on Wheels service as well as supporting a range of other services. Community Support Services also administers the support the Council provides to over 40 voluntary organisations on an annual basis.

The second section of this booklet includes all other Elmbridge Borough Council services, including Housing, and Leisure and Cultural services.

Finally, the third section of this booklet provides an A-Z of services that are provided by other organisations across the borough and Surrey; this includes charitable organisations but also statutory organisations such as Surrey Police, the NHS and Surrey County Council.
To help you to quickly find services that you may need we have marked particularly relevant services with different symbols, you will find these symbols throughout the booklet and within our index:

- Services for older people
- Services for people with disabilities
- Carers Support Services
- Services supporting children and young people

**Disclaimer**: The information contained within this booklet was correct at the time of publication. Community Support Services cannot be held responsible for changes to this information over time. The booklet does not make claim to hold information on every service or facility available. Neither does it endorse or guarantee the service you will receive from the organisations listed.
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Elmbridge Community Support Services

Centres for the Community ● ★

There are seven Centres across Elmbridge. Each offer a range of services, facilities and activities to the over 50s including:

- Freshly prepared 3-course meals and a tea bar
- Computer courses and iPad courses for all levels and interests
- Advice and information
- Exercise classes (keep fit, chair-based exercise, tai chi, yoga and strength and balance)
- Stroke and Parkinson’s groups
- Arts and crafts classes
- Hairdressing and beauty therapies
- Games and activities
- Special events and outings throughout the year
- Bathing and showering facilities
- Foot care, chiropody and podiatry
- Holistic therapies (reflexology, Reiki, aromatherapy and kinesiology)
- Cobham and Molesey Link projects supporting people with learning disabilities
- Men in Sheds and Gardeners Under Glass projects
Six of the centres are open five days a week, the Thames Ditton Centre is open Monday and Thursday only. For more information about each centre call your local Centre Manager or visit: elmbridge.gov.uk/centres

Claygate Centre
Elm Road, Claygate, KT10 0EH
Tel: 01372 463476
Email: claygatecentre@elmbridge.gov.uk
Centre open Monday – Friday 9am – 4.30pm

Cobham Centre
Oakdene Road, Cobham, Surrey, KT11 2LY
Tel: 01932 596031
Email: cobhamcentre@elmbridge.gov.uk
Centre open Monday – Friday 9am – 4:30pm
Cobham Link Project runs daily sessions at the Centre for people with learning disabilities. See page 99 for more information.

Hersham Centre
Queens Road, Hersham, Surrey KT12 5LU
Tel: 01932 246267
Email: hershamcentre@elmbridge.gov.uk
Centre open Monday – Friday 9am – 4.30pm
Elmbridge Community Support Services

Molesey Centre
Bishop Fox Way, West Molesey, Surrey, KT8 2AS
Tel: 0208 979 5773
Email: moleseycentre@elmbridge.gov.uk
Centre open Monday – Friday 9am – 4.30pm

Thames Ditton Centre
Mercer Close, Thames Ditton, Surrey, KT7 0BS
Tel: 0208 398 5921
Email: thamesdittoncentre@elmbridge.gov.uk
Centre open Mondays and Thursdays 9am – 4pm.

Walton Centre
Manor Road, Walton-on-Thames, Surrey, KT12 2PB
Tel: 01932 247549
Email: waltoncentre@elmbridge.gov.uk
Centre open Monday – Friday 9am – 4.30pm

Weybridge Centre
Churchfield Place, Weybridge, Surrey, KT13 8BZ
Tel: 01932 844391
Email: weybridgecentre@elmbridge.gov.uk
Centre open Monday – Friday 9am – 4.30pm
Are you thinking of celebrating your silver or golden wedding anniversary or perhaps a birthday milestone?

Each of the seven Centres for the Community are available for hire, outside of normal opening hours. All are licensed and offer the use of a professional kitchen for your catering needs at an extra charge. For more information please contact the Centre Manager of the centre you would like to hire.

Centres for Hire
Tel: 01372 474552
Web: elmbridge.gov.uk/centres
Please note the Centres are all available for private hire outside of opening hours.
For more information please call your local Centre or Community Support Services.
Gardeners Under Glass
Launching in 2018 at Molesey Centre for the Community, Gardeners Under Glass offers the perfect opportunity to get some fresh air, grow local produce and meet new people in the community. The community garden and greenhouse have raised beds, and all are welcome to volunteer. To find out more contact the Molesey Centre Manager on: 0208 979 5773

Men in Sheds
The Men in Sheds project runs from Thames Ditton Centre for the Community on Mondays and Thursdays. The shed provides an opportunity to take part in practical woodwork activities and is open to everyone. For further details contact the Thames Ditton Centre Manager: 0208 398 5921
Community Alarm and Telecare

Community Alarm Service 🌐

Email: communityalarms@elmbridge.gov.uk
Tel: 01372 474560

The Community Alarm Service provides a 24-hour monitoring service 365 days a year to help you in an emergency. It provides you, your relatives and friends peace of mind by knowing that help is at hand at the touch of a button.

To activate the alarm and call for help, all you need to do is press the button on the pendant (or the red button on the unit itself). Trained operators will answer your call and contact the most appropriate person in accordance with your wishes. In an extreme case this could be the emergency services.

The Community Alarm Service offers:

- Independence
- Peace of mind
- Feeling of safety and security
- No installation fee
- Regular maintenance checks free of charge
- Information and referral to other support services

How much does it cost?...a little more than a pint of milk a day.
Community Alarm and Telecare
Welcome to the Telecare House

Community Alarm and Telecare sensors are potential life savers for anybody but particularly for those living on their own or who feel vulnerable. The Telecare house shows where various sensors can be set up around the home and gives an introduction to some of the key telecare.

- **Community Alarm and pendant**
  The basis of the system and the link for all telecare sensors. If the alarm or pendant is pressed a call will go through to the monitoring centre.

- **Fall Detector**
  Various wearing options, this sensor will be activated automatically when it detects movement, orientation and impact indicating a fall.

- **Pill Dispenser**
  The device reminds people when to take premeasured doses by sounding an alarm.

- **Smoke Alarm**
  Linked to the Community alarm, if the fire alarm was to go off a call would automatically be made to the monitoring centre.

Various other sensors are available to help keep you independent in your home. The team are happy to talk to you within your home.

Contact us on 01372 474560
Telecare

Tel: 01372 474560
Email: communityalarms@elmbridge.gov.uk

Telecare is available as an extension to the Community Alarm Service and uses a variety of unobtrusive sensors around the home to monitor potential accidents and emergencies such as falls, floods and fire. The sensors are linked to a monitoring centre via a Community Alarm. At any time fully trained operators will be alerted to a problem in the home.

If you are interested in a demonstration please call the team on the number above to book an appointment for them to visit you.

There will be two new services for our residents by late spring/early summer of 2019. We will provide them on a rental basis, which will include ongoing maintenance and support.

ElmAssist

The ElmAssist is a compact, easy to use phone that allows you to get help in an emergency – wherever you are.

Unlike the classic community alarm, which is tailored for home use, the ElmAssist can be used anywhere and doesn’t need to be linked to a landline. The phone connects directly to our local monitoring centre, which is available 24/7. Your ElmAssist mobile number can then be given out to people who care about you. Perfect for friends, family and carers, they can call you day or night, to make sure you are ok.
Pathfinder wristwatch with phone and GPS

Pathfinder is a stylishly designed watch phone with GPS. You can easily make an alarm call by a single push of a button and make or receive normal phone calls. Pathfinder sends location and battery alarms automatically, it can be easily charged using the charging dock in the home beacon. By selecting a profile the Pathfinder user interface is easily adapted for persons with poor dexterity, fully abled lone workers and for those suffering from dementia.

Pathfinder is a compact device featuring analog watch, GSM phone and GPS tracker functionalities. It uses geofencing so that safe areas can be designated, with alerts triggered once it goes outside of the boundaries.

Community Discount Card

The Elmbridge Community Discount Card offers discounts of between 5% and 25% in the Centres for the Community, local shops and restaurants across Elmbridge. The cards can only be purchased in the Centres for the Community around the Borough. For more information about the discount cards Tel: 01372 474552 or your local centre.
Elmbridge Community Transport Service provides accessible transport to Elmbridge residents using a fleet of accessible minibuses, each fitted with a rear passenger tail-lift. There is an individual fare for each journey plus an annual membership fee which allows access to all of our transport services.

Regular transport is also run on behalf of social clubs and other non-profit making affinity groups. These are regular weekly fortnightly or monthly bookings for groups such as churches, stroke clubs, blind clubs, etc. Users pay for their sole use of a bus to undertake these journeys.

Centre Transport

This service transports individuals to and from the Centres for the Community.

This is an essential door-to-door service for many who attend our Centres, particularly those who are unable to gain access to other forms of transport. Passengers are assessed for eligibility by the Centres/Community Transport and pay an individual fare each time they use this service.
Dial-A-Ride ● ■ ◆
Tel: 01372 474944 (between 9.30 am and 1.30 pm Monday – Friday)
Web: elmbridge.gov.uk/dialaride

Dial-a-Ride is a door-to-door transport service using specially adapted vehicles for people of any age with a mobility impairment living within the Borough of Elmbridge who are unable to use conventional public transport.

There is a fare for each journey undertaken. Bookings are made on a first-come, first-served basis. Registration forms can be downloaded from the community transport website.

Shopping Trips ● ■
Tel: 01372 474944

Weekly shopping trips are offered to supermarkets across the Borough, and Brooklands shopping centre in Weybridge.

Hire-A-Bus ● ■ ◆
Tel: 01372 474551

Hire-A-Bus is a service that allows Centres for the community and non-profit making Voluntary Organisations and Clubs to organise whole day and half day outings for their members who need accessible transport. Users pay for the bus inclusive of set driver’s hours and bus mileage, plus excess charges when the set hours or mileage are exceeded.
Community Cab

Tel: **01372 474944**

The Community Cab is an accessible vehicle enabling users to visit locations both within and outside of the Borough from GP and hospital appointments to visiting friends and family. The service is delivered on the basis of a basic charge and then a mileage rate thereafter. The vehicle is specially adapted to provide versatility for wheelchair users, there is a four point securing system for the wheelchair plus a personal seatbelt. There are also an additional two passenger seats to allow for a carer or partner to travel.
Elmbridge Relief Carers Scheme – Supporting people with Dementia ★

Community Support Services, Civic Centre, High Street, Esher, Surrey, KT10 9SD
Tel: 01372 474547
Email: reliefcare@elmbridge.gov.uk
Web: elmbridge.gov.uk/css/reliefcarers

The Elmbridge Relief Carers Scheme offers a range of training, support and respite services for carers, and engaging day groups for people living with all forms of dementia and memory loss. Services provided include:

- A sitting service to provide care in the home to enable carers to have a break
- Outings – for both the carer and those they care for, to local places of interest
- Specialist day groups – provided in a number of the Centres for the Community to give social contact in a friendly atmosphere. These groups also give carers respite to take care of their own wellbeing.
- Support groups – offering the opportunity to talk to other carers
- Alz Café – at the Claygate and Molesey Centres offers speakers and social evenings
- Information and training

(See Carers’ Support for alternative advice)
Elmbridge Taxi Voucher Scheme
Tel: 01372 474552

The scheme runs from 1st June to 31st May each year and successful applicants receive one book of vouchers. Each book provides 40 vouchers valued at £4 each. The scheme is administered by Elmbridge Borough Council.

To qualify for vouchers the applicant must be a resident in Elmbridge and unable to travel using existing transport services due to genuine personal mobility problems or rural isolation. The scheme supports people to remain independent in their own homes. Residents in nursing homes, those in full time employment and those who have regular use of a car will not be entitled to receive taxi vouchers. Residents in their own homes, including sheltered housing schemes can apply. Voucher books are limited and not all applicants will be successful; those considered to have the greatest need are most likely to receive vouchers.

To be sent an application form please call 01372 474552 early April time.
Finding it difficult to make your own meals? Can’t get to the shops to buy your own groceries?

We offer freshly prepared hot lunches delivered to your door, with an optional teatime and breakfast service to be delivered with your main meal at lunchtime.

Tel: 01372 474552

Independent Living Centre ● ■ ◆

The Independent Living Centre provides over 50 aids to help you with daily tasks and keep you independent at home. From bath steps to washable bed pads, all items are available to order from each of our seven Centres for the Community.

Our Independent Living Catalogue can also be viewed online at: elmbridge.gov.uk/css/independent-living-centre/. You can also pick up your copy in any of our Centres or view the items at our Molesey, Cobham and Hersham Centres.
The service aims to promote independence by providing a hot lunchtime meal and a daily visit. Our hot meals are freshly prepared in your local Centre for the Community. Meals can be delivered seven days a week to those who find it difficult to provide for themselves. A Teatime service and Breakfast service are also available to be delivered alongside your hot meal.

The resident must meet one of the following criteria:

- housebound and unable to shop for a main meal
- at risk of malnutrition; not motivated to cook
- unaware of time and/or need for regular meals, where there is clear evidence of confusion
- living with an elderly carer who requires assistance
- to enable and maintain personal independence

We endeavour to provide meals that meet medical and cultural needs. Customers are invoiced a calendar month in arrears.

Social Prescribing

The aim of Social Prescribing is to help people with social, emotional and everyday needs, and link them up with the right support in the local community. The kinds of support available include: financial advice; befriending and social activities; carer support; physical and mental wellbeing; volunteering, and independent living support. If you feel you may benefit, please contact your GP for a referral.
Volunteering
Tel: 01372 474552
Email: commservices@elmbridge.gov.uk
Web: elmbridge.gov.uk/css/volunteer

Do you want to give something back to your community, make new friends, have fun and gain new skills at the same time? Then why not come and speak to us at Community Support Services. We need dedicated volunteers like you and there are numerous ways you can get involved – whatever your age, skill, background and availability. A large variety of volunteering opportunities are available: such as Meals on Wheels, Relief Carer’s Scheme and various different roles in our Centres for the Community such as helping on the Tea bar, selling lunches, administration work and helping to run activities. Come and join a great team.

Voluntary Sector Support
Tel: 01372 474537
Email: commservices@elmbridge.gov.uk
Web: elmbridge.gov.uk/css/voluntary-sector-support

Voluntary Sector Support is a service provided by Elmbridge Borough Council to give advice and support to the voluntary community and faith sectors in Elmbridge. It is also a link for these organisations to the council. The Council core funds a range of organisations as well as having an annual grant programme. For further information please contact the Voluntary Sector Support office.
The Wellbeing Centre at Walton is available for residents of Elmbridge. The services are aimed at supporting people with memory loss, dementia and associated problems. The sessions offer specialist support workers who can assist carers to understand the services and enable you to get the help and support you need. There is a provision of a range of different activities and sessions.

Example of activities provided:

- Exercise classes
- Singing
- Art group

The Elmbridge Wellbeing Centre is located at the:
Walton Centre, Manor Road, Walton-on-Thames
Surrey, KT12 2PB
Wheelchair Loan Scheme

Web: elmbridge.gov.uk/css/wheelchair-loan-scheme

The wheelchair loan scheme is council run; it enables people with limited mobility to borrow wheelchairs for whatever reason on a temporary basis. Customers wishing to join the scheme should complete an application form and take it to any one of the Centres for the Community. Wheelchairs can be loaned from one day to one week. Application forms are available online or from your local Centre for the Community.

To book a wheelchair please contact your local Centre for the Community.

(See Centres for the Community)
Help us to help the community!

We offer full-time and part-time roles in transport, catering and administration.

Visit elmbridge.gov.uk/joinus for more information.
Elmbridge Borough Council

Civic Centre, High Street, Esher, Surrey, KT10 9SD
Tel: 01372 474474
Email: contactus@elmbridge.gov.uk
Web: elmbridge.gov.uk
Open: Monday- Thursday 8.45am to 5pm;
Fridays 8.45am to 4.45pm

For information on all the services provided by Elmbridge Borough Council please contact our customer services team.

Council Tax

Tel: 01372 474474
Web: elmbridge.gov.uk/council-tax/
Open: Monday – Thursday 8.45am to 5pm;
Fridays 8.45am to 4.45pm

If you would like to visit us to discuss your council tax account, it is important you are not kept waiting and have plenty of time to discuss your enquiry with us. Council tax enquiries will be dealt with by appointment only. Please call 01372 474474 to arrange an appointment.

There are various schemes that may reduce your council tax bill which can be found on our website. For example, you may be eligible for council tax support if you are on a low income or claim benefits. Under specific circumstances you
may be eligible to get a discount: If only one person over 18 lives in the property; if other adults living in your property are disregarded due to their personal circumstances, or if your property is empty. If your property has additional facilities that are essential to the wellbeing of a disabled resident, or the disabled person uses a wheelchair within the home you may be able to reduce your bill.

Democratic Services

Councillors
Tel: 01372 474474
Email: committee@elmbridge.gov.uk
Web: elmbridge.gov.uk/councillors

There are 40+ Councillors in Elmbridge Borough Council, representing 16 areas of the Borough, known as Wards. Every Ward is represented by either two or three Borough Councillors and these Councillors will share responsibility for the whole Ward.

If you wish to discuss any issue of local concern with your local Councillor, the Civic Centre and local libraries hold contact details for all the Councillors in the Borough.
Electoral Services

Elmbridge Borough Council, Civic Centre, High Street, Esher, Surrey, KT10 9SD
Email: electoral@elmbridge.gov.uk
Web: elmbridge.gov.uk/elections
Tel: 01372 474474

If you cannot get to a polling station to vote you can apply to vote by post or proxy. Please apply as early as possible. Application forms can be obtained from the Electoral Services Office detailed above, or downloaded from our website. If you move house, don’t forget to complete a voter registration form. Forms are available from our website or by getting in touch with Electoral Services.

Environmental Services

Community Recycling Centres
Web: surreycc.gov.uk/recycling

Elmbridge residents can take many items, including garden waste, to a community recycling centre (the tip). For a full list of recyclable materials and locations visit the Surrey recycling pages. The nearest community recycling centres are:

- Charlton Lane, Shepperton, Surrey, TW17 8QA
  Tel: 01932 782792
- Randall’s Road, Leatherhead, Surrey, KT22 0BA
  Tel: 01372 375479
- Blenheim Road, Epsom, Surrey, KT19 9DL
  Tel: 01372 728722
Opening Times:

• Opening times vary between individual recycling centres. Go online or contact your local centre to confirm their opening hours.
• Closed Christmas Day, Boxing Day, New Year’s Day

Local Recycling Centres

Recycling banks in Elmbridge car parks (listed below) have been removed as most residents now benefit from a weekly kerbside collection of textiles and small electrical items alongside their usual recycling collection.

• Downside Bridge Road Car Park, Cobham
• Civic Centre Car Park, High Street, Esher
• New Berry Lane, Waitrose Car Park, Hersham
• Walton Road/St. Mary’s Road Car Park, Molesey
• Halfway Car Park, Hersham Road, Walton
• Churchfield Road Car Park, Weybridge

Refuse Collection

Civic Centre, High Street, Esher, Surrey, KT10 9SD
Tel: 01372 474474 (Elmbridge Customer Services Team)
Email: contactus@elmbridge.gov.uk
Web: elmbridge.gov.uk/bins

In Elmbridge there is a weekly food waste collection; a fortnightly recyclable material collection and a fortnightly refuse collection in strict rotation. There is also an optional fortnightly
garden waste scheme open to residents for an extra charge. For information on when your different bins are to be collected please either visit Elmbridge Borough Council’s website at elmbridge.gov.uk/bins or telephone the Customer Service team.

**Assisted Bin Collection**

Tel: **01372 474474**

Elmbridge Borough Council provides an assisted bin collection service for residents who have difficulty moving their bins to their collection point. Our contractor will come onto your property to collect your bin, empty it and then return it. In order to receive this service you can complete a request online at elmbridge.gov.uk/waste-and-recycling/assisted/ or you can telephone the Customer Service team.

**Housing Service**

The Housing Service based at the Civic Centre Esher provides the following:

- Care and Repair Elmbridge
- Handyperson Scheme
- Housing Options and Homelessness Prevention
- Housing Needs Register and Choice Based Lettings Schemes, including access to Sheltered Housing
- Private Sector Housing
- Housing Strategy and Enabling
- Housing Benefit
Care and Repair Elmbridge
Email: careandrepair@elmbridge.gov.uk
Web: elmbridge.gov.uk
Tel: 01372 474 645

Care and Repair Elmbridge is a Home Improvement Agency based at Elmbridge Borough Council to assist eligible homeowners and private tenants to carry out repairs or adaptations to their homes. The scheme aims to help people to stay living at home in a safe and healthy environment. Repairs and adaptations can be funded by a grant, a loan, a charitable application or by self-funding, where people can afford this.

- If you are an elderly, mentally or physically disabled, vulnerable, or living on a low income, and eligible to receive a means-tested benefit, Care and Repair Elmbridge may be able to help you.
- Care and Repair Elmbridge may be able to help you if you require advice on security measures.
- If you require adaptations to your home, Care and Repair Elmbridge may also arrange for an occupational therapist to visit you to make recommendations for adaptations to your home to suit your needs.

Handyperson Scheme
Email: careandrepair@elmbridge.gov.uk
Web: elmbridge.gov.uk
Tel: 01372 474 645
Care and Repair Elmbridge runs a Handyperson Scheme for small essential works to improve health and safety, like installing smoke or carbon monoxide alarms, fitting grab rails or bannisters, doing simple plumbing repairs, putting up shelves, etc. There is a small charge for this service. Please contact us for details.

**Housing Options and Homelessness Prevention**

Email: housingoptions@elmbridge.gov.uk  
Web: elmbridge.gov.uk  
Tel: 01372 474 590

If you require advice on your housing options, including renting in the private sector, shared ownership (e.g. Homebuy) or keyworker housing, please contact the Housing Options service. You may be invited in for an interview and be advised of any information you need to bring with you.

If you need information because your landlord wants to put your rent up, or if you have a problem in paying your rent, or the relationship with your landlord, we may be also able to help you. We can give advice and refer you to other sections of the Council, or outside agencies, if necessary.

If you are homeless, or threatened with homelessness, the Council may, in some circumstances, be under a duty to secure accommodation for you, or may give you advice and assistance to enable you to find your own accommodation.

If you have been asked to leave your home and you are not able to secure your own accommodation you may approach the Council for assistance.
Sheltered Housing
Contact the Social Housing Team:
Email: socialhousing@elmbridge.gov.uk
Web: elmbridge.gov.uk
Tel: 01372 474 590
Web: elmbridge.gov.uk/housing/housing-for-older-people-and-supported-housing

There are several Housing Associations in Elmbridge providing rented accommodation for older people in the form of sheltered housing, including: Paragon Community Housing Group; Crown Simmons Housing; Richmond Churches Housing Trust; Anchor Housing, Walton-on-Thames Charity and the Whiteley Homes Trust.

If you are interested in Sheltered Housing, you can apply to go on the Council’s Housing Register online at searchmoves.org.uk

Private Sector Housing
Email: pshousing@elmbridge.gov.uk
Web: elmbridge.gov.uk
Tel: 01372 474 645

Care and Repair Team
We may be able to assist you if you require adaptations to your home due to a disability. On the recommendation of an Occupational Therapist you may be able to apply for a Disabled Facilities Grant to adapt your home to suit your
needs, for example a level access shower or a stair lift. The amount of grant will depend upon your income and savings, but you may qualify for 100% assistance depending on your circumstances. Also, if you require assistance with energy saving measures for your home and you are in receipt of welfare benefits, the Care and Repair Team may be able to help you.

More about Disabled Facilities Grant (DFG)
Email: careandrepair@elmbridge.gov.uk
Web: elmbridge.gov.uk
Tel: 01372 474 645

If you or a member of your family are disabled and need adaptations to be made in your home, then you may be eligible for this grant. The type of adaptations that can be funded include: widening doorways; installing a level access shower; installing a stair lift, installing ramps, or improving access to rooms and facilities, for example by putting in a downstairs bathroom.

The maximum amount of grant available for a Disabled Facilities Grant (DFG) is up to £30,000, but will be subject to means-testing (although applicants on a low income, in receipt of certain income-related benefits, will be ‘passported’ through means-testing). If you have any queries, want further information, or wish to apply, please contact us.

Property Standards Team
If you are a homeowner and essential repairs or improvements are needed to your home, for example repairing a leaking
roof or renewing dangerous electrical wiring, a grant may be available. However, grant aid is subject to income, savings or the entitlement to a means-tested benefit. If you have any queries, want further information, please contact us:

Email: pshousing@elmbridge.gov.uk  
Web: elmbridge.gov.uk  
Tel: 01372 474 645

**Housing Strategy & Enabling**

The Council does not directly own, manage or build housing, but we do work with partners to make sure new affordable homes are built in Elmbridge, to help meet the needs of local people who cannot afford to rent or buy in the private market. Local housing associations build new homes and private developers contribute as well, so we try to work closely with both for the benefit of the local community, providing homes for those who need them most.

Please visit our website for more information: elmbridge.gov.uk/housing/help-to-buy-and-shared-ownership

**Housing Benefit**

Email: benefits@elmbridge.gov.uk  
Web: elmbridge.gov.uk/benefits-and-support  
Tel: 01372 474 060

If you find it difficult to pay your rent, whether you are a private rented sector or Housing Association tenant, please contact us for advice:

- by telephone – you can complete the claim form with us via ‘phone, just contact us to arrange this and we will tell
you the documents you will need to provide to support your application – we will then send out a declaration form for you to complete and return (with your supporting documents) within 28 days.

- face-to-face appointments – if you need to come to the Civic Centre for a new claim appointment we can complete the form for you, but you will still need to provide all your supporting documents within 28 days.

If you are aged 18-65 and need to make a new benefits’ claim or have a significant change in circumstances, you may need to apply for Universal Credit instead.

**Leisure and Cultural Services**

Tel: 01372 474568  
Email: leisure@elmbridge.gov.uk  
Web: elmbridge.gov.uk/leisure

The Leisure team will be able to provide additional up to date leisure activities that they are currently running, in addition to the services and facilities below.

**Carers Concessionary More Card**

Elmbridge Xcel Leisure Complex, Waterside Drive, Walton-on-Thames, KT12 2JG  
Tel: 01932 260300

A principal registered carer is now eligible for a concessionary more card. This service has been developed working in Partnership with Carer Support Elmbridge. Please contact Xcel Leisure Centre for further details and an application form.
Cemeteries
Tel: 01372 474567
Web: elmbridge.gov.uk/cemeteries
For more information on cemeteries in Elmbridge please contact Elmbridge Borough Council’s Cemetery Services Manager on 01372 474 567.

Community Halls
Tel: 01932 254750
(Halls Booking Officer at Elmbridge Xcel)
Web: placesforpeopleleisure.org

There are six community halls for hire in Elmbridge serving the areas of Walton, Molesey and Esher. Each hall also has a variety of programmed activities, such as yoga, pilates, or dance. The community Halls are managed by Places for People Leisure Ltd.

Elmbridge Xcel Leisure Complex
Waterside Drive, Walton-on-Thames, KT12 2JG
Tel: 01932 260300
Web: elmbridge.gov.uk/leisure

The fully accessible facilities include two swimming pools with hydraulic hoists, a sports hall (badminton), a fitness gym, dance studios and a cafeteria. Senior and disabled swimming sessions are held on Monday (3:05pm-4pm), Wednesday (3pm-4pm) and Friday (3pm-4pm). Xcel Leisure complex is managed by Places for People Leisure Ltd.
Exercise Referral Scheme
Tel: 01372 474574
Email: leisure@elmbridge.gov.uk
Web: elmbridge.gov.uk/leisure

Want to find out what exercise is available to you?
Join one of our friendly and fun classes at Claygate, Cobham, Molesey, Hersham, Walton, Weybridge and Thames Ditton. We have classes on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays. On your first visit, you will be guided through an hour of exercise at a level to suit your ability. Prices start from £3.50 per class

We also have a 12 week gym scheme. Once again your instructor will guide you step by step through a routine guaranteed to get you stronger and fitter, whatever your starting level.

Use the contact details above, or ask your GP or Physio to complete a GP Exercise referral form.

Healthy Walks and Cycle Rides
Tel: 01372 474568
Email: leisure@elmbridge.gov.uk
Web: elmbridge.gov.uk/leisure

We love our walks and we hope you will too. We’ve been organising them for more than 15 years with both regular and new people joining us weekly. Walks are great for meeting new friends, filling your lungs with fresh air and discovering new places.
in your local area. With Walking for Health, you can take part in a free short walk near you to help you get active at a pace that works for you. Free walks of varying distance and pace lasting from 10 minutes to three hours take place around the Borough regularly. We would love to meet you and walk with you. Come and join us, or spread the word to someone you think will benefit.

**Hurst Pool**

Dunstall Way, East Molesey, KT8 1PD
Tel: 0208 941 6544
Web: elmbridge.gov.uk/leisure

The facilities include a 25m x 13m main pool, with a 13 square metre teaching pool, changing facilities and refreshment centre. All areas are on the ground floor, with accessible changing facilities and a hydraulic pool hoist available on request. Designated 50+/disabled swimming sessions are programmed on Tuesday and Thursday afternoons (3pm-4 pm) and adult swimming lessons can be organised throughout the year.

**Allotments**

Tel: 01372 474568
Email: leisure@elmbridge.gov.uk
Web: elmbridge.gov.uk/leisure/parks/default

In recent years we have become more aware that regular exercise is a major asset in our lives, keeping us mentally fit and thereby reducing problems arising from poor health and stress.

When faced with this information the automatic reaction is to think of sport and fitness classes down at the local leisure
centre. A popular alternative however is to hire an allotment. Not only will tending your own patch of land allow you to carry out gentle exercise regularly, but you will be rewarded with home grown fruit and vegetables. Allotments are spread throughout the Borough and they usually have vacant plots.

With nearly 17 allotment sites in the Elmbridge area there is plenty of opportunity to rent a plot.

**Royston Pike**
Tel: 01372 474568  
Email: elmbridge@leisure.gov.uk  
Web: elmbridge.gov.uk/leisure/arts/roystonpike

The Royston Pike Lecture Series runs from September through to March. There are 12 lectures on offer with a wide range of subjects. There are visual and audio presentations at nearly all the lectures. For price of admission and more information visit the above website or contact Leisure and Cultural Services.

**Elmbridge Museum**
Tel: 01372 474568  
Email: ebcmuseum@elmbridge.gov.uk  
Web: elmbridgemuseum.org.uk

Elmbridge Museum is an 'outreach museum'. Temporary exhibitions and workshops – including family events – are held in public locations across the Borough. The Museum also has an online catalogue on its website and a learning programme for schools and community groups. To find out about current events, please visit the website or contact the museum team.
Parks and Open Spaces
Tel: 01372 474568
Email: leisure@elmbridge.gov.uk
Web: elmbridge.gov.uk/leisure/parks/openspacefinder

Elmbridge is a very green Borough, with 450 hectares of common land and green spaces. The countryside areas are looked after by the Leisure and Cultural Services Countryside team who ensure that they are maintained for all to enjoy, and to be managed and conserved for future generations.

Elsewhere in the Borough there are parks and recreation grounds and open spaces, maintained to a high standard through the work of the Green Spaces Team; these areas can be enjoyed by those who cannot reach the commons so easily.

To find your nearest park or green space, call the number above or visit the website.

Online Services

Many of the Elmbridge Borough Council payments and forms can be paid or found online. Online payments are the easiest and quickest for us to process.

Online payments are accepted for:

- Building Control Application Additional Charges
- Business Rates
- Car Park Season Tickets
- Council Tax
- Green Waste Collection Service
• Housing Benefit Overpayments
• Parking Penalty Charge Notice
• Planning Applications
• Special Waste Collection (bulky items)
• New/Wheeled Bin Order
• Other Council Invoices

To find out more please visit elmbridge.gov.uk/pay.

**Telephone Payment**

Tel: **01372 474020**

You can speak to a member of staff and make payment by debit or credit card over the telephone for a wide variety of services. The Council has an automated telephone payment service for a limited number of services (including council tax, business rates and Penalty Charge Notices), where you can pay using a touch tone phone 24 hours a day.

**Welfare and Benefits**

Tel: **01372 474060** (8.45am-5pm Monday-Friday )
Tel: **01372 474284** (8.45am-5pm Monday-Friday )
Email: benefits@elmbridge.gov.uk

• Housing Benefits
• Council Tax Benefit
• Direct you to other agencies that may be able to provide help depending on circumstances

Whether you are a private, Trust or Housing Association tenant and find it difficult to pay your rent, call the Housing Benefit Section to see if you can get help. (See also for Council Tax and Housing Services)
A – Z of Services

Abuse

**Adult Safeguarding**
Tel: **0300 470 9100** (Surrey Multi Agency Safeguarding Hub (MASH))
Tel: **101** (Surrey Police)
Tel: **0808 808 8141** (Action on Elder Abuse)
SMS Text: **07527 182861** (for the deaf or hard of hearing)
Email: **ascmash@surreycc.gov.uk**

In Surrey a number of public sector agencies including social care, health organisations, the police and the local councils work together to help to keep residents safe from harm. If you are at risk or suspect someone is at risk, please report it. Please contact one of the above agencies if you have concerns about a vulnerable person being abused or neglected by others.

**North Surrey Domestic Abuse Outreach**
Tel: **01932 260690**
Tel: **101** (Surrey Police)
Web: **nsdas.org.uk**

Help and advice available to anyone over the age of 16 affected by domestic abuse. Skilled practical help, ongoing emotional support, and information and advice on issues such as safety planning, housing rights, relationships and separation,
civil and criminal court proceedings, and the needs of children affected by domestic abuse. The support offered can be on the telephone, face to face at a safe venue, or by email.

Advice and Information

(See also Citizens Advice Bureau)
For general enquiries about services for older people and people with disabilities see Community Support Services.

Age UK Surrey • ★
Rex House, William Road, Guildford, Surrey, GU1 4QZ
Tel: 01483 503414 or 01784 444200 (Monday-Friday 9am – 5pm)
Email: enquiries@ageuksurrey.org.uk
Web: ageuk.org.uk/surrey

Many services are free of charge, but a few may have a small charge, please enquiries.

- **Information and Advice Service** – Free information and advice Service for older people in Surrey, on topics such as benefits, social care, money, and health. Tel: 01483 446627
- **Counselling** – offering affordable support to anyone over 50, to overcome and manage feelings that may be troubling you. Tel: 01483 503414
- **Help at Home** – You choose the support you need, and they will introduce you to a security checked Home Help who is able to assist you with housework, laundry, shopping, gardening and more. Tel: 01483 503414.
Brigitte Trust
Tel: 01306 881816
Email: brigittetrustadmin@btconnect.com
Web: brigittetrust.org

The Brigitte Trust covers all of Elmbridge and supports people facing life threatening illnesses.

Catalyst
Tel: 01483 590150
Email: info@catalystsupport.org.uk
Web: catalystsupport.org.uk

A non-profit organisation working with people who are dealing with issues stemming from drug and alcohol misuse and mental health including housing, involvement with criminal justice, relationships with family and friends and getting back to work.

CornerHouse
Tel: 01483 757461
Email: info@cornerhouse.cc
Web: cornerhouse.cc

Offering emotional and wellbeing support programmes for people aged 18+ affected by a wide range of mental health issues including depression, anxiety, carer support groups, eating disorders and social isolation. Based in Woking but available to all Elmbridge residents.
Elmbridge Rentstart
1 The Quintet, Churchfield Rd, Walton-on-Thames, KT12 2TZ
Tel: 01372 477 167
Email: enquiries@elmbridgerentstart.org.uk
Web: elmbridgerentstart.org.uk

Elmbridge Rentstart supports homeless or vulnerably housed people within the borough of Elmbridge. They can help residents access short-term emergency accommodation, private rented housing, food and washing facilities.

Healthy Surrey
Web: healthysurrey.org.uk

The Healthy Surrey website is an online resource for health and wellbeing information aimed at Surrey residents. You will find guidance on weight management, reducing alcohol consumption, stop smoking advice, substance misuse, sexual health advice and clinics and mental health support.

Mary Frances Trust
23 The Crescent, Leatherhead, KT22 8DY
Tel: 01372 375400
Email: info@maryfrancestrust.org.uk
Web: maryfrancestrust.org.uk

Working with people who are experiencing any kind of emotional or mental distress to help them get on with their lives again. Provide support in the community for stress and well-being, anxiety, depression, bi-polar, hoarding and any other issues you may be experiencing. The service covers all of the borough.
NHS Choices
Web: nhs.co.uk

Providing an online comprehensive health information service that helps people make choices about their health. Allows you to find out your nearest healthcare services such as GPs, hospitals, dentists and pharmacies, the search function allows you to search for services by postcode.

NHS 111
Tel: 111
For non-emergency health information and advice on your medical symptoms call 111.

If you need an NHS dentist for emergency treatment, call 111 and ask for the Surrey Dental Helpline. If you need to speak to a doctor when your GP practice is closed, listen to the message on its answerphone which will give you a number to ring.

Outline
Tel: 01483 727667
Email: info@outlinesurrey.org
Web: outlinesurrey.org

Outline provides support to people with their sexuality and gender identity, including but not limited to the lesbian, gay, bi-sexual and trans community of Surrey, primarily through a helpline, website and support groups.
Rape & Sexual Abuse Support Centre
Tel: 01483 568000
Email: admin@rasasc-guildford.org
Web: rasasc.org

Confidential support services for people who have suffered rape or sexual abuse. Available to anyone living in Surrey.

Samaritans
Tel: 01372 375555 / 01932 844444 (local call charges apply)
National No: 116 123 (free)
Email: jo@samaritans.org
Web: samaritans.org

A confidential, 24-hour, emotional support service for people who are experiencing feelings of distress, despair or are feeling suicidal.

Arthritis

Arthritis Care/ Versus Arthritis
Tel: 0300 790 0400
Free Helpline: 0808 800 4050
Web: arthritiscare.org.uk

Arthritis Care/ Versus Arthritis exists to support people with arthritis.
Back Care advisors for Carers ★

White Lodge
Tel: 01932 567131
Web: whitelodgecentre.co.uk

White Lodge back care advisors are able to provide information, advice and training for carers of disabled people, offering practical solutions within the home and support on equipment issues. The Centre will help with all aspects of moving and handling people, helping to prevent injuries. They are able to visit you in your home, to discuss your individual situation and find the most appropriate solution for you. The service is available to carers in West Elmbridge.

Carers of Epsom
Tel: 01372 722269
Web: carersofepsom.co.uk

Carers of Epsom has a team of trained Moving & Handling Advisors who can provide free information, advice and training to Carers on all aspects of lifting, moving and handling. The Service is available to Carers in East Elmbridge, Epsom, Ewell, Banstead and Mole Valley.
Befriending Services
(See also Home Visiting Services)

CHEER
Claygate Centre for the Community, Elm Road, Claygate, KT10 0EH
Tel: 01372 879321
Email: manager@cheer-elmbridge.org.uk
Web: cheer-elmbridge.org.uk

CHEER runs a befriending scheme matching volunteers with older people who are otherwise isolated and lonely. The volunteers commit to visiting once a week for a chat and some companionship.

The Silverline
Tel: 0800 4 70 80 90
Email: info@thesilverline.org.uk

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
Blind/Partially Sighted Information and Services

Guide Dogs for the Blind
Tel: 0345 1430224
Email: reading@guidedogs.org.uk
Web: guidedogs.org.uk

Sight loss can be very isolating. Guide Dogs exists to make sure that when someone loses their sight they do not lose their independence to. Guide Dogs works to enable blind and partially sighted people to share the same freedom of movement as everyone else, through providing a range of mobility services and campaigning to break down the physical and social barriers affecting the movement of blind and partially-sighted people. The Reading Mobility Team additionally covers Surrey.

Royal National Institute of Blind People (RNIB)
Helpline: 0303 123 9999
Email: helpline@rnib.org.uk
Web: rnib.org.uk

Practical and emotional support for blind and partially sighted people including advice on a range of issues, information on financial support and benefits, technology to help with everyday tasks, advice on eye health and support to continue reading.
Sight for Surrey
Rentwood, School Lane, Fetcham, Leatherhead, Surrey, KT22 9JX
Tel: 01372 377701
Email: info@sensoryservices.org.uk
Web: sightforsurrey.org.uk
SMS text: 07860 026269

Sight for Surrey offers a lifetime of support for people who are blind or partially sighted, deaf, deafblind or hard of hearing delivering specialist, hands-on, practical services tailored to individual needs.

Elmbridge and Runnymede Talking Newspaper
Tel: 01784 435622 (Elmbridge and Runnymede Helpline)
Email: eartn@waitrose.com

A free weekly talking local newspaper covering the Boroughs of Elmbridge and Runnymede is available to anyone who is visually impaired (they do not have to be registered blind) and to others with reading difficulties. In addition to the weekly news digest there is also a weekly recorded version of the Women’s Weekly periodical and a magazine tape. If you are interested in receiving any (or all) of these publications please contact the E&RTN (Elmbridge & Runnymede Talking Newspaper) helpline or Sight for Surrey.
Bus Pass and Services

Bus Pass Applications
Tel: 0300 200 1003
Email: contact.centre@surreycc.gov.uk
Web: surreycc.gov.uk/roads-and-transport

The national concessionary bus pass is free for senior citizens over a certain age. Bus passes for Elmbridge are administered by Surrey County Council. To get help applying for a concessionary bus pass you can visit Esher Library and Walton Library.

Bus Services in Elmbridge
Tel: 0300 200 1003
Web: surreycc.gov.uk/buses

Bus services in Elmbridge are provided by many different companies and administered by Surrey County Council.

Care Groups

Manned by volunteers willing to offer help with transport to medical appointments, shopping, pensions, visiting etc.

Care in Walton and Hersham
Tel: 07526 695842 (Monday to Friday 9.30 – 12.30pm)
Web: careinwaltonandhersham.org.uk
Transport to medical and dental appointments (including foot care at Community Centres) only, for residents of Hersham and Walton who are elderly, sick, disabled or in need.

**Cobham Care**  
Tel: 01932 863559 *(Health centre, to request a driver)*

To provide transport to hospitals and clinics for those without, or unable to use public transport, particularly the elderly.

**Dittons and Weston Green Neighbour Care**  
Tel: 0208 398 8600 *(Request a car)*  
Web: dwgneighbourcare.org.uk  
Monday to Friday 9am-12pm

Transporting the less mobile residents in communities of Thames Ditton, Long Ditton and Weston Green. Door to door service to GP and dental surgeries, hospitals, hairdressers etc.

**Esher & Claygate Car Service**  
Tel: 07501 029237  
Email: ec.carservice@gmail.com  
Web: esherandclaygatecarservice.com

Esher & Claygate Car Service volunteers drive the elderly for local appointments to medical appointments. Book through your surgery or ring on the number above, Monday to Friday. Leave a message if no-one replies and your call will be returned.
Molesey Care
Tel: 07891 321986
Contact Duty Officer, Monday – Friday 9am – 12.00
Transport to hospital and medical appointments and offers a shopping service.

Oxshott Care
Tel: 07950 478329
Web: oxshottcare.com
Monday to Friday, 9-12noon
Transport to medical appointments as required.

Care in Weybridge
Tel: 07881 698381 (Duty Officer 9am-12 noon)
Transport to medical, dental, and hospital appointments or shopping, for residents living in the KT13 postcode who are unable to drive themselves.
Carers’ Support ★
(See also Elmbridge Relief Carers Scheme)

Action for Carers Surrey
Astolat, Coniers Way, Guildford, GU4 7HL
Tel: 01483 302748
Email: info@actionforcarers.org.uk
Web: actionforcarers.org.uk

Action for Carers Surrey is led by carers, run by an executive committee of carers and supported by professionals from Health, social services and the voluntary sectors. Our main aim is to raise awareness of carers’ needs and concerns throughout the county and to work in partnership with statutory services such as health care and social care teams to promote how best they can serve carers within Surrey.

We also provide a number of specialist services:

- Information
- Advice and activities for young carers
- Moving and handling information and advice
- Support on issues relating to learning and work.

Surrey Young Carers ◆
Astolat, Coniers Way, Guildford, Surrey, GU4 7HL
Tel: 01483 568269
Email: syc@actionforcarers.org.uk
Web: surrey-youngcarers.org.uk
Surrey Young Carers is part of Action for Carers. Surrey Young Carers supports young carers under 18. They can offer the help and support that is best for young carers. Some of the things we do include:

- One-to-one support
- Talking to others on your behalf, giving you advice and showing you where to find help and information
- Inviting you to groups and workshops which will help you in your caring role
- Residential breaks
- Fun activities
- Support with school or college
- Giving you an opportunity to have your say about services you receive as a carer
- A regular newsletter

**Crossroads Care Surrey**
121 Kingston Rd, Leatherhead, Surrey, KT227SU
Tel: **01372 869970**
Tel: **07914 186162 (Emergency out of hours contact)**
Email: enquiries@crossroadscaresurrey.org.uk
Web: crossroadscaresurrey.org.uk

To support carers of adults and children with physical, mental or sensory impairment within the home by offering a respite service through provision of carer support workers. Also provides social clubs and an end of life service.
Centres for the Community
See page 10

Chiropody/Podiatry ●
(See also Footcare)

East Elmbridge
Tel: 0208 394 3868 (Central Surrey Health)
Email: CSH.Referrals@nhs.net

Clinics are held at Claygate, Cobham and Molesey Community Centres and Emberbrook Community Centre for Health.
Please contact the Podiatry and Chiropody Department of Central Surrey Health.
West Elmbridge
Tel: 01932 570607

West Elmbridge Podiatry Clinics are held at Walton Community Hospital. For enquiries please ring the Podiatry Department of Surrey Community Health (NW Locality).

Cinemas

Everyman Cinema Esher
22 High Street, Esher, Surrey, KT10 9RT
Tel: 0872 906 9060

Everyman Cinema Walton
85-89 High Street, Walton on Thames, KT12 1DN
Tel: 0872 436 9060
Web: everymancinema.com

Citizens Advice Bureau

Citizens Advice Esher and District
Harry Fletcher House, High Street, Esher, KT10 9RN (off Civic Centre Public Car Park)
Tel: 01372 464770
Web: eshercab.org.uk
Opening hours: Monday, Tuesday, Thursday and Friday 10.30am – 3.30 pm. (No appointment necessary).
• All our offices have ground floor/wheelchair access with adjoining car parking. Disabled parking bays adjacent to the Esher Bureau
• Home visits possible, by arrangement, to housebound clients
• Cobham Outreach – Cobham Centre for the Community, Oakdene Road, Cobham. Wednesday 10.30 am – 1 pm (drop-in)
• Molesey Outreach – Joseph Palmer Centre, 319 Walton Road, Molesey. Tuesday and Thursday 10.00am – 12.30pm

Citizens Advice Elmbridge (West)
The Hub, 72 High Street, Walton on Thames, Surrey, KT12 1BU
Public Advice Line: 0300 3301179
Web: caew.org.uk
Opening hours: Monday, Tuesday and Thursday 9.30am – 3.30pm, Wednesday and Friday 9.30am – 12.30pm.
No appointment necessary.

Hersham Outreach
Hersham Centre for the Community, Queens Road, Hersham. Wednesday 10am–12noon.
Weybridge Outreach
Weybridge Centre for the Community, Off Churchfield Road, Weybridge.
Every Thursday,
genral enquiries: 10am-12pm
Weybridge Older Persons Advisory Service:
Monday and Friday 9.30am–12pm.

Walton Outreach
Walton Centre for the Community, Manor Road, Walton, KT12 2PB
First Tuesday of the month 10am -12pm.

Clubs for Older People ●
(See also Centres for the Community)

Buttons & Bow Afternoon Club
Sports and Social Club West End Lane, Esher, Surrey, KT10 8LF
Tel: 01372 465937

Meets every Monday 2pm – 4pm. Activities include speakers, quizzes, entertainment and outings, a lunch club as well as organised holiday breaks.

Silver & Gold Afternoon Club
Tel: 01372 815628 or 07963 59864

Weekly meetings for senior citizens every Tuesday 2pm – 4pm at Sandown Lodge, Esher. Activities include monthly speakers, outings, bingo, quizzes and holiday breaks.
Weybridge Old Folk’s Club
Church Street, Weybridge, Surrey, KT13 8DX
Tel: 01932 846897

Every Thursday 2 pm – 4 pm Activities include bingo, outings, entertainment, occasional special lunches and teas, also short monthly church services.

Clubs for People with Disabilities
(See also Centres for the Community)

CHEER Parkinson’s Group
Claygate Centre for the Community, Elm Road, Claygate, KT10 0EH
Tel: 01372 463476
Web: elmbridge.gov.uk/css/parkinsons

A weekly opportunity to meet and socialise with people with Parkinson’s every Monday (excluding bank holidays) from 10am – 3:00pm. It offers chair based and other exercises, quizzes and discussion groups. Information and advice from a Parkinson worker. Good value lunch on offer and transport may be available.

Esher and District Stroke Club
Church Rooms, Arbrook Lane, Claygate, Esher, KT10 9EE
Email: ann007@btinternet.com
Tel: 0208 398 6132

Open on Thursday 10:30 am – 12:30, with activities such as regular mobility to music, musical mornings and speakers.
**TALK**
Tel: **01784 420371**
Email: **info@talksurrey.org.uk**
Web: **talksurrey.org.uk**

TALK Group meets at Walton Centre 1.45pm – 3.45pm and supports those recovering from stroke with Dysphasia.

**Walton Blind Society**
St John’s Church Hall, The Furrows, Walton-on-Thames, Surrey, KT12 3JQ
Tel: **01932 228367**

Second and fourth Tuesday each month except August. Runs 2pm – 4pm (transport provided). Social afternoons, sponsored holidays and outings.

**Walton Stroke Group**
Walton Centre for the Community, Manor Road, Walton-on-Thames, KT12 2PB
Tel: **01932 229164 (Chair) or 01932 247549 (Centre Manager)**
Email: **jsteele39@talktalk.net**
Web: **waltonstrokegroup.co.uk**

The group provides a social environment including entertainment, activities and physiotherapy for people affected by stroke and to enable carers to have a few hours on their own. The Walton Stroke group meets every Monday 10am – 1.30pm (all are welcome to stay for lunch at the Centre).
West Elmbridge Parkinson’s Group
Weybridge Centre for the Community, Churchfield Place, KT13 8BZ
Tel: 01932 844391
Web: elmbridge.gov.uk/css/parkinsons

The West Elmbridge Parkinson’s Group meets every Thursday from 10.00am-2pm. It offers social contact, chair-based exercises, other activities, quizzes and discussion groups. Good value lunch on offer and transport may be available.

Weybridge Stroke Group
Weybridge Centre for the Community, Churchfield Place, KT13 8BZ
Tel: 01932 844391

Meets every Monday 10 am – 1 pm, those who attend can stay for lunch. The group offers social contact and activities such as exercise and special outings.

Community Alarm
(See Community Alarm and Telecare on page 14)

Community Matrons ●

The Community Matron Service has been developed to support older people to live independently in their own homes. The aim is to empower patients and their carers/relatives with the knowledge to make informed decisions and
participate in treatment planning. By proactively managing your health needs, the service hopes to prevent future hospital admissions. People who are over 65 years old who have been identified ‘at risk’ will be referred to the services by their GP, hospitals, social services or other health professionals.

**Consumer Advice and Trading Standards**

**Citizens Advice Consumer Helpline**
Tel: 03454 04 05 06  
Textphone: 18001 03454 04 06 06  
Monday to Friday, 9am to 5pm  
Web: citizensadvice.org.uk/consumer

**How to report a trader to Trading Standards**
Call the Citizens Advice consumer helpline and tell them you want to report a trader to Trading Standards. The consumer helpline will assess your problem and pass it on to Trading Standards if it's appropriate.

**Continence Nurse Team**

**North West Locality**
Bournewood House, Guildford, Chertsey, Surrey, KT16 0QA  
Tel: 01932 722641 (answerphone available when office is unattended)

Continence advisory and education service for Elmbridge, Spelthorne, Runnymede and Woking Boroughs.
Counselling

**IESO**
IESO Online Counselling and CBT
Tel: **0800 074 5560**
Email: info@iesohealth.com
Web: iesohealth.com

IESO Digital Health delivers free one-to-one, clinically led online cognitive behavioural therapy (CBT) for people dealing with common mental health conditions such as depression and anxiety. Therapy is delivered through written (typed) conversation. Patients meet with a BABCP accredited therapist in a secure online therapy room at a time and location convenient to the patient.

**Relate (West Surrey) ★◆**
Sessions held in Esher, Walton and Weybridge
Tel: **01483 602998**
Email: info@relatewestsurrey.org.uk
Web: relatewestsurrey.org.uk

A national charity that exists to promote healthy relationships. Relate offers a range of resources and services to help support people who want to make relationships better.
The Counselling Partnership (NSCCP)

The Quintet, Churchfield Rd, Walton, KT12 2TZ
Tel: 01932 244070
Email: info@thecounsellingpatnership.org
Web: thecounsellingpartnership.org

The Counselling Partnership is a friendly and professional service accredited by the BACP (British Association for Counselling and Psychotherapy). We provide low cost quality counselling at various locations in Woking, Addlestone, Cobham, and Walton-on-Thames. We offer counselling for up to one year to address a range of difficulties including; depression, bereavement, anger, stress, abuse, anxiety, loss, phobias, post-traumatic stress, relationships, self-esteem, trauma and work or carer related issues.

Deaf Services and Information

Sensory Services by Sight for Surrey
Rentwood, School Lane, Fetcham, Leatherhead, KT22 9JX
Tel: 01372 377701
Email: info@sensoryservices.org.uk
Web: sightforsurrey.org.uk/deaf-and-hard-of-hearing

Assisting people who are visually impaired, deaf, hard of hearing or who have combined sight and hearing loss, to provide services so they may lead more independent lives.
Hearing Aid Batteries
Tel: 01932 826085

Replacement batteries are available from Community Support Services at the Civic Centre and at any of the Centres for Community around the Borough. Batteries can also be obtained from the Molesey Clinic and Emberbrook Clinic, Walton Hospital and Weybridge Hospital.

If you have problems with your hearing aid, there is an Audiologist available at Weybridge Hospital once a month 1pm – 4pm, for an appointment. The audiologist is at Walton Hospital on alternate Friday afternoons. St Peter’s Hospital can carry out repairs to hearing aids and return them to Weybridge or Walton Hospital within two days.

Dementia
(See also Elmbridge Relief Carers Scheme and The Wellbeing Centre)

Alzheimer’s Society
New Haw Community Centre Annexe, 65 Woodham Lane, New Haw, Surrey, KT15 3ND
Tel: 01932 855582
Email: surrey@alzheimers.org.uk
Web: alzheimers.org.uk
Carers’ Support Group Claygate ★
Claygate Centre for the Community, Elm Road, Claygate, KT10 0EH
An opportunity for carers to meet people in similar situations, support each other and exchange experiences with the support of a Dementia Support Officer. Held on the third Thursday of the month 10.30am-12noon.

Dementia Friendly Surrey ■
Web: surreyinformationpoint.org.uk/dementiafriendlysurrey

In support of the Prime Minister’s Dementia Challenge, Surrey County Council and three of Surrey’s Clinical Commissioning Groups are embarking on a partnership project to develop dementia friendly communities across Surrey. Dementia Friendly Surrey aims to build supportive communities where people with dementia, their families and carers are understood, valued and can enjoy life. For information, guidance, and support related to Dementia visit Surrey Information Point.
Do you care for someone with a memory loss condition?

Elmbridge Relief Care provides respite to carers through the Sitting Service in the home and Specialist Day Care Services that operate from the Elmbridge Centres for the Community.

**Sitting Service**
The sitting service provides person centred care in the home to enable carers to have a break.

**Specialist Day Care Services**
The Specialist day care provides a variety of person and group centred activities in a friendly, community atmosphere while maintaining existing skills and interest. The Specialist Day Care enables carers to have a break whilst the ‘cared for’ is in a safe environment.

For more information call 01372 474547 or email reliefcare@elmbridge.gov.uk or see our website at elmbridge.gov.uk/css/reliefcarers
Dental Services

All NHS dental treatment is free for older people who are in receipt of income support. Those on low income may also be eligible for free treatment or help with charges. For more information see the Department of Work & Pensions leaflets HC11 and HC12 available from Post Offices and Citizens Advice Bureau.

To find a dentist in your area you can contact the Primary Care Agency at 187 Ewell Rd, Surbiton KT6 6AU, phone 0208 335 1400 or visit nhs.uk.

Disability Services

(See also Clubs for People with Disabilities)

Disabled Person’s Blue Badge

Blue Badge Team, Surrey County Council, Room 298, County Hall, Penrhyn Road, Kingston upon Thames, Surrey, KT1 2DN
Tel: 0300 200 1003
Web: surreycc.gov.uk/bluebadges

General enquires and requests for application forms should be made to Surrey County Council.

Disabled Person’s Toilets (R.A.D.A.R)

Tel: 01372 474474 (Civic Centre Reception)

To obtain keys for public disabled toilets within Elmbridge please call the Civic Centre.
Disability Equipment Service
Tel: 07845 041678
Email: team@disabilityequipmentservice.co.uk
Web: disabilityequipmentservice.co.uk

A national website for buying and selling new and used disability equipment

Queen Elizabeth’s Foundation for Disabled People
Disability Equipment Service
Tel: 01372 841100
Web: qef.org.uk

The Foundation works to encourage and enable people with disabilities to increase their independence and mobility and improve their life skills. Their services include equipment and mobility solutions, accessible travel and neuro rehabilitation services.

Surrey Coalition of Disabled People
Astolat, Coniers Way, Burpham, Guildford GU4 7HL
Tel: 01483 456558 / text 07780 33053
Email: info@surreycoalition.org.uk
Web: surreycoalition.org.uk

The Surrey Coalition is run and managed by disabled people for disabled people. The aim is to campaign and promote the rights of disabled people to have equality of opportunity and to live independently.
**Surrey Disabled People’s Partnership**

Unit 4, Marianne’s Community Café, 2-10 Thames St, Staines
TW18 4SD
Tel: 01784 458200
Text: 07519 861542
Web: sdpp.org.uk

Provide advocacy, advice and brokerage services across Surrey.

**Voluntary Association for Surrey Disabled (VASD)**

Leatherhead Court, Woodlands Road, Leatherhead, KT22 0BN
Email: info@vasd.org.uk
Opening times: **Monday – Thursday 9:30 – 4.00**

This Association offers: Information service, two self-catering bungalows fully adapted at Bognor Regis and Bracklesham Bay, adapted transport, disability equipment shop and equipment loan facility available.

**White Lodge**

White Lodge Centre, Holloway Hill, Chertsey, Surrey, KT16 0AE
Tel: 01932 567231
Fax: 01932 570589
Web: whitelodgecentre.co.uk

White Lodge Supports disabled children and adults and their families or carers in Surrey and the surrounding areas. White Lodge provides a range of flexible, creative and integrated services. These include therapy services, creative arts, leisure, life skills and information technology.
District Nurses

District Nurses are trained nurses who care for people in their home. They also work at health centres and clinics and are attached to GP practices. Your doctor, social worker or hospital will refer you if you need home nursing care; self-referrals can also be made.

Driving

DVLA Customer Enquiries Unit
Tel: 0300 790 6801 (Driving Licences)
Tel: 0300 790 6802 (Vehicle Enquiries)
Web: dft.gov.uk/dvla

DVLA nearest Local Office to Elmbridge:
Connect House, 133 to 137 Alexandra Road, Wimbledon, SW19 7JY
Opening hours: 9am – 5pm. On the second Wednesday of each month the office will be open from 9.30am – 5pm.

Disabled Motoring UK
Tel: 01508 489449
Email: info@disabledmotoring.org
Web: disabledmotoring.org

Disabled Motoring UK is a campaigning charity. By lobbying government & businesses in the UK, Disabled Motoring UK fights to address the inequalities faced by many disabled people and remove the barriers to their personal mobility.
Disabled Motoring UK also provides information and guidance to enable people to make informed decisions about their individual transportation requirements.

Education

Adult Education Centres in Elmbridge

Esher Green Adult Education Centre
19 Esher Green, Esher, KT10 8AA
Tel: 0300 200 1044
Email: adultlearning@surreycc.gov.uk

Molesey Adult Education Centre – Henrietta Parker Centre
Ray Road, West Molesey, Surrey, KT8 2LG
Tel: 0300 200 1044
Email: adultlearning@surreycc.gov.uk

Elmbridge has two Adult Education Centres open both during the day and also in the evening. If you are 60 years of age and over, not in full-time paid employment on the first day of your course and qualify*, you may claim a 20 per cent discount. Please note that no discount can be given against sundries charges.

*You will qualify for the subsidised fees if you are aged 16 years or over and:

- have been continuously resident in the United Kingdom (UK) for at least the three years before the start of your course; or
• are a national of any European Union (EU) country or are the spouse, civil partner or child of an EU national and have been continuously resident in the European Economic Area (EEA) for at least the three years before the start of your course

Elmbridge U3A, University of the Third Age
Tel: 0208 979 2737
Web: u3asites.org.uk/elmbridge

Opportunities for Education, Social Contact etc. for people no longer in employment. Small groups meet in members’ homes for sharing knowledge and talents, for discussions, to practise skills such as art or badminton, all at minimal cost.

Subjects are varied according to demand and suggestions are always welcome for new groups. If you are interested in joining the Elmbridge U3A please telephone or for general information including groups operating, monthly lectures and other events visit the website.

Walton and Weybridge Workers’ Educational Association (WEA)
Tel: 01932 853056
Web: wea.org.uk

The WEA is the UK’s largest provider of adult learning in the voluntary sector and has existed for over 100 years to provide opportunities for learning with small groups of like-minded people, guided by professional tutors. In Elmbridge, its greatest
appeal is to those who have retired from formal work but still enjoy mental stimulation. A new programme of courses is produced each year; copies can be obtained from local libraries, on the website or by telephone.

Classes take place at St Andrew’s URC in Walton-on-Thames and Hersham Village Hall.

Energy Efficiency

**Action Surrey**
Tel: **0800 783 2503**
Email: **info@actionsurrey.org**
Web: **actionsurrey.org**

Action Surrey gives advice for homeowners, schools and businesses to reduce energy consumption, water consumption and fuel bills. They also provide information on grants.

The Surrey Healthy Homes partnership aims to assist the most vulnerable groups to access extra help and resources to keep them warm and well during the cold winter months.

**ETHOS (Employment and Training, Housing Options Support)**

Mobile: **07715 659745**
Tel: **01483 481789**
Web: **surreyllp.org.uk**
An employment project funded by Elmbridge Borough Council and delivered by Surrey Lifelong Learning Partnership, a local Surrey based charity. The project helps local residents find volunteering, work and training opportunities in Elmbridge. Support provided includes CV writing, interview skills training and job searching.

**Eyesight**

If you are over 60, then you are entitled to free sight tests under the NHS. If you are over 50, you can also get a free sight test if you meet certain conditions. Talk to your local optician to find out more.

**Faith**

**Elmbridge Multi-Faith Forum**

Web: [elmbridgemultifaith.org.uk](http://elmbridgemultifaith.org.uk)

The Elmbridge Multi-Faith Forum website highlights the work of the Forum, lists events, provides information on their newsletters and lists all religious establishments within and neighbouring Elmbridge. For further information please visit the Forum’s website.

**Surrey Minority Ethnic Forum**

Tel: 01483 447136

Email: admin@smef.org.uk

Web: [smef.org.uk](http://smef.org.uk)
A collective of community and voluntary groups from Black, Asian and Minority Ethnic (BAME) backgrounds. Through the Forum, members can access information and resources to support their work in Surrey, sharing best practice, voicing concerns and influencing services and policies, both locally and nationally.

**Financial Assistance**
(See also Welfare and Benefits, Citizens Advice Bureau, Council Tax Benefit)
Leaflets are available for many of the services mentioned below from main Post Offices and Citizens Advice Bureau.

**Attendance Allowance and Disability Allowance**
Disability Living Allowance helpline: **0800 731 0122**
Attendance Allowance helpline: **0800 731 0122**
Personal Independence Payment (PIP) helpline: **0800 121 4433**

**Carer’s Allowance**
Carers Allowance Unit, Mail Handling Site A, Wolverhampton, MV98 2AB
Tel: **0800 731 0297**
Textphone: **0800 731 0317**
Web: [gov.uk/carers-allowance-unit](http://gov.uk/carers-allowance-unit)
Opening hours Monday to Thursday 8.30am-5.00pm, Friday 8.30am-4.30pm (phone)
Carer’s Allowance is a taxable benefit to help people who look after people with a disability. You do not have to be related to, or live with, the person that you care for.

The Carer’s Allowance Unit provides information regarding Carer’s Allowance, the main state benefit for carers, including eligibility and how to make a claim.

**Employment and Support Allowance**

Tel: 0800 328 5644  
Textphone: 0800 023 4888  
Web: [gov.uk/employment-support-allowance](http://gov.uk/employment-support-allowance)  
The contact centre is open Monday to Friday from 8am-6pm

Employment Support Allowance (ESA) replaced Incapacity Benefit. Those already claiming Incapacity Benefit will be reassessed, to decide if they are capable of work or eligible for ESA.

If you’re ill or disabled, and under the state pension age, Employment and Support Allowance (ESA) offers you:

- Financial support if you’re unable to work
- Personalised help so that you can work if you’re able to

You can claim Employment and Support Allowance telephone or textphone. An adviser at the contact centre will go through the application with you and fill in the form. You can also fill in and print out the form and send or take it to your local Jobcentre Plus office.
East Elmbridge Foodbank
Esher Green Baptist Church, 6 Park Road, Esher, KT10 8NP
Tel: 07908 777 475 or 07398 195151
Email: info@eastelmbridge.foodbank.org.uk
Web: eastelmbridge.foodbank.org.uk/locations

Supported by the Trussell Trust, East Elmbridge Foodbank is working to combat poverty and hunger. Foodbank Centres are located in Esher, Cobham and Molesey.

Surrey Local Assistance Scheme

Surrey residents facing exceptional circumstances and in need of emergency funding or household items, can apply to the Surrey Local Assistance Scheme for help. To access this scheme, you should contact your local Citizens Advice Bureau who will advise you whether you are eligible and help you make a claim. Applications are made by telephone and decisions are normally instant.

The Mayor of Elmbridge Trust Fund
The Mayor’s Office, Civic Centre, High Street, Esher, KT10 9SD
Tel: 01372 474383
Email: committee@elmbridge.gov.uk

The Mayor’s Trust Fund provides a lifeline for those who need a small one off emergency grant for essential household items or towards an unforeseen expense. The Trust Fund does not pay on going commitments such as utility bills / rent or debt payments.
An application form and a financial information form are obtainable for completion from the Mayor’s Office. Any documentation in support of an application from other organisations, such as the Citizen’s Advice Bureau (CAB), Social Services, or an individual/profession with good standing in the community will aid the application being considered.

**Income Support**
Tel: 0800 055 6688
Textphone: 0800 023 4888

If you can’t be available for full-time work and don’t have enough money to live on, you may be able to get Income Support benefit. Whether you qualify or not and how much you get depends on your circumstances. To find out if you qualify for Income Support, contact your local Jobcentre Plus office or benefits office.

**Walsingham Care**
2 Quintet Buildings, Churchfield Road, Walton KT12 2TZ
Tel: 07436 803102
Web: walsinghamcare.org.uk

To provide financial assistance to elderly people of limited means in Elmbridge. They also provide financial support to people over 60 who are suffering from long-term ill health or disability, or terminal illness.
Footcare
(See also Chiropody/Podiatry)

Elmbridge Feet First

In partnership with Age UK Surrey, Feet First provides basic foot-care to support older and disabled people. Services include: nail cutting and filing, fingernail cutting, callus and dry skin filing, advice on looking after your feet and guidance on suitable footwear. (There is a fee and one off payment for your own personal foot care equipment).

Clinics are currently available at the following Centres:

Cobham Centre, Monday, Tel: 01932 596030
Claygate Centre, Tuesday, Tel: 01372 463476
Hersham Centre, Wednesday, Thursdays Tel: 01932 246267
Walton Centre, Friday, Tel: 01932 247549

Garden Maintenance
(See also Home Support Elmbridge)

Homesupport Elmbridge Gardening Service
Tel: 01932 267128
Email: info@homesupportelmbridge.co.uk
Web: homesupportelmbridge.co.uk/gardening-service

A service for tidying and maintenance of gardens, including mowing, pruning, weeding and general removal of waste into bags or bins. There is a charge for this service.
Health Centres (GPs)

**Ashley Medical Practice**
1A, Cruthfield Lane, Walton-on-Thames, Surrey, KT12 2QY
Tel: **01932 252425**
Web: [ashmed.co.uk](http://ashmed.co.uk)

**Capelfield Surgery**
Elm Road, Claygate, Surrey, KT10 0EH
Tel: **01372 462501**
Web: [capelfieldsurgery.co.uk](http://capelfieldsurgery.co.uk)

**Cobham Health Centre**
Portsmouth Road, Cobham, Surrey, KT11 1HT
Tel: **01932 867231**
Web: [cobhamhealthcentre.co.uk](http://cobhamhealthcentre.co.uk)

**Esher Green Surgery**
Esher Green Drive, Esher, Surrey, KT10 8BX
Tel: **01372 462726**
Web: [eshergreensurgery.co.uk](http://eshergreensurgery.co.uk)

**Giggs Hill Surgery**
14 Raphael Drive, Thames Ditton, Surrey, KT7 0EB
Tel: **0208 979 3253**
Web: [giggshillsurgery.co.uk](http://giggshillsurgery.co.uk)

**Hersham Surgery**
Pleasant Place, Hersham, Surrey, KT12 4HT
Tel: **01932 229033**
Web: [hershamsurgery.nhs.uk](http://hershamsurgery.nhs.uk)
The Groves Hinchley Wood
3 Station Approach, Hinchley Wood, Surrey, KT10 0SP
Tel: 0208 335 6600
Web: thegroveshinchleywood.co.uk

Littleton Surgery
Buckland House, Esher Park Avenue, Esher, Surrey, KT10 9NY
Tel: 01372 462235
Web: littletonsurgery.co.uk

Oxshott Medical Practice
Holtwood Road, Oxshott, Surrey, KT22 0QL
Tel: 01372 844000
Web: oxshottmedicalpractice.co.uk

The Glenlyn Medical Centre
115 Molesey Park Road, East Molesey, Surrey, KT8 0JX
Tel: 0208 979 3253
Web: glenlynmedicalcentre.co.uk

The Fort House Surgery
32 Hersham Road, Walton-on-Thames, Surrey, KT12 1UX
Tel: 01932 253055
Web: forthousesurgery.co.uk

Weybridge Health Centre- Rowan Tree and
Church Street Practices
22 Church Street, Weybridge, Surrey, KT13 8DW
Tel: 01932 504450 (Church Street)
Tel: 01932 505230 (Rowan Tree)
The Vine Medical Centre
69 Pemberton Road, East Molesey, Surrey, KT8 9LG
Tel: 0208 979 4200
Web: vine.gpsurgery.net

Walton Health Centre – Red, White and Yellow Practices
Rodney Road, Walton-on-Thames, Surrey, KT12 3LB
Tel: 01932 504410 (Red Practice)
Tel: 01932 414153 (White Practice)
Tel: 01932 506020 (Yellow Practice)

Thorkhill Surgery
115a Thorkhill Road, Thames Ditton, Surrey, KT7 0UP
Tel: 0208 398 3141
Web: thorkhillsurgery.co.uk

Health Information/Services

Healthwatch Surrey
Astolat, Coniers Way, Guildford, Surrey GU4 7HL
Tel: 0303 303 0023
Email: enquiries@healthwatchsurrey.co.uk

Healthwatch Surrey is an independent consumer champion ensuring that the voices of people in Surrey reach the ears of the decision makers. Their aim is to improve health and social care services and outcomes for the people in Surrey. They have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.
NHS Choices
Tel: 111
Web: nhs.uk

You can call 111 when you need medical help fast but it is not a 999 emergency. Available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Website provides health care advice and information. A symptom checker is available online.

Patient Advice and Liaison Service (PALs)
Tel: 01932 723553

If you have an issue or concern about an NHS service in Surrey, you can contact our Patient Advice and Liaison (PALS) team.

If they cannot help you themselves, they will point you in the right direction. They can help you to contact other NHS staff to make sure that you can voice your concerns.

Parkinson’s UK
Tel: 0800 800 0303
Web: parkinsons.org.uk
Holidays

Tourism for All
7A Pixel Mill 44 Appleby Road Kendal Cumbria, LA9 6ES
Tel: 0845 124 9971
Web: tourismforall.org.uk
Email: info@tourismforall.org.uk

Tourism for All UK offers information on all aspects of accessible tourism and travel in the UK and overseas specifically for older people, people with a disability, carers and their families.

Home Visiting Services

CHEER
Claygate Centre for the Community, Elm Road, Claygate, Surrey, KT10 0EH
Tel: 01372 879321
Email: manager@cheer-elmbridge.org.uk
Web: cheer-elmbridge.org.uk

Office hours are normally 9am – 1pm weekdays; if we are out on a visit or outside these hours please leave a message on the answer phone.
Services offered:

**Befriending** – we run a befriending scheme matching volunteers with older people who are otherwise isolated and lonely. The volunteers commit to visiting once a week for a chat and some companionship.

**Information and Advice** – we provide advice and help either by home visits or by telephone to enable people to continue living as independently as possible. This includes signposting to locally available services and assisting in the completion of lengthy benefit claim forms, particularly those for attendance allowance.

**Events** – we run a number of events throughout the year aiming to tackle social isolation by bringing older people together: tea parties, pie and a pint, lunches or afternoon teas.

**Housework Schemes**

(See also **Garden Maintenance**)

**Help at Home – Age UK Surrey**

Tel: **01784 444200**

Email: **james.roberts@ageuksurrey.org.uk**

Web: **ageuk.org.uk/surrey/our-services/help-at-home**

Help at Home is a home help service assisting people with housework, shopping, laundry, prescription collection and shopping.
Homesupport Elmbridge  ●  □

1 & 2 Quintet, Churchfield Rd, Walton, KT12 2TZ
Tel: 01932 267128
Email: info@homesupportelmbridge.co.uk
Web: homesupportelmbridge.co.uk

Home support services to older people and adults with a disability to help them remain in their own homes. The services are provided by helpers who have been vetted before being placed on our register. The charge for the services is paid directly to the helper. Financial assistance may be available if needed.

We are able to offer the following services:

- Housework
- Spring clean and Comprehensive Cleaning Service
- Bathing for people with low to moderate needs
- Shopping Service
- Relief visiting service for carers
- Gardening Service (untidy gardens can increase the risk of being targeted by bogus callers)

For more information about how to receive any of these services please call us.
I used to wake up in the morning and be absolutely overwhelmed by the difficulty of the tasks of the day - cleaning, shopping, gardening, more cleaning - tasks which are never actually completed. When did the hoover get so heavy? the cobwebs so high and the bed making so exhausting?

The trouble is I like my place clean and tidy I just cannot do it anymore. I needed some help but how to find the right help was the problem. I didn’t want to go to someone who might be untrustworthy or unreliable or just not very easy to talk to. I don’t want a different person every week and pay for big profits but now I am sorted!

“Let me tell you how.”

The girl next door (a girl in her 50's) said she would look on the internet for me and found a charity called **Home Support Elmbridge.** I gave them a call and the nice lady on the phone told me if I joined up for a small fee I would be put in touch with a helper who would do my cleaning and shopping if I wanted. She would come as often as I needed and I just pay her direct for her time. They can arrange for bathing assistance (which I do not need just yet) and even better someone to do a bit of gardening for me. I have just “let it go” I am afraid but I do enjoy sitting looking out of the window in the summer so that would be nice.

The lady in the office asked if I was claiming all the benefits I was entitled to and said if I had needed help and couldn’t afford HSE she could put me in touch with an organisation that would help out. The girl next door said I should do a blog to let other people know about **Home Support Elmbridge.** I am not sure what a blog is so wrote this instead. if you need help like me get on to the nice girl at the office and ask her to join you up Tell her Betty sent you.

Her number is **01932 267128** and if you can get on that internet thingy the address is **www.homesupportelmbridge.co.uk.**

**Bye for now love Betty**
Hospices

Princess Alice Hospice
Princess Alice Hospice, West End Lane, Esher, Surrey, KT10 8NA
Tel: 01372 468811

Princess Alice Hospice cares for people with terminal illnesses living in Surrey, south west London and Middlesex. The Hospice provides in-patient care with private rooms and en-suite facilities; additionally there are two single-sex bays. Additional services include:

• Day Hospice
• Home care
• Support for families and carers

Woking & Sam Beare Hospices
Sam Beare Hospice, Clive House, 12-18 Queens Road, Weybridge, Surrey KT13 9XB
Tel: 01932 598385

Admission to the hospice is by arrangement with the medical team following a referral by the GP, Community Team, District Nurse or hospital palliative care team. The Community team can also provide support guidance, and personalised combination of treatment and palliative care in a patient’s own home.
Additional services also include:

- A day care unit
- Counselling
- Occupational therapy team
- Physiotherapy
- Spiritual care
- Massage, aromatherapy and reflexology

Sam Beare Hospice covers West Elmbridge including: Weybridge and Walton-on-Thames

Hospitals (Local)

Cobham Community Hospital
168 Portsmouth Road, Cobham, Surrey, KT11 1HS
Tel: 01932 588400
Web: epsommedical.co.uk
(No A&E department)

Epsom Hospital
Dorking Road, Epsom, Surrey, KT18 7EG
Tel: 01372 735735 (Main switchboard)
Web: epsom-sthelier.nhs.uk

Kingston Hospital
Galsworthy Road, Kingston-Upon-Thames, Surrey, KT2 7QB
Tel: 0208 546 7711 (Main switchboard)
Email: enquiries@kingstonhospital.nhs.uk
Web: kingstonhospital.nhs.uk
St. Peter’s Hospital
Guildford Road, Chertsey, Surrey, KT16 0PZ
Tel: 01932 872000 (Main switchboard)
Web: ashfordstpeters.nhs.uk

Molesey Hospital
High Street, West Molesey, Surrey, KT8 2LU
Tel: 0208 941 4481
Web: cshsurrey.co.uk
(No A&E department)

Walton Hospital
Rodney Road, Walton on Thames, Surrey, KT12 3LD
Tel: 01932 414205
Web: virgincare.co.uk
(No A&E department)

Weybridge Hospital
22 Church Street, Weybridge, Surrey, KT13 8DY
Tel: 01932 852931
Tel: 01932 826013 (Walk in Centre open 7 am – 7:30 pm, Monday – Friday, 9am–4.30pm weekend and bank holidays)
Web: virgincare.co.uk
(No A&E)
Learning Disabilities ■

Community Teams for People with Learning Disabilities

There are currently two multi-disciplinary health teams in Elmbridge that assist people with learning disabilities.

CTPLD North West Surrey (Formerly SCATS)
Bourne House, 3 Brookfield Close, Ottershaw, Surrey, KT16 0JL
Tel: 01932 876666
Web: sabp.nhs.uk/services/ld

The CTPLD North West Surrey (formerly known as SCATS) covers West Elmbridge (Weybridge, Walton, Hersham) and provides help and advice, specialist health support and community homes for people with learning disabilities. Help and advice is also available to families and carers.

Mid Surrey CTPLD
Ramsay House, West Park, Epsom, Surrey, KT18 8PB
Tel: 01372 202100
Web: sabp.nhs.uk/services/ld

The community team supports people who have learning disabilities and their families in the Mid Surrey area. The team is multi-professional which includes: community nurses, psychiatrists, psychologists and a range of therapists. The team provides advice and support to enable people with learning difficulties, who often have complex and continuing health needs, to maintain and improve their health wherever
possible. The team works in partnership with other mainstream health services and appropriate specialist services. Mid Surrey CTPLD covers East Elmbridge.

**Cobham Link Project**

Cobham Centre for the Community, Oakdene Road, Cobham, KT11 2LY

Tel: **01932 596031**

Web: [elmbridge.gov.uk/css/cobham-link](http://elmbridge.gov.uk/css/cobham-link)

Email: [cobhamcentre@elmbridge.gov.uk](mailto:cobhamcentre@elmbridge.gov.uk)

Cobham Link is a community-based daycentre for adults with learning disabilities. The project offers a wide range of activities that help to promote independence, teach valuable life-skills and create a fun, relaxed and welcoming atmosphere where each person can flourish. The vision of Cobham Link is to ensure every group member reaches their full potential whilst taking an active role in the community.

**Elmbridge Community Link (ECL)**

c/o Methodist Church, Terrace Road, Walton, Surrey, KT12 2SR

Tel: **01932 241988**

Email: [coordinator@eclwalton.org.uk](mailto:coordinator@eclwalton.org.uk)

Elmbridge Community Link (ECL) is a charity that has been working with local people with a learning difficulty for over 15 years. The organisation offers the opportunity for people with a learning difficulty to express themselves to increase their sense of inclusion and integration.
Basic skills are improved through various workshops and new skills learnt at constructive projects. The organisation runs five weekly projects covering a variety of activities and a very popular monthly music workshop.

**Elmbridge Mencap**  
Burview Hall, Queens Rd, Walton, KT12 5AB  
Tel: 01932 221304  
Email: Elmbridgemencap@btconnect.com  
Web: elmbridge-mencap.btck.co.uk  

A purpose-built facility with 2 sensory rooms, games room and a large hall and garden. All available for hire to individuals or groups with learning disabilities. Runs regular activity clubs for these groups.

**Leisure Facilities and Activities**  
(See also Elmbridge Borough Council Leisure and Cultural Services)

**Brooklands Museum**  
Tel: 01932 857381 ext 221 (General enquiries)  
Email: info@brooklandsmuseum.com  
Web: brooklandsmuseum.com  

All exhibits are wheelchair accessible. However there is no wheelchair access on board our aeroplanes, which all have steps (including Concorde). The Concorde Simulator is fully accessible with ramped access.
Three wheelchairs are available for visitors to borrow. These may be reserved in advance of your visit. Disabled parking is available near our main visitor Entrance. For more information about disabled parking on the Museum site please call 01932 857381.

Libraries

Libraries (Elmbridge)
Tel: 01483 543599
Email: libraries@surreycc.gov.uk
Web: surreycc.gov.uk/libraries

Libraries are at Esher, Cobham, Hersham, Molesey, Thames Ditton, Walton and Weybridge.

Library Direct ● ■ ★
Tel: 01483 543 599
Email: libraries@surreycc.gov.uk
Web: surreycc.gov.uk/libraries

If you have difficulty getting to the library owing to ill-health, disability, mobility problems or caring responsibilities but still want to enjoy books and audio books you may be eligible to register for our Library Direct Service. This is a free service which provides:

- An extended loan period
- Extra items
- No overdue charges on books and talking books
- Free reservations for books held in Surrey stock
Library Direct has a range of options available:

**Friends and Family Membership**
If you have a friend or relative who can visit the library on your behalf we provide a friends and family ticket. An authorisation form can be picked up from your local library or be requested from enquiries direct.

**Library Direct Home Service**
If you don’t have a friend or relative who is able to visit the library for you then we can arrange for library books and audio books to be delivered to your home on a regular basis by one of our friendly volunteers.

**Enquiries Direct (Surrey Libraries)**
c/o Guildford Library, 77 North Street, Guildford, Surrey, GU1 4AL
Tel: **01483 543599**
Fax: **01483 543597**
Sms: **07968 832414**
Email: **libraries@surreycc.gov.uk**
Web: **surreycc.gov.uk/libraries**

Enquiries Direct is Surrey Libraries’ information service, available by email, phone or fax. If you’re looking for information, whatever the subject, just get in touch with them.

Monday to Friday 9am – 6pm and Saturday 9am – 5pm.
Mobility and Medical Equipment

Disability Equipment Service
Tel: 07845 041678
Web: disabilityequipmentservice.co.uk

A notional website dedicated to the buying and selling of new and used disability equipment.

British Red Cross – Medical Equipment Loan
Sherwood House, 40 Seven Drive, Walton, Surrey, KT12 3BH
Tel: 07813 828636 (Open Wednesday and Thursday 10am – 12noon)

Medical Loan Centres: Walton Red Cross Centre, 1 Hersham Road, Walton KT12 1LH

Care-Ful Mobility
18 Summer Avenue, East Molesey, Surrey, KT8 9LU
Tel: 0208 549 8855
Email: sales@carefulmobility.com
Web: carefulmobility.com

Care-Ful mobility provide a wide selection of mobility and adaption equipment, a large number of which can be tried at home for free before you buy.

Disability Medical Equipment – Social Care Team
Tel: 0300 200 1005

For equipment related to disability, bath aids, rails, commodes, etc. please contact Social Services: Elmbridge Social Care Team.
Ferrules (Walking stick rubber ends)
Ferrules for walking sticks are available from health centres and reception desks at your local Centres for the Community.

Hearing and Mobility (Keep Able)
11-17 Kingston Rd, Staines, Middlesex, Surrey, TW18 4QX
Tel: 01784 440044
Fax: 01784 449900
Email: staines@hearingandmobility.com
Web: hearingandmobility.co.uk

(See also Independent Living Centre)

Mental Health

CornerHouse
Tel: 01483 757461
Email: info@cornerhouse.cc
Web: cornerhouse.cc

Offering emotional and wellbeing support programmes for people aged 18+ affected by a wide range of mental health issues including depression, anxiety, carer support groups, eating disorders and social isolation. Based in Woking but available to all Elmbridge residents.
Mary Frances Trust (Covering Elmbridge)
23 The Crescent, Leatherhead, Surrey, KT22 8DY
Tel: 01372 375 400
SMS: 07929 024 722
Email: info@maryfrancestrust.org.uk
Web: maryfrancestrust.org.uk

Mary Frances Trust offers a large range of groups and activities to promote mental health recovery and improve wellbeing.

Surrey and Borders NHS Foundation Trust
Trust Headquarters, 18 Mole Business Park, Leatherhead, Surrey, KT22 7AD
Tel: 0800 915 4644
Web: sabp.nhs.uk

Surrey and Borders Partnership NHS Foundation Trust provides health and social care services for people with mental health illness, drug and alcohol addictions and learning disabilities across Surrey and North East Hampshire.

Alzheimer’s Society
New Haw Community Centre Annexe, 65 Woodham Lane, New Haw, Surrey, KT15 3ND
Tel: 01932 855582
Email: surrey@alzheimers.org.uk
Web: alzheimers.org.uk
National Charities Supporting Health Illnesses

British Heart Foundation North Surrey
11 Ravenswood Close, Cobham, KT11 3AQ
Tel: 01932 865241

Diabetes UK
10 Parkway, London, NW1 7AA
Tel: 0345 123 2399 (care line is available through this number)
Email: info@diabetes.org.uk
Web: diabetes.org.uk

Diabetes UK is one of the largest patient organisations in the UK. Its mission is to improve the lives of people with diabetes and to work towards a future without diabetes.

Stroke Association
‘Charity for stroke survivors’
Stroke House, 240 City Rd, London, EC1V
Tel: 0303 303 3100
Text phone: 0207 251 9096
Website: stroke.org.uk
Fax: 0207 490 2686

National Osteoporosis Society
Camerton, Bath North Somerset, BA2 0PJ
Tel: 01761 471771 (General enquiries)
Tel: 0845 450 0230 (Helpline (medical) enquiries)
Web: nos.org.uk
Pensions

Department for Work and Pensions
Tel: 0845 606 0265 (8am – 6pm, Monday to Friday)
Textphone: 0845 606 0285
Web: direct.gov.uk/pensions

Call for a free guide on the range of government services for people aged 60 and over.

The Pensions Service Info-Line
Tel: 0845 606 0265 (General information)
Tel: 0845 731 3233 (Leaflets on pensions)

Retirement Pension Forecasting and Advice Service
Tel: 0845 300 0168

Explains how to ask for a pension forecast using form BR19 and how to understand the forecast itself.

Veterans (War Pensions) Freeline
Tel: 0800 169 2277 (M.o.D)

General advice and help with new and on-going claims, telephone M.o.D.
Personal Care ●

Bathing and Showering Services
Bathing or showering services are available at the Claygate and Hersham Centres for the Community. Please contact the appropriate Centre.

Independent Home Care Providers
Tel: 01372 825116
Email: surreycare.co.uk

For more information about independent home care providers in Surrey, contact Surrey Care Association.

Registrar (Births, Deaths & Marriages)
Rylston Registry Office
81 Oatlands Drive, Weybridge, Surrey KT13 9LN
Tel: 0300 200 1002
Email: registration.weybridge@surreycc.gov.uk

Security/Safety
(See Community Alarm, and Care and Repair)

Surrey Police
Tel: 101 (for non-urgent enquiries or for the Crime Prevention Advisor covering Elmbridge)
For Emergencies dial 999.

Wherever you live or work in Surrey there is a dedicated Safer Neighbourhood Team on hand, helping to make the county...
one of the safest in England and Wales. Each team provides a visible presence in a neighbourhood and works closely with our partners and the public to tackle anti-social behaviour, solve crime and build community confidence. They deal with the priority issues and concerns of the people in their area – and keep the community updated on progress made on previous priorities.

**Road Safety**  
Tel: 0208 541 9974

If you would like advice about local road safety, contact: Traffic and Road Safety Group. Talks, leaflets and films are available free to Clubs and Centres.

**Surrey Victim Support**  
Tel: 0808 168 9274  
Support line: 0808 168 9111  
Web: victimsupport.org.uk

Specialist teams deliver tailored support to help people recover from the effects of crime and traumatic events. They are able to make sure you get the information and support you need or refer you to other specialist organisations that can also help.

**Surrey Fire and Rescue Service**  
Tel: 0345 600 9009  
Email: sfcontactqueries@surreycc.gov.uk  
Web: surreycc.gov.uk/people-and-community/surrey-fire-and-rescue
The Surrey Fire and Rescue Service helps to keep people at high risk safe from fire hazards in their own home and recommends smoke alarms linked to a telecare centre.

You can arrange a free home fire safety visit.

**Support with Confidence**
Email: support.confidence@surreycc.gov.uk
Web: supportwithconfidence.gov.uk

This scheme helps people make good and informed choices when selecting their care, such as personal assistants, or purchasing goods or services with the confidence that members of the scheme are reliable, trustworthy and understanding and will be able to respond to their needs.

**Neighbourhood watch**
Tel: 0116 402 6111
Email: enquiries@ourwatch.org.uk
Web: ourwatch.org.uk

Made up of Street Watch, Street Angels and Street Pastors to ensure neighbourhoods are safe, friendly and pleasant places to live.

**Sheltered and Supported Housing**

_Crown Simmons Housing_  
Rosemary House, Portsmouth Road, Esher, KT10 9AA  
Tel: 01372 461440  
Web: crownsimmons.org.uk/
Crown Simmons Housing owns and manages more than 800 properties in London and the South East, providing services for more than 1300 people. Crown Simmons Housing focuses on providing homes and services for local people, older people and key workers – people who may be unable to access housing through the normal market process.

**Paragon Community Housing Group**
Case House, 85-89 High Street, Walton-on-Thames, Surrey, KT12 1DZ
Tel: **0300 123 2221**
Web: [pahousing.co.uk](http://pahousing.co.uk)

Paragon provides homes for 4,500 Elmbridge residents and is based at offices in Walton Town Centre. The Group now owns and manages all the Council’s former housing stock, including its sheltered and supported housing schemes. There are 14 individual schemes located in a variety of convenient settings throughout the Borough of Elmbridge. A wide range of housing services is provided by the Group from welfare benefit advice through to community support initiatives, in addition to day-to-day housing management tasks. The Group is committed to improving the quality of life for people living in the communities we serve.

Paragon aims to provide a range of good quality flexible sheltered and supported homes, with support services tailored to the need of their residents. Paragon specialises in providing independent living with support when it is needed and
emergency out of hours cover. Facilities include communal lounges, gardens, launderettes and guest rooms.

For security and safety each flat is fitted with an easily accessible alarm system, linked to the scheme manager and to a 24 hour managed control centre outside of working hours. Door entry systems at all schemes control unidentified access to the building.

Elmbridge sheltered housing is suitable for all individuals who are able to live independently and do not have high care needs which would require a more specialised type of accommodation e.g. residential care or nursing homes. Anyone over the age of 55 can apply including owner-occupiers.

**Walton on Thames Charity**

1 & 2 The Quintet, Churchfield Rd, Walton, KT12 2TZ
Tel: 01932 220242
Email: admin@waltoncharity.org.uk
Web: waltoncharity.org.uk

Walton charity provides sheltered accommodation and residential care services for older people as well as providing information and advice on benefits and management of local allotments. The Charity’s dedicated Welfare Officer provides information and assistance with advice and advocacy to older people in the Elmbridge area. Walton Charity can provide help to ensure that older people are accessing the benefits to which they are entitled.
Whiteley Village
Whiteley Village, Walton-on-Thames, Surrey, KT12 4EH
Tel: 01932 842360
Email: admin@whiteleyvillage.org.uk
Web: whiteleyvillage.org.uk

This complete retirement village is located close to Hersham. It offers a range of housing, support, and care services that enable it to meet the varying needs of those living within the Village. Further details and an application form can be obtained from our website.

See also Paragon Community Housing Group

Social Care – Adult (Social Services)

Surrey County Council’s Adult Social Care
Tel: 0300 200 1005 (Open 8am – 6pm)
Web: surreycc.gov.uk/socialcare

Surrey County Council’s Adult Social Care Team provides the following:

- Information and advice
- Carers assessment
- Individual assessment
- Local care management
- Occupational Therapy
- Facilitate equipment and home alterations
- Home based personal care
You can also attend your local social care team between 9 am – 5 pm. Elmbridge locality team is based at:
Civic Centre, High Street, Esher, Surrey, KT10 9SD

**Reablement Service**
Tel: **0300 200 1005**
Mobile: **07527 182861**
Email: contactcentre.adults@surreycc.gov.uk

Adult Social Care provides a reablement service that helps individuals learn how to live with an illness or condition and remain independent at home. Specially trained staff will assess needs and support people to learn or relearn the skills necessary for daily living, where progress will be monitored on an on-going basis.

**Surrey County Council**

**Surrey County Council Contact Centre**
Tel: **0300 200 1005** (Contact Centre)
Fax: **0208 541 9004**
Min: **0208 541 9698** (Monday to Friday 8am-6pm)
Email: contactcentre.adults@surreycc.gov.uk

The contact centre is your first point of contact for council enquiries.

Enquiries for: Consumer advice, Highways problems, Children’s Services Childcare enquiries, Adult Social Care enquiries, Blue Badge Scheme, Surrey family and local history, Surrey Libraries.
Surrey Independent Living Council – Centre for Independent Living

SILC
Astolat, Coniers Way, Guildford, GU4 7HL
Tel: 01483 458111
Fax: 01483 459976
Email: admin@surreyilc.org.uk
Web: surreyilc.org.uk

Surrey Independent Living Council (SILC) is a non-profit making voluntary sector organisation run by and for disabled people. SILC helps people with disabilities, and others who use or want to use direct payments to live independently and to arrange the support services they require. This can include supporting you to recruit and employ a personal assistant, identifying local providers and using dedicated care agencies.

Telephone Preference Service

MPS – Mailing Preference Service
Tel: 0207 291 3310
Web: mpsonline.org.uk

TPS – Telephone Preference Service
To stop unsolicited sales and marketing telephone calls
Tel: 0345 070 0707 (Registration Line)
Tel: 0345 070 0705 (Helpline)
Web: tpsonline.org.uk
Tradesmen

The following list of websites and contact telephone numbers will help advise on reputable tradesmen for jobs around your home.

Buy with Confidence
Web: buywithconfidence.gov.uk

Buy with Confidence is an approved register of businesses which have been thoroughly vetted and approved by Trading Standards to ensure they operate in a legal, honest and fair way. Consumers can search for an approved trader on the website.

Checkatrade
Tel: 0845 408 4866 (The Trade Register)
Web: checkatrade.com

Trust Mark
Tel: 0333 555 1234
Web: trustmark.org.uk

Travel Information – General
(See also Community Transport)

Railcards
Tel: 0345 3000 250
Email: railcardhelp@railcards-online.co.uk
Web: railcard.co.uk
Senior and Disabled Persons Railcards enable you to travel at 1/3 off a standard and first-class rail ticket cost (and an accompanying adult under the Disabled Person Rail Card).

The Railcards are valid for one year. Application forms are available from your local railway station or online.

Traveline
Web: traveline.info/

Traveline offers information for door-to-door travel for both public transport and car journeys around Britain.

Train Information
Tel: 0845 748 4950
Web: nationalrail.co.uk

National Rail Enquiries (NRE) is the definitive source of information for all passenger rail services on the National Rail network in England, Wales and Scotland.

Volunteering
Central Surrey Voluntary Action
1 The Quintet, Churchfield Road, Walton KT12 2TZ
Tel: 01372 722911
Email: admin@csva.co.uk
Web: centralsurreyvoluntaryaction.co.uk

Advice and information to people wishing to do voluntary work, and support to charities which recruit volunteers.
The Volunteer Centre can help you to identify where your interests lie and how you could use your skills to volunteer, tell you about the wide range of voluntary opportunities available, introduce you to suitable organisations and offer you support while you are volunteering. We have around 450 voluntary opportunities on our database at any one time. To come in and discuss the wide range of voluntary opportunities available give us a call or email. You can also drop in and see us at our Volunteer Centre, or you can log onto our website to view a selection of the voluntary opportunities available.

Supports voluntary sector organisations and can provide funding advice.

**Wills**

Even with small amounts of money and treasured possessions it is still sensible to decide whom you want to pass them on to.

**Age UK**

Tel: **01483 446620** (Monday to Friday 9am – 5pm)
Web: [ageuk.org.uk](http://ageuk.org.uk)
Email: [enquires@ageuk.org.uk](mailto:enquires@ageuk.org.uk)

Age UK produces a fact sheet (Number 7) to assist with making a Will that can be downloaded from their website or posted to you. They can also supply a simple form, which gives you instructions to the next of kin and executors. For any queries, worries, concerns or problems in this matter please contact Age UK.
Elmbridge Trust for Older People

Tel: 01372 474552 (Message service only)
Email: etfopcharity@elmbridge.gov.uk
Website: elmbridge.gov.uk/css

This registered charity was set up as a channel for donations and legacies from members of the public to help fund discretionary services, events and activities for older people in Elmbridge.

Despite the relative affluence of Elmbridge many older people can become isolated and need support and assistance beyond that available from statutory bodies and voluntary agencies. Your money can help support new projects and initiatives, and any of the existing discretionary services for older people including:

- Support for Carers of those suffering from confusion, dementia or Alzheimer’s
- Centres for the Community, helping promote independence and active healthy ageing
- Community Transport with specially equipped buses and dedicated drivers providing a lifeline to those who would otherwise be housebound

There are three Trustees, all local residents (Cllr Sheldon, Cllr Shipley and Mr David Tipping), who are guided and supported by the Elmbridge Older People’s Advisory Body.

For further information please visit elmbridge.gov.uk/css
Index

To help you to quickly find services that you may need we have marked particularly relevant services with different symbols, you will find these symbols throughout the booklet and within our index:

- Services for older people
- Services for people with disabilities
- Carers Support Services
- Services supporting children and young people

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Community Support services

Centres for the community
Community alarm and telecare
Meals services
Community transport
Memory loss support
Independent living equipment
Volunteering
Cobham and Molesey Link

Find out more:
Call: 01372 474552
Email: commservices@elmbridge.gov.uk
Web: elmbridge.gov.uk/css
Useful Numbers

Elmbridge Borough Council 01372 474 474
NHS 111 (non-emergency advice) 111
Surrey Police (non-urgent enquiries) 101
Surrey Adult Social Care Team 0300 200 1005

Community Support Services

General enquiries 01372 474552
Community Alarm and Telecare 01372 474560
Community Transport 01372 474551
Dial-A-Ride 01372 474944
Community Cab 01372 474944
Relief Carers Scheme (dementia services) 01372 474547
Elmbridge Borough Council 01372 474474
Meals Service 01372 474552
Volunteering 01372 474552

Centres for the Community

Claygate Centre 01372 463476
Cobham Centre 01932 596031
Hersham Centre 01932 246267
Molesey Centre 020 8979 5773
Thames Ditton Centre 020 8398 5921
Walton Centre 01932 247549
Weybridge Centre 01932 844391
To hire a Centre call your local Centre or 01372 474552
We are working to build a fairer community in Elmbridge, where everyone is valued and has the opportunity of a decent quality of life.

We do this by providing:

• Sheltered housing for people 50+ years of age
• Individual Grants, helping Elmbridge residents at times of financial difficulty
• Community Grants, to enable and support local organisations to provide services in Elmbridge
• Allotments and a Community Allotment

Need our help?
Get in touch
www.waltoncharity.org